



New Scout Member Information System

Scout Association of Hong Kong (hereinafter referred to as “the Association”) has two membership information systems, namely “Scout Membership Information System” (SMIS) and “Youth Membership Information System” (YMIS). To meet development needs and make good use of information technology, the Administrative Branch has collaborated with the Information Technology Branch to complete the development of new SMIS. This marks an important step in implementing the recommendations set out in the “System Development Blueprint” formulated by the Association in 2023.

SMIS will introduce new features in phases and support integrative development of more systems. The digitisation process will help streamline administrative procedures, enhance operational efficiency and provide greater convenience to Scout members. **The current phase of SMIS covers all adult members with the following features:**

- ✧ A unique “Scout ID” that supports identity verification for each member¹;
- ✧ In addition to the enhancement of the existing back-end functions to meet operational needs of various units, front-end functions have been added to enable members to log into their accounts to view their personal Scouting records; and
- ✧ Simplified approach to update personal information that allows members to update their information by themselves or submit change requests electronically after system login.

Deployment arrangements

The backend functions of the new system have been in use since early 2025, and the frontend functions have also been launched in May 2025. In view of the large number of adult members, for system stability and effective support to those requiring assistance, **the Administration Branch will send out account activation emails in batches from June 2025 onwards based on the types of adult members, starting from District or above units, then to all Scout Groups. Adult members concerned can activate their accounts by following the simple steps provided in the email.** If any member does not receive the account activation email by mid-July, please contact the Administration Branch or relevant Region to enquire about the situation or seek assistance.

As to newly joined adult members, please follow the existing process of submitting Form [R01](#) to the Administration Branch. Upon the completion of the appointment process, the Administration Branch will input the relevant personal information of the member to the new system and send an invitation email to the new member for account activation.

¹ If an adult member has an assigned Scout ID during his/her youth member stage, such Scout ID will continue to be used.

User responsibilities

The Association accords high priority to the protection of personal data and IT security. The system has met certain security standards, including two-factor authentication for account login, data encryption, access controls, and records of member logins and information changes. It is equally crucial for each member to use the system responsibly, and safeguard their account and personal data so as to avoid any impact on the normal operation of the system. In this connection, **users must read and agree to the “SMIS Terms of Use” when activating to use their accounts.** They are required to adhere to the various IT security requirements in [Standing Circular No. 02/2023 “Information Technology Security”](#), and always maintain IT security practices and vigilance, and keep abreast of the latest security information to fulfill their responsibilities.

Means to change personal information

Once adult members have activated their SMIS accounts, they should log into the system to review their personal information and ensure its accuracy. If they find any data in the system that does not pertain to themselves, they are required to immediately notify the Administration Branch and take necessary measures to protect others’ personal information.

Regarding the updating of personal information, please refer to the table below. After login, users can modify and confirm changes to certain information categories direct. Other information categories require a change request application with submission of the required supporting documents. The Administration Branch will make the change after verification of the submitted information. Once SMIS is linked with other systems, selected information categories will be updated immediately by the associated systems, thus alleviating the need for members to submit updates separately.

Information categories	Means to change personal information
1a. My Profile – Information on HKID Card	Submit change request
1b. My Profile – Other than information on HKID Card	Modify and confirm by user
2. Contact Information	Modify and confirm by user
3. Youth Membership Record	Contact the Administration Branch
4. Scout and Other Activities	Submit change request
5. Scout Appointments	Contact the Administration Branch
6. Scout Awards	Contact the Administration Branch
7. Scout Training (Wood Badge / Others)	Submit change request
8. Public Appointments and Community Services	Submit change request
9a. Work Experience	Modify and confirm by user
9b. Qualifications	Submit change request
10. Other Honours and Awards	Submit change request

Note: Scout Association of Hong Kong reserves the right to make changes to the above arrangements on updating personal information.

Enquiry and support

During the account activation process, in case the member information verification cannot be completed, please click “Ask for help” in the pop-up window and select either the Headquarters or the relevant Region. Responsible staff will contact the member within three working days.

Should there be any questions on this circular or the use of SMIS, please contact the Administration Branch or the relevant region or District Clerical Support Team for assistance:

	<u>Unit</u>	<u>Phone / Email</u>
General Enquiry:	Administration Branch	2957 6332 / smis@scout.org.hk
	Hong Kong Island Region	2574 4296 / hkir@scout.org.hk
	Kowloon Region	2957 6488 / kr@scout.org.hk
	East Kowloon Region	2957 6466 / ekr@scout.org.hk
	New Territories Region	2425 5999 / ntr@scout.org.hk
	New Territories East Region	2667 9100 / nter@scout.org.hk
	District Clerical Support Team (for Silver Jubilee District only)	2957 6390 / dcst@scout.org.hk
Technical Support:	Information Technology Branch	2957 6433 / it@scout.org.hk



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