

Online SCAU administration

Welcome to Sutton Coldfield Adventure Unit. Please find below the information regarding how to use our online system. Whilst we are not part of the Scout organisation, we do utilise the same online system that many scout groups use.

Here are step by step instructions on how to confirm/update your child's details online. This is the first step of moving the majority of our administration online which will make things easier from a leaders' perspective and provide parents more information and offer easier payment options. There will be further documents that will explain additional functionality of the system which I will send over the next week or so.

1. Create an Account

You will in the very near future receive an email inviting you to logon to 'MyScout' by clicking on a link within the email (Figure 1)

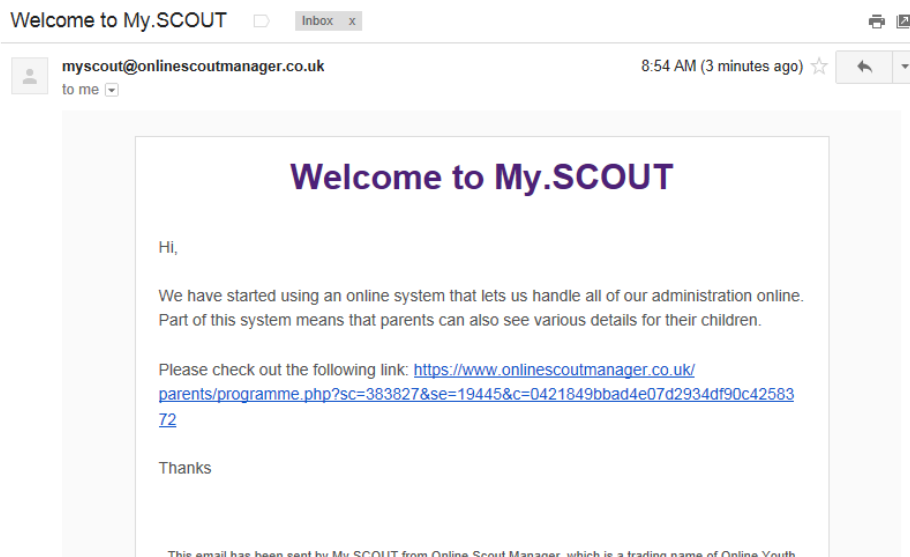


Figure 1

Once you have clicked on the link, you will be taken to the 'Upcoming Programme' page (Figure 2) which over time will be populated with upcoming events and activities.

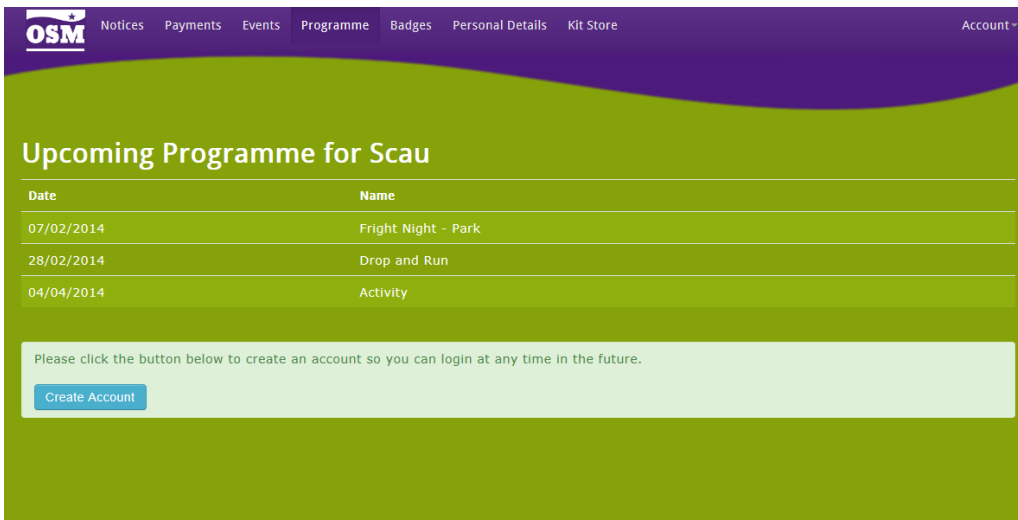


Figure 2

From this page, click on the 'Create Account' button which will then take you to a page where you enter your email address along with your chosen password. You will then be informed that your account has been created and you will be returned to the OSM introductory page as shown in Figure 2 and you have now created your account.

