USING SCOUTBOOK TO COMMUNICATE WITH YOUR UNIT

Scoutbook can send email and text messages to adults and Scouts in your unit. Messages from Scoutbook that are sent to a Scout are automatically copied to their parent.

HOW TO SEND EMAIL TO YOUR UNIT

Adults can send email to any leaders, parents or connected Scouts (i.e., Scouts who are connected to the adult) by going to My Dashboard, Messages, then Send Message. Scouts will only show up if their parent has invited the Scout to have his own Scoutbook account. Otherwise they are not listed at all and cannot have email sent to them. Only the parent knows the email address of the Scout; no unit leaders have visibility of the email address. Any email sent to a Scout is automatically copied to their parent.

HOW TO SEND TEXT MESSAGES TO YOUR UNIT

You can also send Text messages to your unit. However for that to occur, your leaders (or Scouts if they are invited by their parents to join) need to setup text messaging in their profile in Scoutbook.

HOW TO SET UP TEXT MESSAGING IN SCOUTBOOK

Go to My Dashboard then My Account then Edit Profile

Make sure you have a cell phone number entered, select your cell phone service provider, then click the Activate / Verify button. A verification code will be sent to your cell phone. Enter that in the pop up box that Scoutbook will provide when the button is pressed and your account will now be able to be sent text messages.

While in the Send Message screen (see above) you can click on SEND TEXT button (towards the bottom of the page) and select people who have the small phone icon next to their names. Those are the people who have activated their accounts to receive text messages.

Sending email blasts to your den or patrol

When you want to send a message to your entire den or patrol make sure you go through the den/patrol page instead of through the Dashboard.
That way your entire den/patrol and the correct parents will be automatically selected.
If you send messages from your Dashboard you have to check everyone manually.

This and other similar Help Documents and Resources was compiled and provided by the Scoutbook User Advisory Council (SUAC) with the help of Scouting Volunteers and professionals across the Boy Scouts of America. The SUAC is comprised of volunteers and does not officially represent the professional opinion or views of the Boy Scouts of America.

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TROUBLESHOOTING

Troubleshooting Email Problems

Email not being received.

Often times the email is put into your junk or spam folder mistakenly. Sometimes you can even find it in your Deleted folder. Please look everywhere for our email. If your mail program allows you to search do a search for the email or our email address info@scoutbook.com

The email always comes from info@scoutbook.com so if you have a way to add friends, whitelists or filters please add our email so future emails don't get blocked accidentally. Here are some basic whitelisting instructions from microsoft.com. Other providers might be different.

1. Sign in to your account. Go to inbox.
2. Click Options located at the upper-right side of the page.
4. Under Preventing junk email, click Safe and blocked senders.
5. Click Safe Senders.
6. In the text box, type in the email address or domain you would like to always receive email from, and then click Add to list >>.

If you still don't receive our email wait 15 minutes and try again. Some email programs will wait a few minutes before delivering email from new senders because they want to see if they are legitimate or not.

Do you have another email you can try?

If all else fails please send us an email describing the steps you have already taken and we will personally work with your email provider to see why they are not delivering our message.

How to Whitelist Emails

In order to help ensure proper delivery of emails to your inbox, you can add senders of legitimate emails to your Whitelist, also called the Approved or Safe Sender list. Below are instructions on how to whitelist emails for several popular Internet Service Providers and email companies.

*Note that we are not an email client like Gmail or Outlook. This guide is designed to help you keep emails from being moved to the spam folder. These instructions may be changed by the vendor at any time. If they no longer work for you, contact your email vendor for revised whitelisting instructions.
1. **AOL Mail**
   - Click the Spam Controls link on the lower right side of your inbox screen.
2. When the Mail & Spam Controls box appears, click the Custom Sender list link.
3. Choose the Allow email from **info@scoutbook.com** option.
4. Then click Add.
5. Click Save.

**Comcast**
1. Click Preferences from the menu.
2. Click Restrict Incoming Email.
3. Click Yes to Enable Email Controls.
4. Click Allow email from addresses listed below.
5. Enter info@scoutbook.com you want to whitelist.
6. Click Add.
7. Click Update to finish.

**Gmail**
1. Open an email from the sender that you want to whitelist.
2. Click on the little down-pointing-triangle-arrow next to “reply.”
3. Click Add info@scoutbook.com to contacts list to finish.

**Apple Mail**
1. Click info@scoutbook.com in the header of the message you’re viewing.
2. Click Add to finish.

**NetZero**
1. Click the Address Book tab on the top menu bar.
2. Click Contacts.
3. Click Add Contact.
4. Enter info@scoutbook.com and additional information if you wish.
5. Click Save to finish.

**Yahoo! Mail**
1. Open the email message from the sender you want to add to your address book.
2. Click Add to contacts next to info@scoutbook.com
3. On the Add Contact popup, add additional information if needed.
4. Click Save to finish.

**Windows Live Hotmail**
1. Open an email from the sender that you want to whitelist.
2. Click Add to contacts next to info@scoutbook.com to finish.

**Microsoft Outlook 2003**
1. Open the email message from the sender you want to add to your address book.
2. Right-click Click here to download images in the gray bar at the top of the message.
3. Click Add Sender to Senders Safe List to finish.

**Outlook 2007**
1. Right-click on the email you received (in the list of emails).
2. Click Junk E-mail.
3. Click Add Sender to Safe Senders List to finish.

**Outlook 2010**
1. Click the Home tab.
2. Click Junk.
3. Click Junk E-mail Options.
4. Click Safe Senders.
5. Click Add.
6. Enter info@scoutbook.com and additional information if you wish.
7. Click OK to finish.

**Mac Mail**
1. Click Address Book.
2. Click File.
3. Click New Card.
4. Enter info@scoutbook.com and additional information if you wish.
5. Click Edit to finish

**Mozilla Thunderbird for PC**
1. Click Address Book.
2. Make sure Personal Address Book is highlighted.
3. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under Contact, enter info@scoutbook.com and additional information if you wish.
5. Click OK to finish.

Mozilla Thunderbird for Mac
1. Click Address Book.
2. Make sure Personal Address Book is highlighted.
3. Click New Card. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under Contact, enter info@scoutbook.com and additional information if you wish.
5. Click OK to finish