
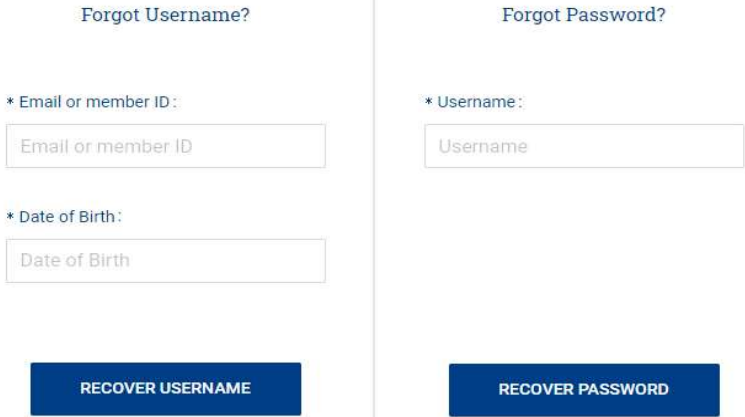

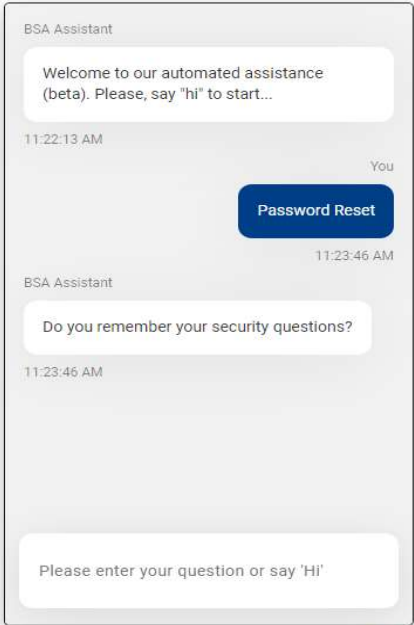
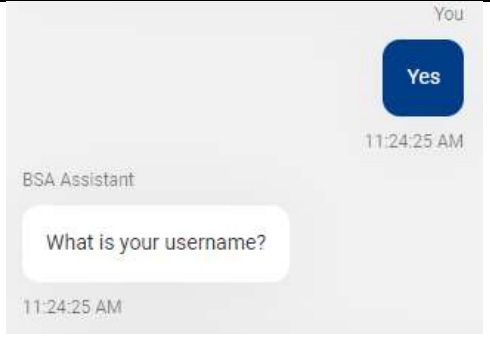
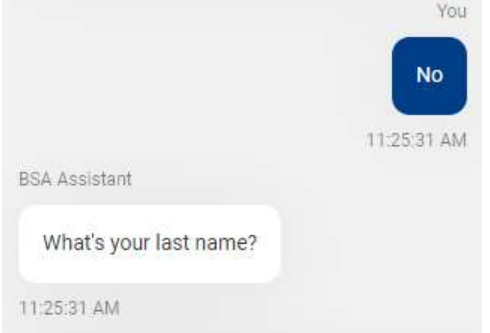
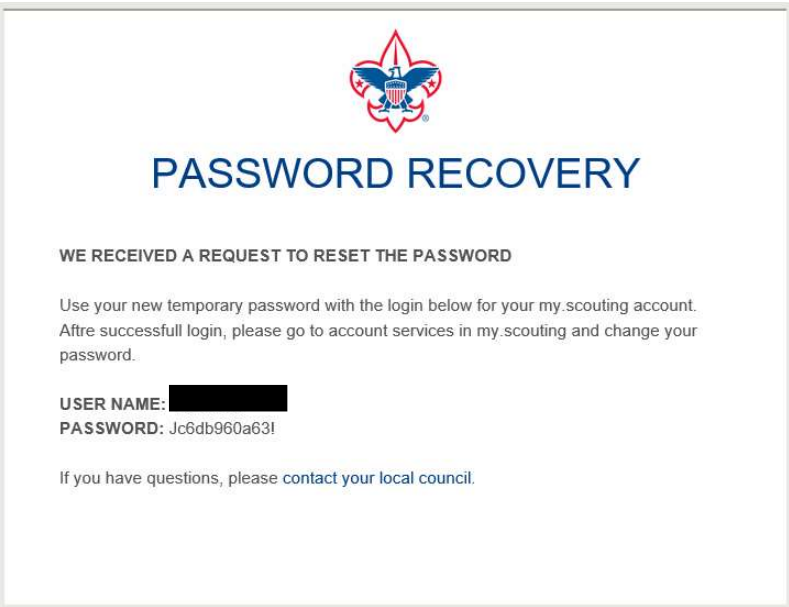


# My.Scouting Password Reset

<p>If you have forgotten your Username or Password to My.Scouting, click on the "Forgot Username/Password button under the login button.</p>	
<p>The page will change to show 2 ways for you to recover your Username or Password.</p>	
<p>If you do not remember your username or password, or you cannot log in for another reason, please click on the blue chat icon in the bottom right corner of the screen.</p>	
<p>The BSA Assistant will come up and will prompt you to type your question or problem in the chat bar.</p>	

<p>If your answer is <b>Yes</b>, please follow the prompts by first typing what your username is, then it will say "Please answer the security questions you've set up during account creation." That is then followed up with one of your security questions.</p>	 <p>The screenshot shows a chat interface. At the top right, it says 'You'. Below that is a blue button with the word 'Yes'. The timestamp '11:24:25 AM' is shown. Below this, the BSA Assistant's name is visible, followed by a white speech bubble containing the text 'What is your username?'. The timestamp '11:24:25 AM' is shown again below the assistant's message.</p>
<p>If your answer is <b>No</b>, please follow the prompts by first typing your last name, then Member ID, then zip code, then date of birth.</p>	 <p>The screenshot shows a chat interface. At the top right, it says 'You'. Below that is a blue button with the word 'No'. The timestamp '11:25:31 AM' is shown. Below this, the BSA Assistant's name is visible, followed by a white speech bubble containing the text 'What's your last name?'. The timestamp '11:25:31 AM' is shown again below the assistant's message.</p>
<p>After you answer the prompts, the BSA Assistant will say "Password reset success. An email was sent to <b>example@email.com</b> with the log-in instructions." Go to your email and a new temporary password will be there along with instructions on how to change your password to a more permanent one.</p>	 <p>The screenshot shows an email with the BSA logo at the top. The subject line is 'PASSWORD RECOVERY'. The main text reads: 'WE RECEIVED A REQUEST TO RESET THE PASSWORD'. Below this, it says: 'Use your new temporary password with the login below for your my.scouting account. After successful login, please go to account services in my.scouting and change your password.' The email then lists: 'USER NAME: [REDACTED]' and 'PASSWORD: Jc6db960a63!'. At the bottom, it says: 'If you have questions, please contact your local council.'</p>