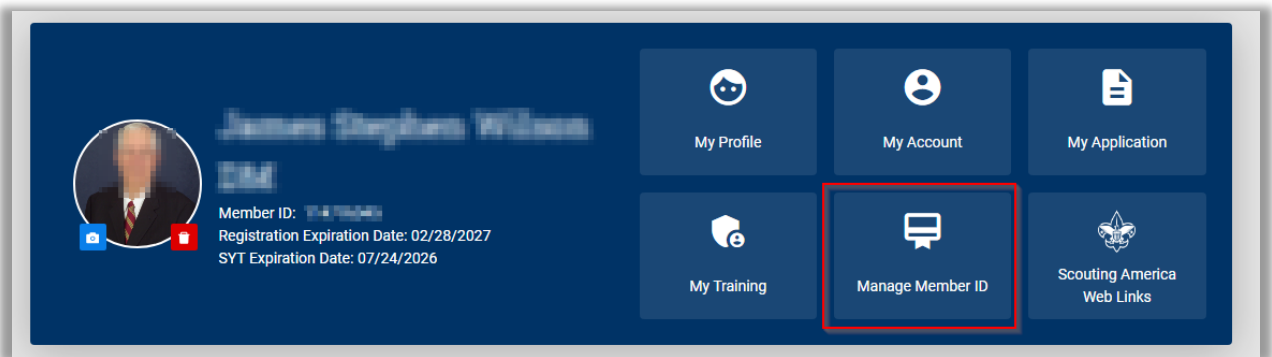


Merge Member ID – Individual Merge

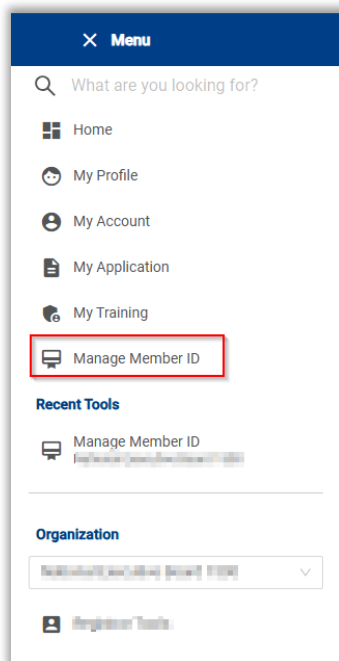
Merging Member IDs (MID) is now live. You will be able to merge all of the MIDs that have been created throughout your time in Scouting across different councils (or the same council in some cases). You can now merge these down to one single, surviving MID that will follow you across councils and units.

To start this process, you will need to navigate to Manage Member ID in My.Scouting. You can get there one of two ways.

- 1) You can navigate there by clicking the Manage Member ID button from the My.Scouting home page after login.

