



## for Scouts ACT Leaders

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# 1. Welcome to Consent2Go

**Consent2Go** is a secure platform used by Scouts ACT to manage member medical and emergency information, record consent, keep accurate activity attendance records, and streamline approvals for Scouting activities.

The information below explains how Scouts ACT uses Consent2Go, including our local processes and requirements.

For additional support, please refer to the [Consent2Go Knowledge Base](#) or the tutorial videos available within the platform when accessed via the browser. Please do NOT use the “Need Help” button in Consent2Go during this initial phase, as it will result in delays.

## 2. Why are we changing systems?

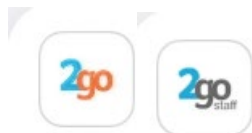
We previously used Operoo to manage medical information, dietary needs, and activity approvals. Operoo ceased operating outside the USA on 31 January 2026, so Scouts ACT has selected Consent2Go, developed and owned by Australian company MCB Schools, as our new platform for managing these functions.

Scouts ACT has worked closely with Scouts Queensland, South Australia, Tasmania and the Northern Territory throughout the selection and implementation of Consent2Go. Wherever possible we have aligned our setup with their configurations and processes to support national consistency.

## 3. How to access Consent2Go

You can access Consent2Go either through the website or the mobile app. Apps are available for both Parents/Guardians and Adult Volunteers and can be downloaded from the Apple App Store or Google Play Store.

<https://www.Consent2Go.com/>



## 4. Logging in for the first time

Your first login must be completed through the Consent2Go website. You will receive an email at about 12:00 noon on the nominated day from *admin@mcbsschools.com* containing your username, a temporary password, and a login link. You will have a 12-hour window to sign in and update your password.

If the window expires before you log in, please contact us and we will arrange for a new email to be issued. Your Group Leader may also be able to re-issue the email invitation.

Your username will be your *firstname.lastname@scoutsact.com.au* email address, created using the name recorded in the Extranet. We acknowledge that this may not reflect everyone's preferred name; however, this format is required for the bulk onboarding process. Google aliases can be added later so you can use your preferred name in day-to-day communication.

## 5. How Consent2Go is set up

Each formation has its own instance of Consent2Go. Because the system was originally built for schools, you will see school-based terminology. Key terms include:

- Participant = Youth Member
- Staff = Leader
- Year Level = Section (J = Joeys, C = Cubs, S = Scouts, V = Venturers, R = Rovers, A = Adults)
- Incursion = Activity at or around the Hall
- Excursion = Activity away from the Hall
- Participant Group/Team = Units, patrols, or activity-based groupings

## 6. Membership and Data Workflow

### **Core principle**

Extranet is the single source of truth for membership information across Scouts ACT.

### **What the Office manages**

To keep information consistent across systems, membership status changes in Consent2Go are administered by the Office. This includes adding new youth and adult members and removing members who have left.

All membership updates flow from Extranet into Consent2Go through a scheduled weekly upload.

## **What Group Leaders manage**

Group Leaders will manage section placements (Year Levels) and participant groups (e.g., units, patrols) within Consent2Go. This includes moving youth between sections as they progress and assigning adults and youth to the correct participation groups. Groups will also add new youth members to Extranet and make all required changes to youth records in Extranet; Extranet remains the master record, and Consent2Go reflects the information entered there.

## **How the workflow operates**

1. Youth or Adult membership application submitted
2. Member added to the Extranet
  - Youth added by the Group
  - Adults added by the Office
3. Weekly Extranet → Consent2Go upload
  - The Office uploads all new members and status changes once per week
  - When there are large volumes of updates, Consent2Go may complete these uploads directly
4. Group Leader actions
  - After the weekly upload, Group Leaders send the initial Consent2Go invitation to participants/guardians
  - Group Leaders then allocate Participants to the correct Year Level and Participant Group

## **Timing**

Leaders (as at 3 February 2026) and youth members (as at 30 January 2026) have already been loaded into Consent2Go.

The weekly upload begins every Tuesday morning, so please ensure Extranet entries for your formation are up to date each week.

The first update will occur on 24 February 2026.

## 7. Getting Started – Complete initial setup

Once you've logged into Consent2Go, take a moment to look around your formation's instance of Consent2Go.

Group Leaders will need to complete some initial setup tasks before using the system for activities:

- a. Update Leader profiles so each Leader is correctly marked as a "Staff Member."

