PARENT PORTAL FREQUENTLY ASKED QUESTIONS

What is Parent Portal?

Packs and troops will often register their scouts for events such as summer camp or camporees, where a single troop registration includes multiple scouts. For these registrations, a registration contact person must manage the registration, including data entry for scout personal data as well as payments. Parent Portal is a tool that allows the registration contact to grant parents access to individual scouts, so they can update their own scout's information and apply payments.

How do I access Parent Portal?

Your registration contact person should have given you an access card with the URL, Attendee ID, and Password for a single scout. If you have multiple scouts attending you should have received one card for each scout.

I have multiple scouts attending and have been given multiple cards. Does this mean I have to access each of my scouts separately?

No. You are able to work with all your scouts at once by linking multiple cards. Use the Attendee ID and Password from any one of your cards to access Parent Portal. Once in, click the "Link my other attendees" button on the top right of the screen, and you'll be prompted to enter the Attendee ID and Password on another card. Repeat this for each of your access cards.

I thought I could edit my scout's information, but I can only view it. How come?

If you're only able to view your scout's information but not change it, it means that the event you're registered for does not allow attendee information to be changed. This could be multiple reasons for this, such as the event administrators didn't want to allow changes or the event date has passed and nothing should be changed now.

I am able to edit most of my scout's information, but I can't make changes to his class or merit badge schedule. How come?

If you're able to make changes to other information, such as name or rank but not to class schedule, this means one of two things. One is that your registration contact has chosen to not allow you to change class schedules. Some troops prefer to reserve merit badge scheduling for scoutmasters only, and Parent Portal gives them that option.

The second possibility is that this event requires an attendee to be paid in full or paid current with the fee schedule before they can choose classes or merit badges. If you see a message stating that you can't make selections until you're paid, then that is why you're not able to make your selections.

My scout already has merit badges selected, but I didn't enter them. How come?

There could be two reasons you see existing merit badge selections for your scout. One is that the registration contact has made initial selections for each scout before handing out the parent portal credentials. Even though he has given you access cards, he still retains complete access to the entire registration.

The other possibility is that he had previously given an access card for this scout to another parent, and that parent entered information but then later told the registration contact that his scout would no longer be attending. The registration contact reset the scout information and password before giving you a new access card, but the system did not remove classes on the reset. This is done intentionally, because at many councils popular merit badges fill up quickly. By not removing classes during a reset, these merit badge spots are retained by the unit, in case the new scout wants to take some of them. If not, then you or the scoutmaster should simply change the classes as desired.