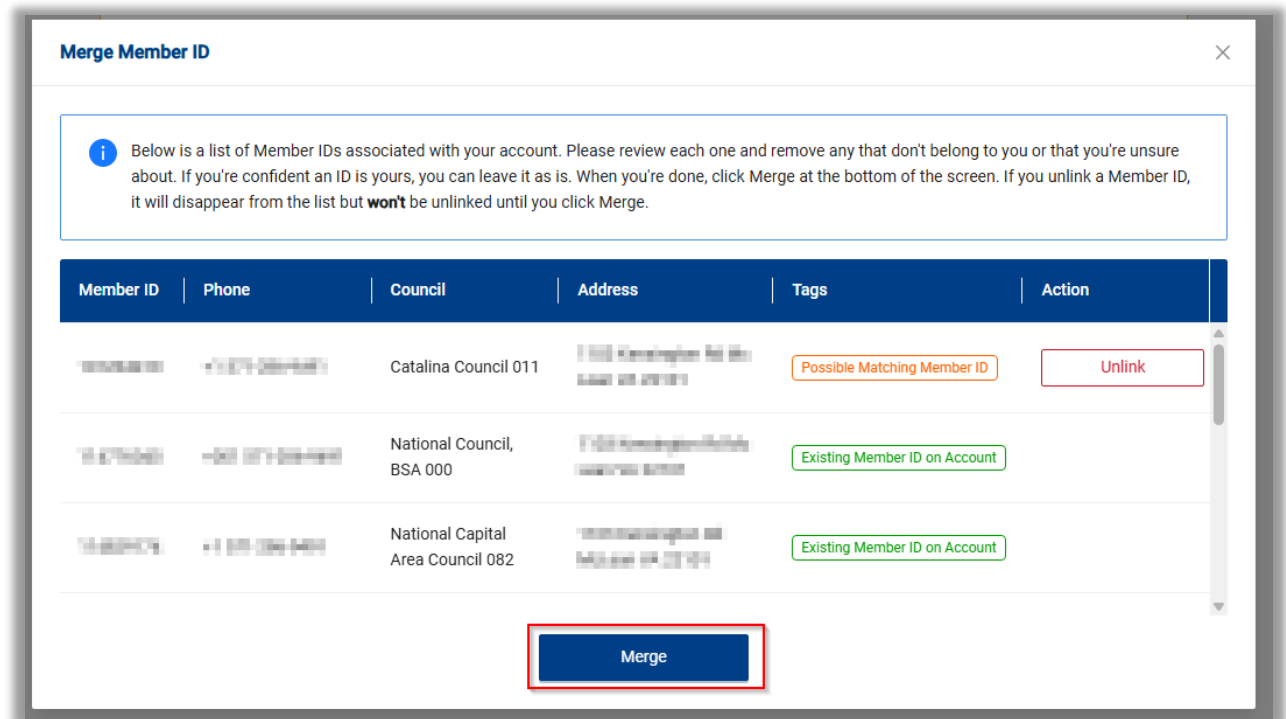


- 2) You can click Menu in the upper left corner of the page > Manage Member ID.



On the Manage Member ID screen, a modal will appear that lists all of the MIDs that have been found for you. These consist of MIDs that are already on your account and ones we found using the unique algorithm created to locate other MIDs that we strongly believe belong to you.

Please review this list carefully to determine if an MID does or does not belong to you. If all MIDs do belong to you, then you can click Merge. If one or more does not, you can click Unlink which will remove it from the list. It will then be unassociated with you after clicking merge.



If you know that you have an MID that is not showing in this list, you can click the X at the top right corner of the modal. This will then take you to the regular Manage Member ID tool where you can add that MID. You can then use the “Click Here” button to open it up again.

Clicking Merge will start the process of merging all your MIDs together.

It will take about 24 hours for all data to be fully merged.

Once merged, you will only see one MID on your account. That is the surviving MID. If you have more than one account that you log in with (using different usernames), the merge process should identify those and update the MID on those accounts as well. Once this is done, no matter which username you use to login, you should get the exact same account each time.

FAQ

Q: I am trying to add another MID to my account but it keeps giving me an error. What do I do to get it added?

A. We do validate any MID that is added to ensure that First Name, Last Name, and Date of Birth all match what is on your account. You will need to contact the council that the MID belongs to and have them update that information.

Q: Can I pick the MID that will be the survivor?

A. Unfortunately, no. We have created an algorithm that determines which MID will be retained as the survivor based off what our business partners have requested.

Q: I merged but I still see the merge modal. Did I do something wrong?

A. No. The merge can take up to 24 hours so the modal may still appear for a brief period of time if you return to the Manage Member ID tool. Check again the next day. If it still appears, please contact your council so they can open a ticket with Member Care.

Q: I did a merge but then another MID was created for me or an older MID was found and the personal information was updated to match. Can I do another merge?

A. Yes. You can merge again to include the new or existing MID that was found for you.

Q: Will all of my data show up under the surviving MID?

A. Yes. All advancements, training, registrations, CBC information, profile picture, and any other data will be added to the surviving account. We will add any missing information and look for duplicate data and remove the duplicates.

Q: I have more than one profile that shows different information. Will all of it be kept?

A. We will keep the most recent information when it is applicable. For example, your most recent profile picture, employer information, school information, and CBC will be retained while the older data will not.

Q: How do I access my tools after the merge is completed?

A. You will be able to click Menu in the upper left corner > Click the drop down where you can switch between Councils, Districts, and Units depending on where you are all registered.

Q: Will Scoutbook+ be updated as well?

A. Yes. Scoutbook will also be updated so that your surviving MID will be listed under all of your registrations in all of the units you are registered in.

Q: Does this mean that other units can see/edit my registrations?

A. No. The unit can still only see the registration for that unit. They cannot see your registration in another unit or another council if they are not part of that unit.

Q: I made a mistake when I was merging and realized that one of the MIDs was not actually mine. What do I do?