Make sure you update each Leader's profile so they show as a "Staff Member." This allows them to be assigned to the right Units.

<input checked="" type="checkbox"/>		Harold	Coleman		hc@scoutsact.com.au			Unassigned	<b>Actions</b> ▼
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**Staff Details** | Additional Details | Medical Details | Qualifications | Documents

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**Staff**

Title: Select Title ▼

First Name: Harold

Last Name: Coleman

Gender:  Male  Female

Address:

Suburb:

State:

Postcode:

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**Details**

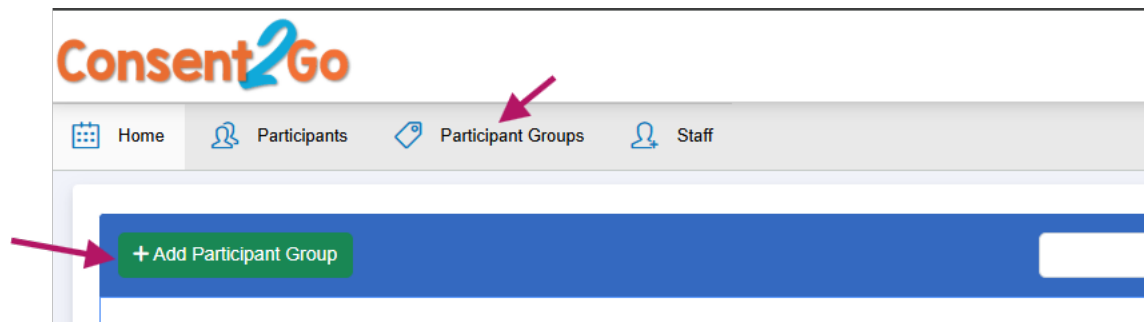
Default Campus: Select Campus ▼

**Staff Type: Select Staff Type ▼**

Learning Area: Select Learning Area ▼

b. Allocate all Staff and Participants into the appropriate Participant Groups (e.g., Units, patrols).

Each formation should set up a Participant Group for every section, and if you have more than one unit within a section, create a separate Participant Group for each unit. Use clear, consistent names such as *Joeys – Echo Unit* or *Scouts – Wednesday Patrol*, and assign each group its correct Year Level.

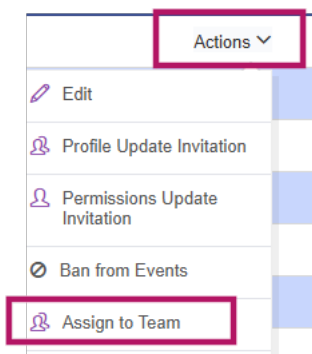


Each Participant must then be placed in the correct Year Level (Section) and added to the appropriate Participant Group (e.g., Unit, patrol). Year Levels align with Scouting Sections:

- J – Joeys
- C – Cubs
- S – Scouts
- V – Venturers
- R – Rovers
- A – Adults

Note: Leaders are added both as Staff and as Participants in Year Level “A” to allow them to be included in activity invitations and to make their medical and emergency information available to the activity organiser.

You can update a Participant’s Year Level by editing their profile or using the Actions menu.



## c. Sending Invitations and Guiding Families Through First-Time Setup

Once you are satisfied that your Group's initial setup in Consent2Go is correct, the Group Leader should send Consent2Go invitations to participants. These invitations are sent from [admin@mcbsschools.com](mailto:admin@mcbsschools.com). [This link provides details on how to manage this process.](#)



### Important points for Leaders to advise parents/adults:

- The first email may land in junk/spam, so they should check there.
- The email contains a Welcome link for setting up their account and updating details.
- Profiles must be completed in a web browser before the app can be used.
- Consent2Go currently offers only two gender options: Male or Female. This field is not mandatory, and members / parents may leave it blank if alternatives do not reflect their / their child's identity.

### Medical, Dietary and Emergency Information

Operoo and Consent2Go structure information differently, so medical and dietary data has not been transferred.

Parents and carers will need to:

- Enter their child's medical, dietary, and emergency information when they first log in — all profiles start blank.
- Complete their child's profile before the child attends any activities.

Once setup is complete, parents/guardians may use the Consent2Go app for updates and future activity approvals.

### Parent and Carer Contact Details

In Consent2Go:

- Parents do not have full profiles — the system only stores their contact details so they can receive activity notifications and provide consent.
- Only the primary parent from Extranet has been imported for each youth member.

