

Scouting Ireland
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Ref: L32/2017 - New Membership Management System

29 October 2017

Dear Scouter,

As we're sure you are aware, following communications issued on:

- 22nd September 2017 - L28-2017 - Website Development Update and Process Changes [\[click HERE\]](#);
- 9th October 2017 - L29-2017 - Website Development Update and Process Changes [\[click HERE\]](#);
- 15th October 2017 – L31-2017 - Website Development Update and Process Changes [\[click HERE\]](#);
- 25th October 2017 – Update 4 – Website Development (News Item) [\[click HERE\]](#).

Scouting Ireland has been at an advanced stage of the testing of our new membership management system.

This system will go live to our members on Tuesday 31st October 2017. Those members with valid email addresses noted on the existing database will receive an activation email in the afternoon of the 31st and will be able to activate their accounts.

The first iteration of the new system will be released with the following functionality:

- Creating Profiles (Youth and Adult registration)
- Annual Census
- Scout Group Controls
- Scout County Controls
- Scout Province Controls
- Training & Activity Bookings and Payments
- International & Domestic Camping Approvals

The rest of the functionality mentioned in our previous communications:

- Census, Badges, awards, interactions, international camps,
- Reporting, Chief Scouts Awards, historic profiles, online notifications & call to action
- Integrated e-learning

Will follow in the next iteration/s shortly thereafter.

User Manual

A step by step guide to using the system will be available to download from the site, once live.

Reg. No. 397094
Charity No. CHY3507

PATRON Michael D. Higgins PRESIDENT OF IRELAND



Member of World Organisation of the Scout Movement

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Extra Support

National Office will be operating extended opening hours for the first six weeks of the new membership management system being implemented.

Details of these opening hours are [HERE](#).

If you are having any trouble with the new system, please get in touch and our team will be delighted to help.

Data Transfer

We have completed the transfer of data from the old system to the new. We are confident that this transfer has been successful and have done spot checks to compare old to new. Once logged in to the new system, you will be able to update your profile so please ensure you have up to date contact details etc.

If you believe your record is incomplete, please let us know by submitting a system ticket by clicking [HERE](#).

Bugs and Glitches

This new system has been extensively tested but it has been a complex development and it's likely bugs/glitches will be discovered by users in the first few weeks.

We appreciate feedback and would like to request that you inform us of any bugs you come across. You can do this by clicking [HERE](#) and providing the full details, including screen shots as appropriate, of the issue you found.

[REPORT A BUG HERE.](#)

As noted above and previously, we are working hard to provide a user-friendly platform to assist our members with the administrative tasks of Scouting and we really hope that you will find the new tools useful. Changes to systems and processes can be difficult and complex. We will appreciate your patience and understanding while this is rolled out and bedded in and we will do our very best to assist you with this transition.

We hope you enjoy the rest of your bank holiday weekend and have a fun and safe Halloween.

Yours in Scouting



Noel O'Connor
Manager (Operations)



Kieran Cody
Communications Commissioner

CC:

All Scouters
Professional Staff

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