Confirming Contact Details

From the OSM introductory page (Figure 2), click on the 'Personal Details' link which can be found at the top of the page. You will then be asked to enter your child's date of birth (dd/mm/yyyy)¹. Once entered, you will be taken to a page entitled 'Personal Details' as shown in Figure 3.

Figure 3

¹ If you are unable to access your child's personal details (date of birth not working) – it is likely due to an incorrect date of birth being entered our end – email scauorion@gmail.com with the details of the problem and we will sort it asap. Thanks

Here you will be able to enter/amend/ check your child's details. Most of you will have details already completed and all you will need to do is check these details are correct and accurate. I would however, bring your attention to email addresses. You will have received this introduction email because you are listed on our records as the main email contact which will be listed on our systems as **'Email Parent 1'**. This email address will be **the primary contact** for our systems and whilst there will be some universal emails sent out to all contacts, the primary email address is the one that will be used for our online payment system. Hence, if you would prefer a different email address as your primary contact, please amend the **'Email Parent 1'** address.

Once you have completed the personal details page and then click on the 'Save Changes' button at the bottom of the page. Once you have saved your changes, you can log out of the system by clicking on the 'Account' button in the top right of the page – there you will be given the option to log out.

2. Additional Children

If you have more than one child, simply go through exactly the same steps for and additional children but when you create an account for the second child, you need to enter the same email and password as you did for your first child. This will link the accounts.

Once you have completed the above, you will be able to access your MyScout account at anytime by going to www.onlinescoutmanager.co.uk and clicking the 'Parents Login' button in the top right of the page.

OSM Testimonials | Features | My.SCOUT | Contact Us | Sign Up | Kit Store Leaders Login Parents Login

Online Scout Manager - designed by scouts for scouts
Trusted by 93.5% of UK scout groups

Trusted by: 37,847 Leaders | 19,066 Sections | 6,787 Groups

OSM has transformed our admin - being a scout leader is now more about delivery than endless admin.
Andy Thomas, Assistant Scout Leader, Wilson House Scout Group

How can OSM help me?

- ★ Record keeping is quick and easy
- ★ Transfer members when they move up
- ★ All your leaders can access the system
- ★ Access on the web or with your smartphone
- ★ Manage everything in one place:
 - ★ finances
 - ★ badge records
 - ★ events
 - ★ communication with your group
- ★ All on a safe, secure, data protection act compliant system.

Badge Records
Badge records can be automatically updated based on your programme and attendance register.

Group Management
Communicate with your group from inside or outside OSM with email mailing lists or text messaging.

Programme Planning
Plan and improve your programme with the enormous database of activities.

Sign Up
Simple and quick - sign up today!

Preview OSM
Try OSM with the demo sections to see how easy it is!

