



For Rovers

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1. What is Consent2Go and why are we using it?

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. Operoo, our previous system, ceased operating outside the USA on 31 January 2026, so Scouts ACT selected Consent2Go, developed and owned by Australian company MCB Schools, as our replacement.

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

Because Consent2Go was originally built for schools, you will see school-based terminology throughout. Key terms include:

- **Participant** = Youth member, Rover, or Leader or Adult Supporter who participate in activities.
- **Staff** = Leader
- **Year Level** = Section (J = Joeys, C = Cubs, S = Scouts, V = Venturers, R = Rovers, A = Adults)
- **Incursion** = Activity at or near the Hall
- **Excursion** = Activity away from the Hall
- **Participant Group/Team** = Units, patrols, or activity-based groupings

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

2. How to access Consent2Go

Unit Leaders (Staff) can access Consent2Go using:

- the browser version (<https://www.consent2go.com/>)
- the Consent2Go Staff app (available in the Apple App Store and Google Play Store).

Rovers (Participants) access Consent2Go through:

- the standard Consent2Go app (available in the Apple App Store and Google Play Store)
- emails sent by Consent2Go whenever you:
 - are invited to an activity
 - need to update medical or emergency details
 - need to confirm your profile or provide consent

Consent2Go requires profiles to be completed via the browser link included in your first invitation email. Once your profile is complete, you can then use the app for future updates and approvals.

3. How Rover Units are set up in Consent2Go

Each Rover Unit has its own instance of Consent2Go. Your Unit's activities, participants, and approvals are kept separate from all other Units.

To protect privacy:

- Only the Rover Unit Leader has been added as Staff.
- All Rovers (including the Unit Leader) have been added as Participants.
- Staff can see personal and medical details of Participants; Participants cannot see each other's details.

We welcome feedback on how Consent2Go should be configured to best meet the needs of Rover Units. The BRC Chair and/or BRC Rover Advisors will gather this feedback and work with office staff on any recommended adjustments.

4. Membership and data workflow

Extranet is the single source of truth for all Scouts ACT membership information. Consent2Go simply reflects whatever is recorded in Extranet.

To keep information consistent, the Scouts ACT Office manages all membership status changes in Consent2Go. This includes:

- adding new members (including Rovers)
- removing members who have left
- moving members between formations

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

What Unit Leaders Manage

Unit Leaders should ensure:

- the participant list for their Unit is accurate
- any required participant groups (if used) are set up correctly

How the Workflow Operates

- A membership application is submitted
- Office staff add the member to Extranet
- Once per week, Office staff runs the Extranet → Consent2Go upload
 - new members are added
 - resigned members are removed
 - members are transferred between formations
- After the upload, Unit Leaders:
 - send the initial Consent2Go invitation to Rovers
 - confirm participants are correctly allocated

Timing

Leaders (as at 3 February 2026) and youth members (as at 30 January 2026) have already been loaded into Consent2Go. Office staff initiate the weekly data uploads every Tuesday, with all updates completed by Thursday morning each week.

5. Adding additional staff

If your Unit wants other Rovers to help plan and manage events in Consent2Go, the Rover Unit Leader can request additional Staff access.

To add Staff the Rover Unit Leader should email details of should email details of who to add as staff to it@scoutsact.com.au.

Only the Unit Leader can make this request. Additional Staff will receive a login email from admin@mcbschools.com.

6. Getting started

THIS INFORMATION IS FOR ROVER UNIT LEADERS ONLY

You will have received an email from *admin@mcbsschools.com* containing your username, a temporary password, and a login link. If you missed the 12 hour window to use the link, it's not an issue. Email it@scoutsact.com.au and we will re-issue it.

Your first login must be completed through the browser.

Your Consent2Go 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 your 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.

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

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

a. Update profiles so Unit Leaders and other nominated “staff” are correctly marked as “Staff Members.”

Make sure you update the appropriate member’s profile, so they show as a “Staff Member.”

b. Send Invitations to members

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

Before sending the invitations, Rovers should be aware:

- The first email may land in junk/spam, so please check there.
- The email contains a Welcome link for setting up your profile and updating details.
- Profiles must be completed in a web browser before the app can be used.

7. Rovers: Completing your profile

You will receive an email from admin@mcbschools.com. Requesting you create a profile in Consent2Go:

- Rovers are entered into Consent2Go as participants. Consent2Go is a school-oriented platform, so all “participants” are assumed to be youth. As a result, completion of the parent fields is required. Rovers may choose to enter their own details into the parent fields.
- Medical, dietary, and emergency information must be entered from scratch — Operoo data could not be imported due to structural differences
- Your profile must be completed before you can be added to activities.
- Consent2Go currently provides only “Male” and “Female” as gender options. This field is optional, and you may leave it blank if these options do not reflect your identity or if you prefer not to specify.
- Once setup is complete, you may use the Consent2Go app for updates and future activity consents.
- To avoid confusion and ensure correct routing of notifications, leaders must use:
 - firstname.lastname@scoutsact.com.au for their Staff profile
 - Their personal email for their Participant and/or Parent profiles

8. Creating and managing activities

Only Staff (Rover Unit Leaders or any additional Staff they request) can create and manage activities in Consent2Go.

When creating an activity:

- Add yourself as the organiser. Consent2Go does not do this automatically, and it is important for workflow and communication.
- Follow the activity workflow, which guides you step-by-step through:
 - Entering details — this includes proposing and planning the event, outlining key logistics, and completing the required risk assessment and risk management steps
 - Choosing participants
 - Sending consent requests
 - Tracking responses
 - Recording attendance

Understanding Consent in a School-Based System

Because Consent2Go is built for schools, it assumes a parent must provide consent for a child to attend an activity. For Rovers:

- You appear in the system both as the participant and as the parent/guardian of yourself.
- This means that when you “provide consent,” you are essentially confirming: “Yes — I will be attending this activity.”

- This is normal for adult participants in Consent2Go and is how the system records your attendance decision.

Collecting Payments in Consent2Go

Each instance of Consent2Go has its own Stripe account linked to its 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 Unit’s bank details in the information sent to members so they can pay by direct deposit.

You can add people from outside your formation via “Service Provider”

This might include the Chief Commissioner, an AA activity Leader, a guest presenter, or someone 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.

9. Multi-unit and branch-wide activities

Consent2Go does not yet support creating an activity that spans multiple Units. If you are running a joint activity with another Rover Unit:

- Either duplicate the activity in each Unit’s Consent2Go instance, or
- Temporarily use paper/PDF forms until multi-group functionality is enabled.

10. Where to go for help

In the first instance please refer to the [Consent2Go Knowledge Base](#) or the tutorial videos available when using the platform in a browser.

For support with:

- Access issues
- Adding or removing Staff
- Participant list updates
- Technical questions

Please email it@scoutsact.com.au

Please do not use the “Need Help” button in Consent2Go during the rollout. It sends requests directly to the vendor, which significantly slows down support and delays responses.

11. 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 Units begin actively using the system.

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.