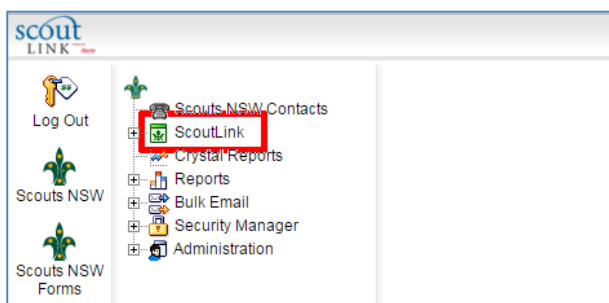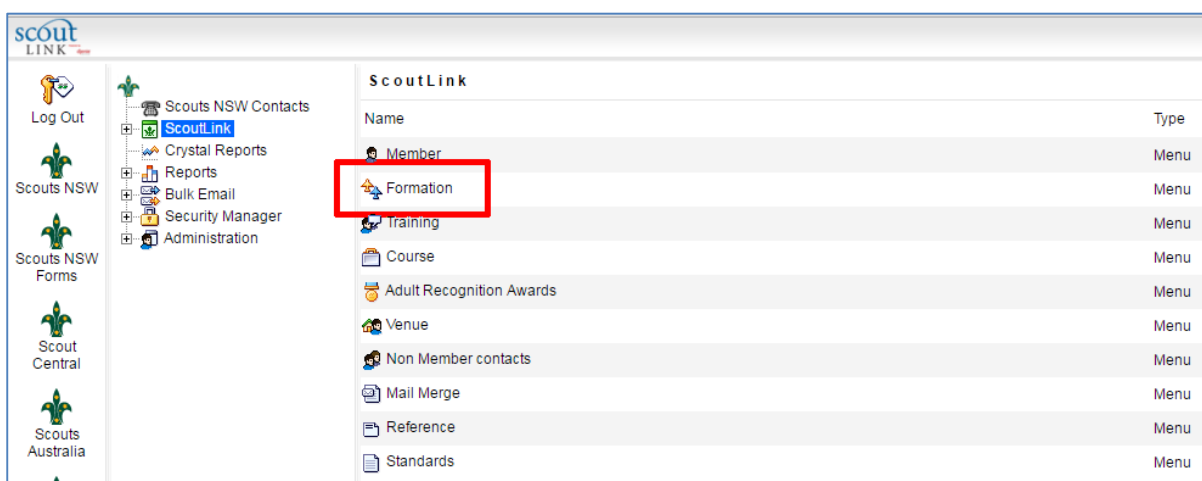## 1. Where do I find my Group's Invoice?

Once you have logged into ScoutLink, click on 'ScoutLink', near the top left of your screen, as highlighted in the image below:


Next, click on 'Formation' in the list that appears to the right:

ScoutLink will now show a partial list of NSW Formations. Find yours by entering its name in the 'Keyword/s' area (remembering to use 1st, 2nd, etc. if appropriate). Then click on the blue 'Go' button. You should now see a list of all your Sections and the Group itself.
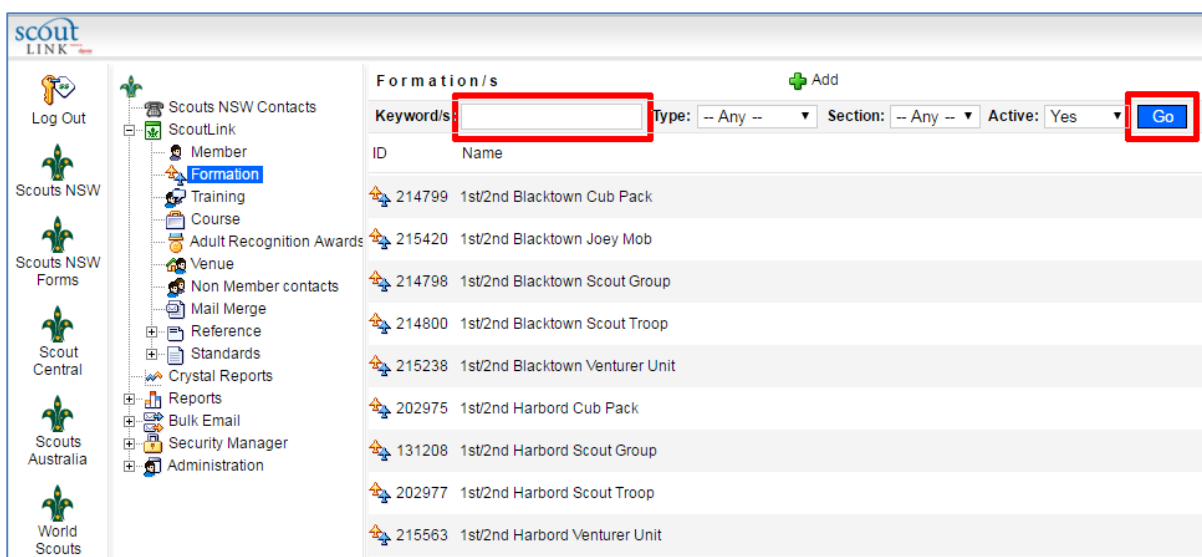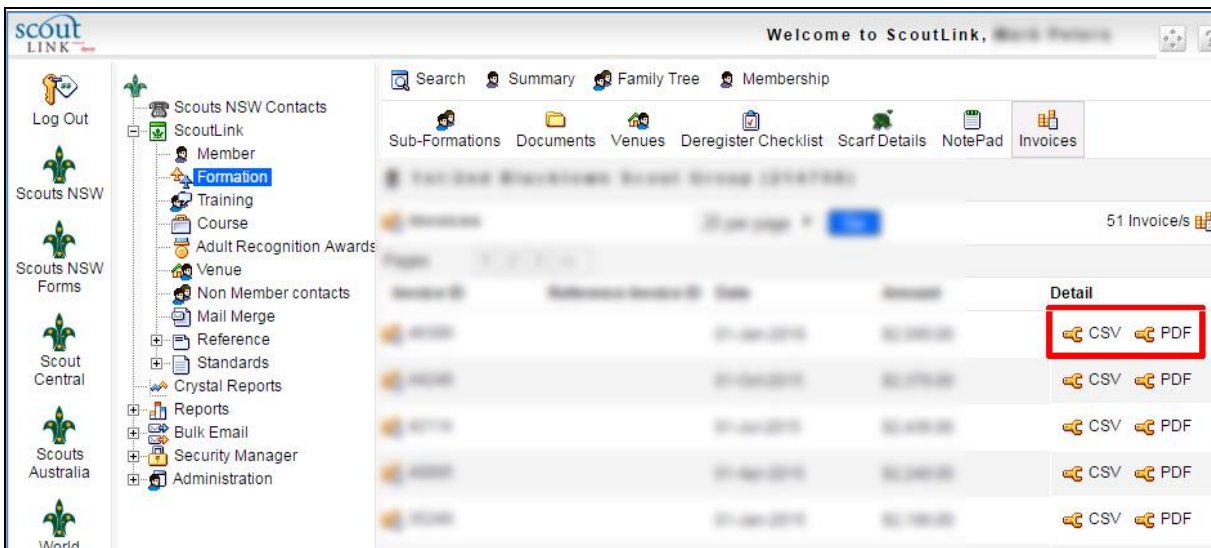