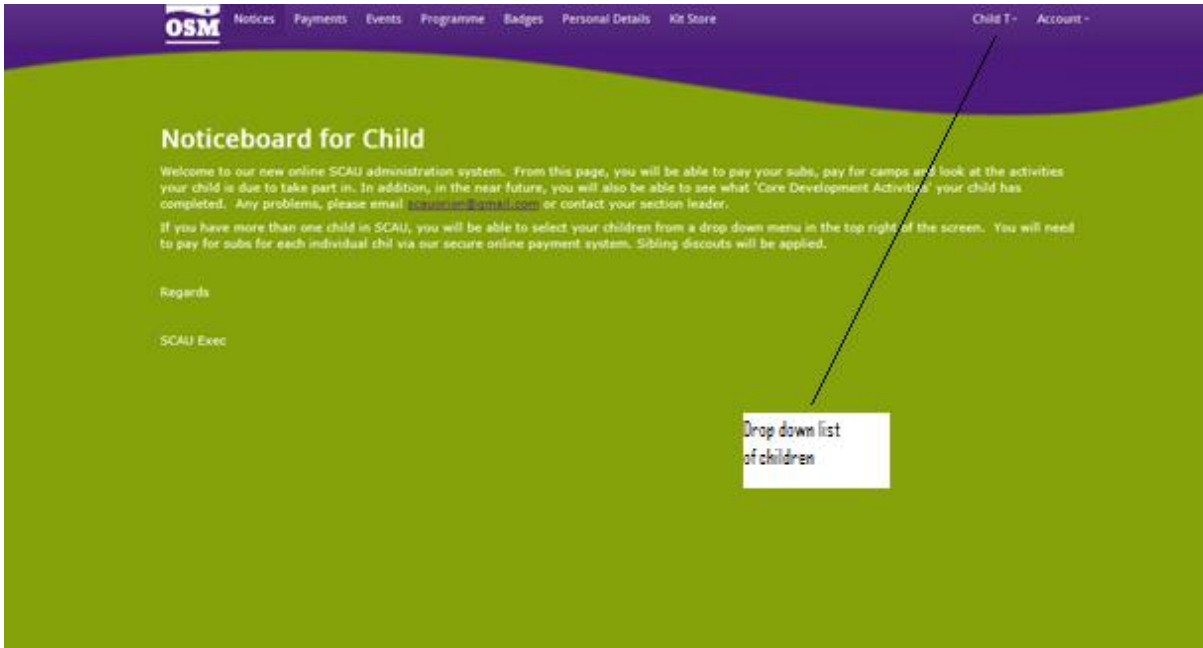
Video Tour
Watch a video of OSM in action

Online Guide Manager
Guiders have a dedicated system

scout Payments Made Easy

Figure 4

Having registered more than one child on the system, when you login, you will be able to view each of your children by selecting them from the drop-down menu which will be visible in the top right of the screen, next to the 'Account' button.



From this main login screen, you will be able to view camps, events and also pay for subs and camps in the future. Keep an eye out for future emails 😊

3. Online Payment System

Integrated into OSM is the 'GoCardless' online payment system. GoCardless is separate from our online system but is integrated to make payments quick and easy. You will need to have a 'GoCardless' account and OSM will direct you to the link to do this.

The first email you will receive will be one advising you that a payment is required. In most cases, this will relate to your monthly payment of subs.

You will initially receive an email advising you that a payment request has been made as in Figure 5.

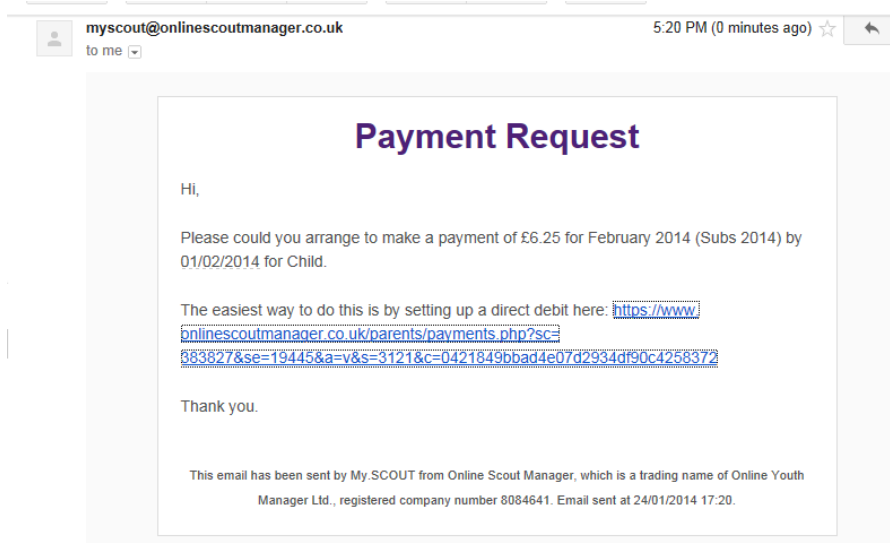


Figure 5

Click on the link shown which will take you directly to your payment screen as shown in figure 6. Figure 6 shows monthly subs payments along with the due date. There are two options available to you now:

3.1. Pay Now

Click on the 'Pay Now' button adjacent to the relevant payment which will take you through to the GoCardless payment system. You would then manually pay for each monthly payment, ideally on the date due but the date of payment is entirely within your control.

