

OSM – Parent guide

When you first access OSM, please

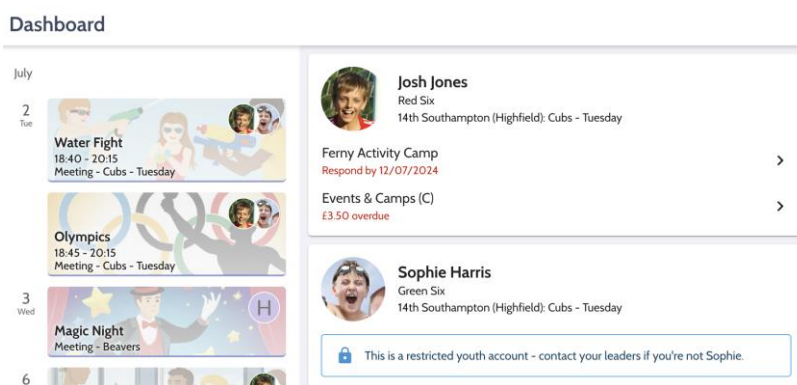
- Create an account.
- Login and check that all details are correct, including an emergency contact, allergies & photos. You can find this in the '**Personal Details**' section.
- Click on the "Confirm details" button to confirm the details are correct.

Viewing the programme

The programme area shows you the regular meetings where it is assumed your child will attend unless you say otherwise.

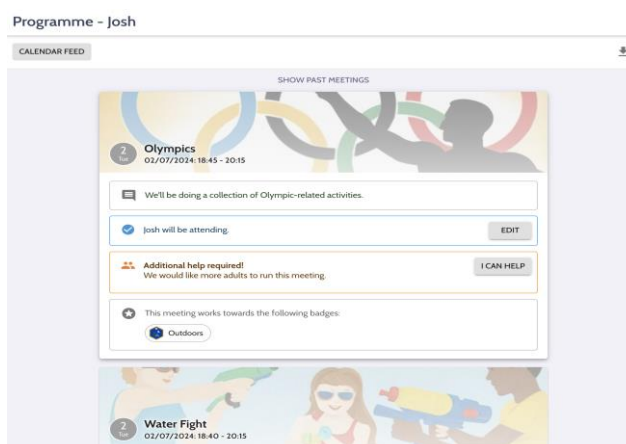
[Opening meetings](#)

You can access meetings from the agenda area of the dashboard or the menu (click the three lines at the top-left to open the menu if you are on a mobile).



[Adding meetings to your phone/computer calendar](#)

Click the "Calendar Feed" button to get a link to subscribe to on your phone/computer - this will automatically add all the meetings now and in the future to your calendar.

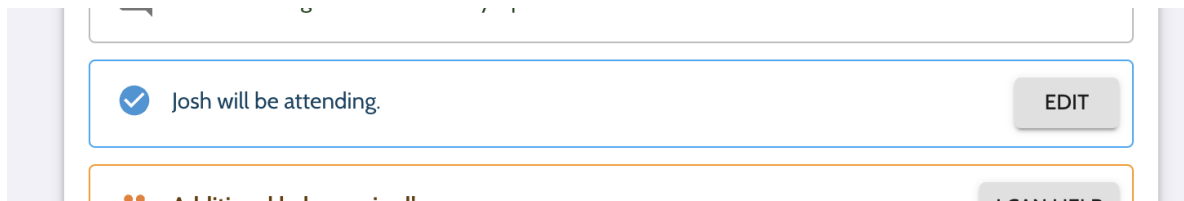


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[Saying your child cannot attend](#)

