

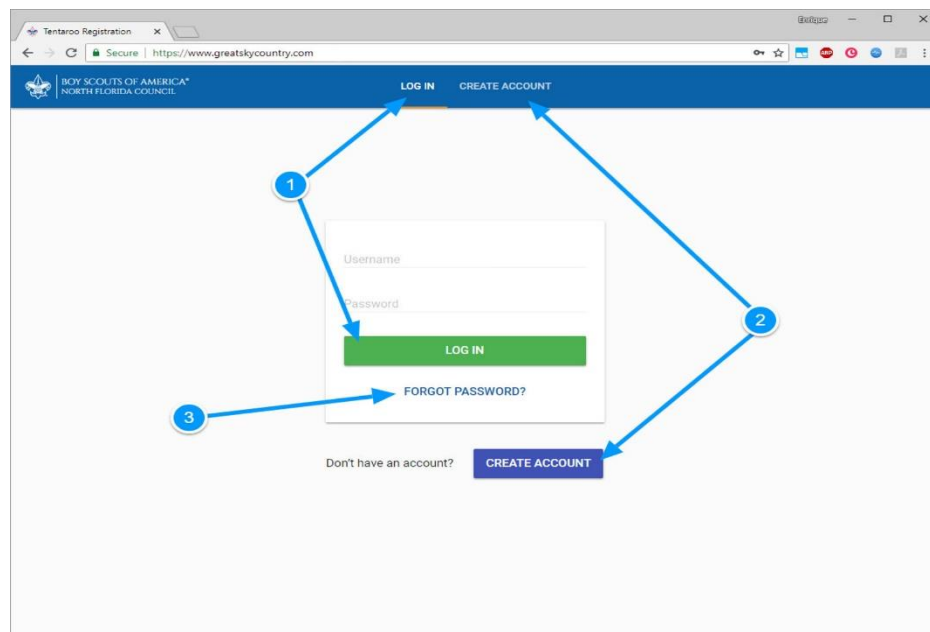
Managing your Tentaroo Account

Step-by-step instructions

- Login to your council's system
- Create Account
 - Select Event or Facility, then complete the Create Account form.
 - Verify your email address. If you don't receive the verification email within a few minutes, check your spam/junk folders.
 - Duplicate accounts are not allowed. Contact your council for assistance if an account already exists for your email address or your unit.
- Forgot Password?
 - Enter the email address associated with your account.
 - Check your inbox or spam/junk folder for the email with your password reset form. This also goes to the Alternate Contact.
 - Click the link and select the account you need to update. This link is valid for 24 hours and can only be used once per account.
 - Passwords must be at least 8 characters long and are case sensitive. Special characters are supported but not required. [Learn more about Account Access and Password Management.](#)
 - [Contact your council](#) for assistance if you do not have access to the email address associated with your account.

Important Notes on Individual / Family Accounts

- Each Individual / Family Account requires a unique email address - if you try to create an account and get a message that one already exists for your email address, use the Forgot Password option to reset your password and regain access to your account.



Manage My Group

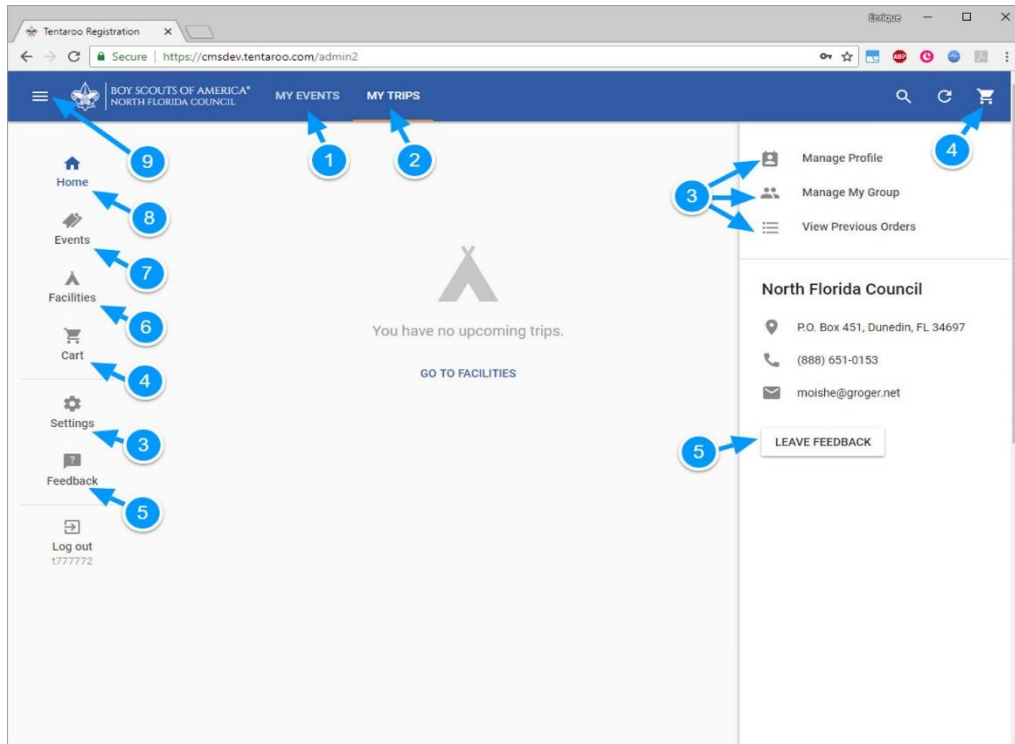
My Group allows you to build your group membership for event registrations. Prior to a registration starting, you can always update your members' profiles to make registering a breeze. This member profile includes basic information often requested for events; however, some events are configured to request additional information. You can also add new members to your group during the registration process; these new members will be added to your group records for future reference.

Important Notes on Group Members

- Each member is a unique part of your group, and changing the name on a member will alter all the records associated with that member. If you need to add a sibling or new member, do not overwrite an existing name. Add a new member.
- Group members can be deleted if they leave the unit or transition from youth to adults. Records will be maintained and selecting "Display Deleted" will show all deleted members to retrieve records of registrations and merit badge completion.
- Deleting a member will not remove them from an event. Contact the council if you need assistance removing an individual from an event.

Your Account Home

1. **My Events** – Your upcoming registered events.
2. **My Trips** – Your upcoming trips. Click to view Reservations in each trip.
3. **Settings** – Contains three sections:
 - **Profile:** Update account contact information, change username and password.
 - **My Group:** Add, edit, or remove individuals from your account. Formerly "My Roster".
 - **Previous Orders:** View and print receipts for your prior transactions. View credit on file.
4. **Shopping Cart** – Will display a number of items are in the cart; these items are not finalized until you check out. Check out often on events and facilities with limited capacities.
5. **Feedback** – Send feedback to your council.
6. **Facilities** – See list of locations available and your upcoming trips. Add new trips or modify upcoming trips and add reservations through the wizard.
7. **Events** – See lists of events available for registration, future events not yet open for registration, your future events, and your past events. Click on an event to register or modify an existing registration.
8. **Home** – Return to the Home screen from anywhere in the system.
9. **Hamburger Menu** – Toggle this menu to access all points of the system from any screen on any device.



View Previous Orders

Previous Orders include records of past payments and registration adjustments. Click on an order to view details and generate receipts; you can also go to Previous Orders to check if your group has credit on file. Credit can be used to pay for future purchases in Tentaroo, or you can contact the council to request a refund.