A. You will need to contact your Council and have them open a ticket with Member Care.

Q: I logged in but I don't see the merge modal. Did I do something wrong?

A. No. This process will be handled in 3 phases. Phase 1 is individual initiated. It is only going to work for members who have active registrations. If you don't have an active registration, then the modal will not appear for you. Phase 2 and 3 will not have this restriction so you will be able to be merged at that time.

Q: What is Phase 2 and 3?

A. Phase 2 will be a new tool that the council registrar will have access to. They will be able to merge MIDs on behalf of an individual. This is not restricted to only active members. Phase 3 will be initiated by National and will merge the rest of the members who haven't been merged in phase 1 or 2.

Q: Can I merge my child's MIDs?

A. No. You will only be able to merge the MIDs on your own account. If your child is able to log into their own account, has an active registration, and has more than one MID, then they can do this. Otherwise, the registrar can handle this in Phase 2.

Q: Do I have to do the merge?

A. No. You don't have to do the merge. You can wait for phase 2 or phase 3. Please note that by phase 3, all members will be merged.

Q: My name has a few iterations. What if a council has the wrong name listed?

A. This can happen for someone whose name may be William but some councils have them as Will, Liam, Bill, or Billy. Councils will need to update these names to match the rest so that the algorithm can pick them up.

Q: Why is National doing this?

A. This has been in the works for several years so that we can solve the issue of members having multiple MIDs across councils that cause confusion and make the volunteers' job more difficult. This will help to reduce those numbers and give access to all the tools under one MID.

Q: If different MIDs are tied to different usernames or email addresses, which login will I use after the merge, and will the others still work?

A. All of your existing usernames will continue to work and will lead to the same merged account. The email, phone number, and address listed on the surviving MID will be kept as primary.

Q: Will my MID change after the merge, and will I need a new membership card?

A. No. Your surviving MID becomes your permanent membership number going forward. This will be the MID that shows on your account as well as the rosters in all places you are registered.

Q: Will I receive a confirmation once the merge is complete?

A. Not currently. You'll need to log back into Manage Member ID after 24 hours to confirm only one MID remains.

Q: Will my Safeguarding Youth Training (SYT) completion and expiration date carry over correctly?

A. Yes. Your current SYT completion record will be retained under the surviving MID.

Q: Will my background check (CBC) status transfer without a compliance gap?

A. Yes. The most recent CBC clearance will be applied to the surviving MID.

Q: Will my tenure or years of registered service be preserved for recognition purposes (square knots, etc.)?

A. Yes. Registration history will be kept under the surviving MID.

Q: Will my leadership position history across units and councils remain intact?

A. Yes. Position history from all merged MIDs will be retained.

Q: If two MIDs show conflicting advancement dates or ranks for the same Scout, which record is kept?

A. The most complete and most recent advancement record will be retained.

Q: Will Eagle Scout records, Order of the Arrow membership, and Venturing/Sea Scout data merge correctly?

A. These program-specific records are expected to merge along with other advancement data.

Q: Do outstanding balances or fees owed under a non-surviving MID transfer to the surviving MID?

A. The MID will be updated but the balance will remain with the unit it is associated with.

Q: What happens to Scout Store or event purchase history tied to an MID that gets merged away?

A. There should be no impact on purchase history or current purchases.

Q: Does the matching algorithm search across Direct Service or international units?

A. The merge will work across the entire organization.

Q: Is Exploring included in this merge process, or only traditional Scouting programs?

A. Yes. Exploring is included in the merge.

Q: Can I still use My.Scouting or Scoutbook normally during the 24-hour merge window?

A. Yes. You can continue to use the site normally; some data may be temporarily unavailable or inconsistent until the merge finishes.

Q: Is the merge reversible if I later discover incorrect data was combined (not a wrong-MID scenario, but a data accuracy issue)?

A. Contact your council so they can open a ticket with Member Care.

Q: What if the algorithm matches me to someone else's MID by mistake (a false positive)?

A. You're shown the full list of matched MIDs before merging and can Unlink any that aren't yours.

Q: What if my legal name changed (marriage, legal name change) rather than just a nickname variation?

A. This is handled the same way as the nickname/name-variation issue — contact the council holding the outdated name so they can update it to match.

Q: I still see my old MIDs in Manage Member ID after the merge. Did I do something wrong?

A. No. The process still worked. You may need to remove the deleted ones so they don't continue to show.