





Registration and the Primary Parent

Sunday, November 22, 2020

Problem: I signed onto MyScouts.ca, pressed the green “Register My Child” button, and pressed “Let’s Get Started”. I cannot select my child from the list of people.

Answer: Ask the person who you think last registered the child, to sign on and try.

Reason: When a child is registered for the first time, the child’s registration is attached to the specific account of the parent who set the child up. This one parent becomes the “primary parent” for this youth and is the only person who can re-register the child in future years.

For children whose rows begin with a grey icon , you are NOT the primary parent.
For children whose rows begin with a blue icon , you ARE the primary parent.

Problem: Can the “primary parent” be changed?

Answer: Yes, this can be done four ways:

1) The Primary Parent can do it on MyScouts.ca

- The Primary Parent signs on MyScouts.ca and presses the green “Register My Child” button. (It does not matter whether you want to complete a registration during this session. It is just a way to get to the right place.) Press the “Let’s Get Started” button. A list of people will be displayed. Press the child’s name.
- A **Collect Information** screen will display. In the **Information** section, select “Add/Edit parents”. A list of the parents associated with the child will display.
- Select the non-primary parent. That parent’s name will become bold and their information will appear lower on the page.
- Below that parent’s address (on the right), check the box “make this parent the primary parent” and press **SAVE** (just below)
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2) The Primary Parent can email our Group Commissioner, David.B.White@sympatico.ca and request the primary partner be switched.

<p>Hi, I am the primary parent of _____</p> <p>who is in the 24th Kitchener _____ Section.</p> <p>Please switch primary parent to be _____.</p>
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3) The Primary Parent can send the request to Scouts Canada Help desk helpcentre@scouts.ca (see sample text above)

4) The parent having trouble registering can email the Help Desk.

Hi, I am a parent of _____
who is in the 24th Kitchener _____ Section.
When I press "Register my Child" in MyScouts.ca, it will not let me
select my child for signing up.