If a second parent/carer needs to be added:

1. The parent provides the Group/Section Leader with the name and email of the additional contact.
2. The Group Leader clicks Send Invite in Consent2Go.
3. The additional parent/guardian receives an invitation to enter their contact details, which are then linked to the youth member.

Please see the feature in Consent2Go to share/hide guardian details: [Parent Guardian Information Sharing](#)

### **Adults, Rovers, and Leaders in the System**

We have uploaded all Leaders and Adult Supporters into the appropriate Scouts ACT instance of Consent2Go as “participants”. This ensures they can be invited to activities and that their health information is available to organisers when needed.

**Group Leaders:** Please email [it@scoutsact.com.au](mailto:it@scoutsact.com.au) with the details of any Adult Supporters who are unlikely to attend an activity or event, and therefore do not need to appear as participants in Consent2Go. Our Consent2Go licence fees are based on participant numbers, so removing unnecessary profiles helps keep costs down.

Consent2Go is a school-oriented platform, so all “participants” are assumed to be youth. As a result:

- Adults and Rovers must enter their details via the parent fields when they receive their invitation.
- Leaders may appear in the system up to three times:
  1. As Staff (their Leader role)
  2. As an Adult Participant
  3. As a Parent (if they have a youth member in Scouts)

To avoid confusion and ensure correct routing of notifications, leaders must use:

- [firstname.lastname@scoutsact.com.au](mailto:firstname.lastname@scoutsact.com.au) for their Staff profile
- Their personal email for Adult Participant and Parent profiles

## 8. Getting Started – Early Days

Once you are logged in and set up in Consent2Go, it is up to each Group Leader to decide when your Group starts using it for activities.

A few important points for these early weeks:

- **Activities in Consent2Go follow a clear workflow.**  
When you create an activity, Consent2Go automatically steps you through the process: entering key details, selecting participants, sending consent requests, tracking responses, managing payments (if enabled), and recording attendance. Understanding this workflow helps ensure everything runs smoothly — from issuing invitations to finalising who actually attended. Getting used to the workflow early will make activity management much quicker and more consistent across your formation.
- **Remember to add yourself as the organiser.**  
When creating an event, please ensure you list yourself (or the correct Leader) as the organiser so communication and workflows function correctly. This is not automatic.
- **Stripe connections are being set up by the Office.**  
Each formation will have its own Stripe account linked to its formation-specific Xero and bank account. When creating an activity, you can choose to collect payment via Stripe or Other. If you select “Other” for payments, please include your formation bank details in the information sent to parents so they can pay by direct deposit.
- **Leaders can record consent on behalf of parents.**  
If a parent gives consent verbally (e.g., over the phone), Leaders may enter this into Consent2Go on the parent’s behalf. *This must be done via the browser, not the app.* Please ensure you record the time and date of the conversation.
- **You can add people from outside your formation via “Service Provider.”**  
This might include the Chief Commissioner, an AA activity Leader, a parent staying for the activity with their Joey, a guest presenter (e.g., astronomy night), or a parent helping with transport. Adding visitors in this way is important because it creates a clear record of attendance — a good habit to get into for safety, compliance, and activity reporting. If they are not a member of Scouts ACT, please upload a copy of their WWVP card to their Service Provider details.
- **The app is limited for admin tasks.**  
For now, we strongly encourage Leaders to have a laptop available at meetings, as many administrative functions must be done in the browser version.
- **Parents / Participants cannot log in via the browser.**  
Parents and Adult Participants only interact with Consent2Go through email links or the app.

## 9. Thank You and Next Steps

Thank you for your patience as we work through these early stages together. We are all learning this system at the same time, so please continue to share ideas, tips, and any issues you come across — it helps everyone.

Right now, our shared focus (and Consent2Go's focus) is on getting everyone onboarded and ensuring the system is working efficiently. We're working closely with other Branches to identify where customisation is possible and what will make the biggest difference for our Leaders. We'll have a much clearer picture of what's needed once Groups begin actively using the system.

Our first priority is enabling multi-group and branch-wide activities within Consent2Go. We are pushing hard for this and will keep you updated on progress.

In the meantime:

- Multi-Group activities should be duplicated in each Group's Consent2Go instance, or
- You can choose to use paper forms / PDFs for these events until the functionality is available.

Finally, please remember that any administrative tasks previously handled in Operoo are now managed through the forms available in the [Forms Library](#) in the Members Area of the Scouts ACT website.