Click on the Group. You should see some more Group information and contact details. Now click on the 'Invoices' icon on the right of your screen:
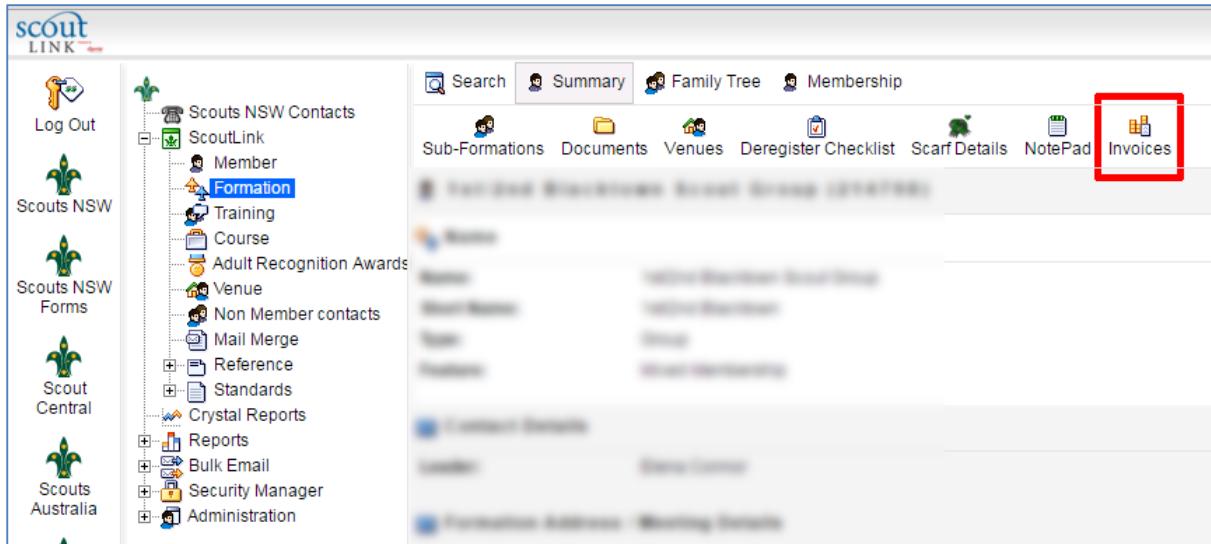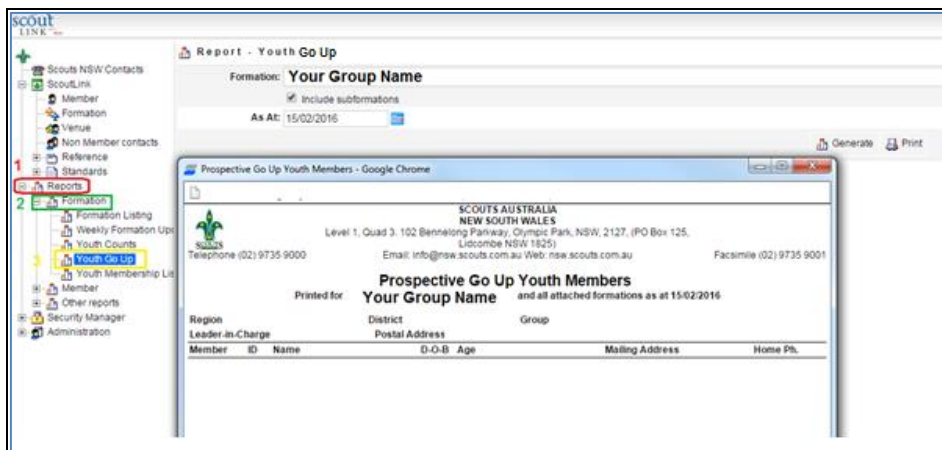
At this point you should see a list of invoices with the most recent at the top. To see any invoice, click on the 'PDF' icon on the right.

To download a spreadsheet of your Members at the time of each invoice, click on the 'CSV' icon.


2. How do I print reports for my Group?

In the left hand menu, go to the "Reports" Menu item and follow the following steps:

1. Click on the '+' sign next to 'Reports' in the tree menu to expand the menu
2. Select the '+' next to 'Formation', again expanding the menu
3. Select the relevant report <u>from within the left hand menu</u>. A new screen will open up the information pane; you can now enter your Group name and date. Select "Generate" to view the report, or "Print" to print directly to your preferred printer.

