

Tour Permits Frequently Asked Questions for Tour Permits Administrators

Do council procedures for approving permits change because of online Tour Permits?

No. The council continues to have responsibility for reviewing and approving permit applications whether or not submitted electronically or on paper.

What actions may the council take in regard to applications received electronically?

The council may approve the application, return it to the permit creator for clarification, or not approve the application. When an application is returned, the permit creator is notified by e-mail and then goes to MyScouting to make changes before submitting again.

When an application is returned, is there a record kept of this action?

The Tour Permits administrator will receive a copy of the e-mail notification that was sent to the permit creator. Before the application is returned, the administrator can include other e-mail addresses (such as a council manager and district executive) to also receive the notification.

Once an application is approved or not approved, does the council need to print a copy?

It is not necessary to print the application. The administrator can search for a permit by permit ID.

If an application is not approved, what steps are recommended?

The Tour Permits administrator should add comments to the log explaining why approval was not given, and contact the unit leader to be certain that the action is understood. The units will receive immediate e-mails when applications are not approved, so the administrator may want to contact the unit leader prior to sending the e-mail.

Once a permit application is approved or not approved, can this action be rescinded?

No. The action is final, but if an error was made, the council will be responsible to notify the appropriate unit leaders and council managers of the situation and to offer appropriate explanation and guidance. The permit log should also be updated with comments regarding the steps taken.

Are national tour permit applications processed differently than local tour permit applications?

Yes. The council gives first-level approval to the national application by clicking the Approve button. Approval causes the permit to be sent to the region for action. The status remains as Submitted until the region acts to approve or not approve. The region cannot return an application, so it is critical for the council to be fully satisfied before giving council approval.

How often should the Tour Permits administrator check in MyBSA for newly submitted application?

At least once daily is recommended. The council already knows the flow of applications and a more frequent schedule might be desirable, such as in the morning after opening, after lunch, and before closing for the day.

If paper permit applications are received, may they still be processed?

Yes. The council will follow the procedures in place for handling tour permit applications. There will be a transition period as units adopt using the electronic tour permits system.

What should a volunteer do if they are having difficulty creating or accessing a MyScouting account?

The MyScouting logon page has a Help document and brief video. The Help contains this information:

Need assistance? E-mail myscouting@netbsa.org with your logon e-mail address and contact information. Please include your council name and headquarters city.

The National Service Desk will respond to the request for assistance on the next business day.

Why do MyScouting and Tour Permits require individual users instead of a common unit account?

MyScouting uses the member ID to verify if the person is registered and entitled to create and submit permit applications on behalf of the unit. This requires an individual account that identifies the person who is responsible for each permit submitted. However, there are common features, such as the entry of vehicle and training information, that may be used by all unit adults for permit applications.

Where is the help located for the Tour Permits administrator?

In MyBSA, select Tour Permits Administration and go to the Help ? icon on the gadget bar for the Administrator Help. There is a full explanation of all Tour Permits administration functions along with the text of all standard e-mails that are sent to permit creators and other authorized unit recipients advising on the status of submitted or returned applications.