Description	Payment Date	Amount	Pay Now	Last updated	Status
March 2014	01/03/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
April 2014	01/04/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
May 2014	01/05/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
June 2014	01/06/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
July 2014	01/07/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
August 2014	01/08/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
September 2014	01/09/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
November 2014	01/11/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet
December 2014	01/12/2014	£6.25	Pay Now	17:20 24/01/2014	Not due yet

Figure 6

3.2. Subscription

Click on the 'Setup Subscription' button which will also take you to the GoCardless payment system. This will enable you to setup direct debits for automatic monthly payments. You will receive an email three days prior to any payment going out of your account providing you time to cancel should you wish to.

3.3. Family Payment?

There is no facility to make a single payment for more than one child. You will be sent invoices for each child individually where sibling discounts will be applied where relevant.

4. GoCardless

GoCardless is a secure payment system which takes payments by means of direct debit directly from your bank accounts. It is independent from our administration system, but it does integrate to enable payments quickly and easily. It is a system that is regulated by the Financial Conduct Authority and customers are protected by the Direct Debit Guarantee (<https://gocardless.com/direct-debit/guarantee/>) For further information on security, go to <https://gocardless.com/security>

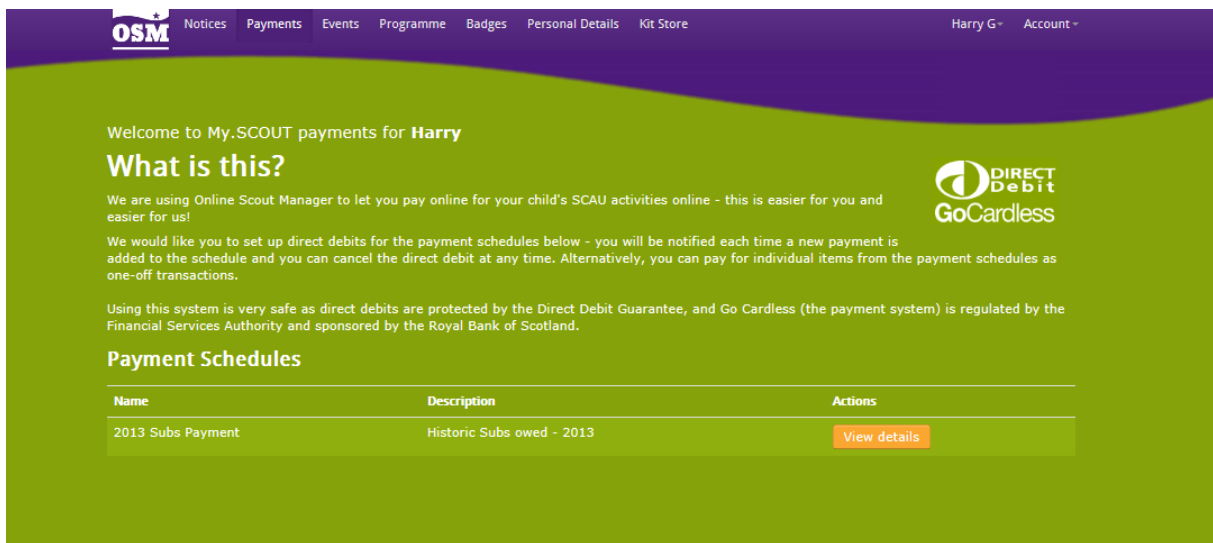
The first time you use GoCardless you will need to set up an account. After that, anytime you need to make payments, you will simply just have to use your username and password to make the payment.

5. Payment Requests

You will be invoiced for subs and the majority of camps and events via OSM. International camps will only use OSM to pay the deposit with the remaining payments being arranged via bank transfers. As ever, please feel free to contact us should you experience any difficulties in payments.

6. Viewing your current and future payments

You are now able to view your current/outstanding invoices by accessing your 'MyScout' system and from the opening screen, click on the Payments button at the top of the page.



Welcome to My.Scout Manager payments for **Harry**

What is this?

We are using Online Scout Manager to let you pay online for your child's SCAU activities online - this is easier for you and easier for us!