Please note that if you try to select the reports by clicking within the information pane without clicking through steps 1-3 above, as indicated by the image below, the system will generate a "You do not have permission to perform this function" message.
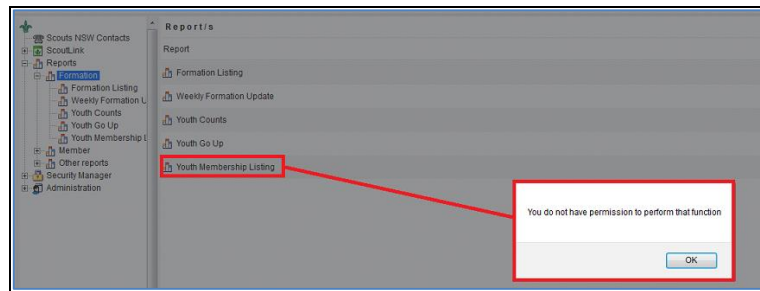
3. What happens when I transfer a youth member?

GLs / FAOs can currently perform the following youth transfer functions:

1. Youth Gone Up: Transferring to the next section within the same Group
2. Youth Resignation: Resigning from Scouts
3. Youth Transfer Out (To Another Group): When member is moving, or intending to join another section in a different Group
4. Youth Transfer (Within the Same Group): When a Group has more than one of the same Section
5. Youth Reinstatement: Where a youth member was <u>resigned</u> in error, they can be reinstated providing that it's been less than 6 months.

When transferring a youth member to a new group, if you indicate the new Group in the transfer screen, the GL/FAO from the "transferring to" is able to see the new member, and they can accept (or reject) the new member immediately.

However, when you select the target destination as "I'm not sure", the youth member is placed on the pending transfer list.

This list is only available to Region Office staff, so unless the appropriate transfer paperwork is submitted, the transfer cannot be completed.

We are currently working on ways to improve this process. More information is available in Chapter 6 of the "ScoutLink Guide for Formations" that you received at your ScoutLink training.

4. How do I get access to ScoutLink?

Current NSW policy limits the number of ScoutLink Users (also known as "Responsible Appointment") to two users per Group. Generally, the Group Leader or Leader-In-Charge is the Responsible Appointment; however circumstances often require that another individual takes over this responsibility as Formation Administration Officer (FAO).

If this individual is not a Scouts Member, they can apply for a Supporter Role by submitting form A2 and providing us with their WWC number. If the FAO is already a Member, they can submit form A14 – Application for ScoutLink Responsible Formation. Forms are available at:

http://www.nsw.scouts.com.au/leaders/scouts-nsw-forms.

Once the appointment is approved, a ScoutLink Champion will be arranged to provide the training, and once training is complete, access to ScoutLink will be arranged.

The process is outlined in detail at:

http://www.nsw.scouts.com.au/leaders/scoutlink-training.

5. Where can I get help with ScoutLink?

You can get in touch with us through e-mail at:

Scoutlink@nsw.scouts.com.au

Please provide us with your member number and name, a brief description of your problem, and if possible a screenshot of what is happening on your side. The more information we have, the easier it is to analyse and assign the problem.

Alternatively, you can ring the dedicated ScoutLink support line at (02) 9735-9050.

6. I seem to be unable to access any Invoices / Reports, although I can see them. Please help?

Please check which browser you are using. ScoutLink is optimised to run on either Mozilla Firefox, or Google Chrome. These are available for free download at:

Firefox: https://www.mozilla.org/en-US/firefox/new/

Chrome: https://www.google.com.au/chrome/browser/desktop/,

If you still have difficulties, please do not hesitate to contact our support team using methods outlined above.

7. How do I resign an Adult Member?

All Adult Member processes such as applications, transfers, and resignations are currently being processed by State Office. All forms are available at:

http://www.nsw.scouts.com.au/leaders/scouts-nsw-forms

Please submit the appropriate form to your Region Office.

8. How do I change a member's Date of Birth?

The Member -> Miscellaneous tab contains information that cannot be changed at Group level, as some of it is related to validity of adult appointments and other security-related information. Please contact your Region Office or State Office to change this personal information.