We would like you to set up direct debits for the payment schedules below - you will be notified each time a new payment is added to the schedule and you can cancel the direct debit at any time. Alternatively, you can pay for individual items from the payment schedules as one-off transactions.

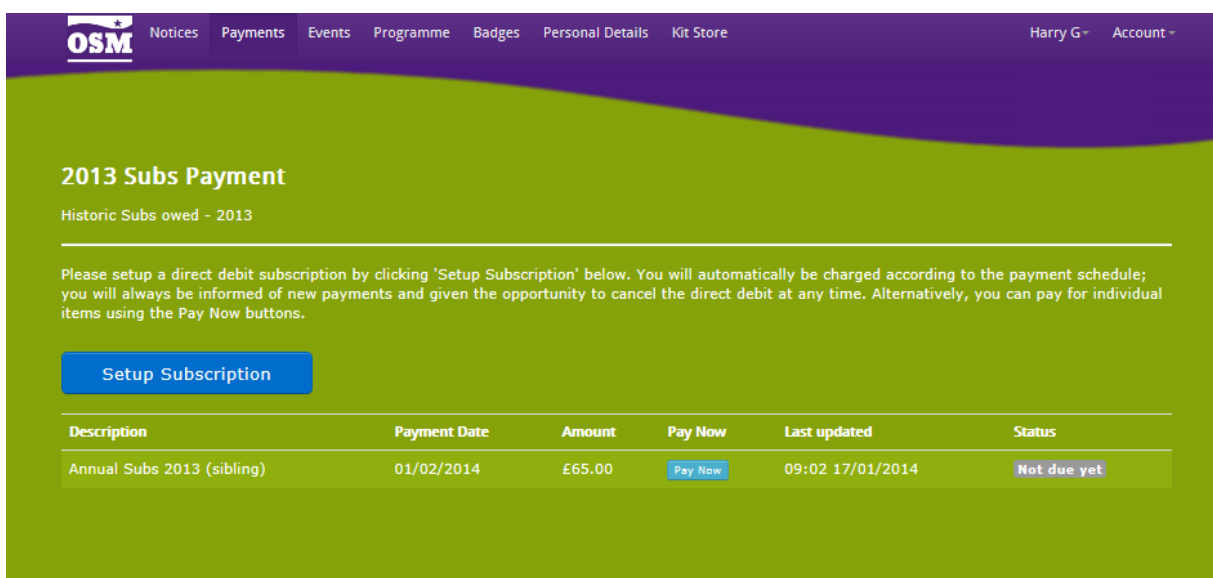
Using this system is very safe as direct debits are protected by the Direct Debit Guarantee, and Go Cardless (the payment system) is regulated by the Financial Services Authority and sponsored by the Royal Bank of Scotland.

Payment Schedules

Name	Description	Actions
2013 Subs Payment	Historic Subs owed - 2013	View details

Figure 7

This will bring you to the payments screen as shown in Figure 7 from where you can see a list of payments. To view the details of the particular payment, click on the "View details" button which takes you through to the details screen (Figure 8)



2013 Subs Payment

Historic Subs owed - 2013

Please setup a direct debit subscription by clicking 'Setup Subscription' below. You will automatically be charged according to the payment schedule; you will always be informed of new payments and given the opportunity to cancel the direct debit at any time. Alternatively, you can pay for individual items using the Pay Now buttons.

[Setup Subscription](#)

Description	Payment Date	Amount	Pay Now	Last updated	Status
Annual Subs 2013 (sibling)	01/02/2014	£65.00	Pay Now	09:02 17/01/2014	Not due yet

Figure 8

7. The importance of communication.

The OSM is an integral part of the administration of Sutton Coldfield Adventure Unit. The communication between leaders and parents is key to ensuring the smooth operation of what has become, a large organisation run completely by volunteers. Where even invites drop into your email account – we would appreciate a timely response, even if that response is ‘no’. This assists us with allocation of leaders to activities as well as ensuring that we do not overspend on events enabling us to maintain the subs at the reasonable level that they currently run at.

Thank you for your time in reading this document and welcome to SCAU.



John Garvey

SCAU Leader