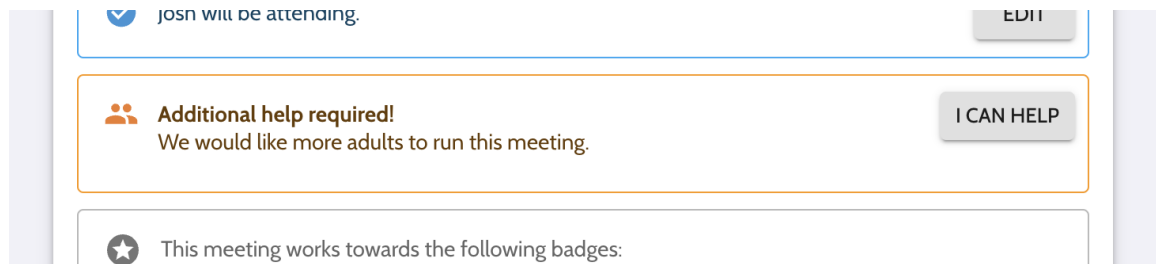
Click the "Edit" button where it says your child will be attending if they cannot attend a meeting. You'll be able to give a reason why (if you want to) and you can change this in the future. This will notify your leaders, but always good to let us know via the WhatsApp chat.

Please be aware that events (see Events) are different to meetings and your leaders may have set up events too for the same meeting - have a look in the Events menu too.



[Offering to help](#)

Parent helpers are needed every week, please ensure you sign up to help at least once per term. There will be an orange box where you can click "I can help" to see more details and to sign up to help.



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Events

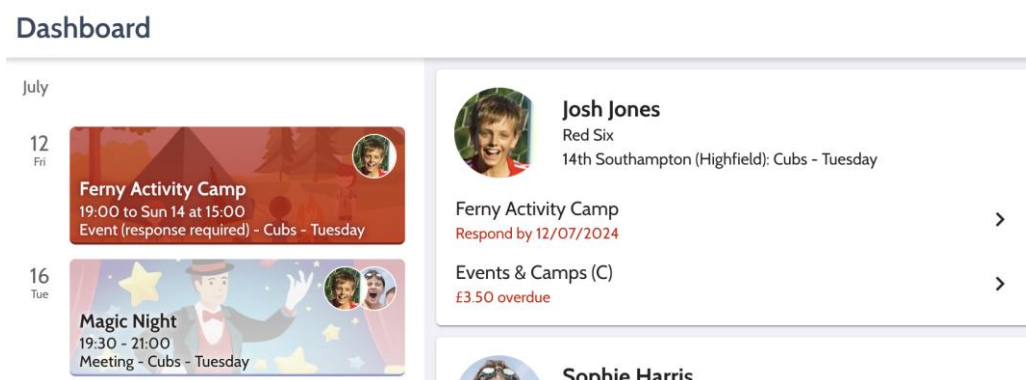
Events are activities that occur outside the normal programme. Invites to events are sent via email and we ask you to click yes or no to attendance. If you miss the email you can find details on the event in OSM.

[Opening events from the dashboard](#)

You can access events by the dashboard or the menu (click the three lines at the top-left to open the menu if you are on a mobile).

On the dashboard view (pictured below), any outstanding tasks will be listed for each member. In the screenshot, you can see you need to respond to an event invitation and make a payment.

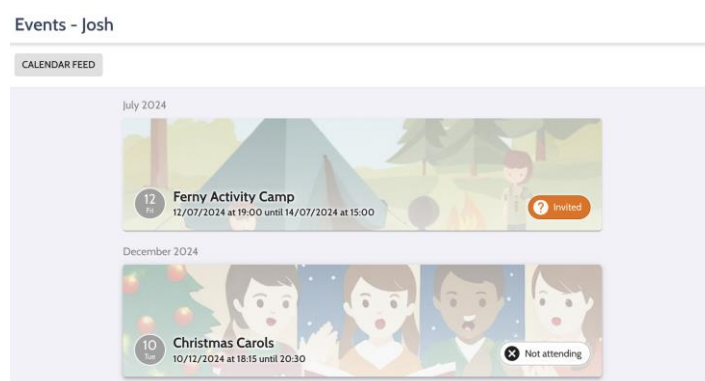
Click the event to open it up.



[Opening events from the menu](#)

Click a box to view the event.

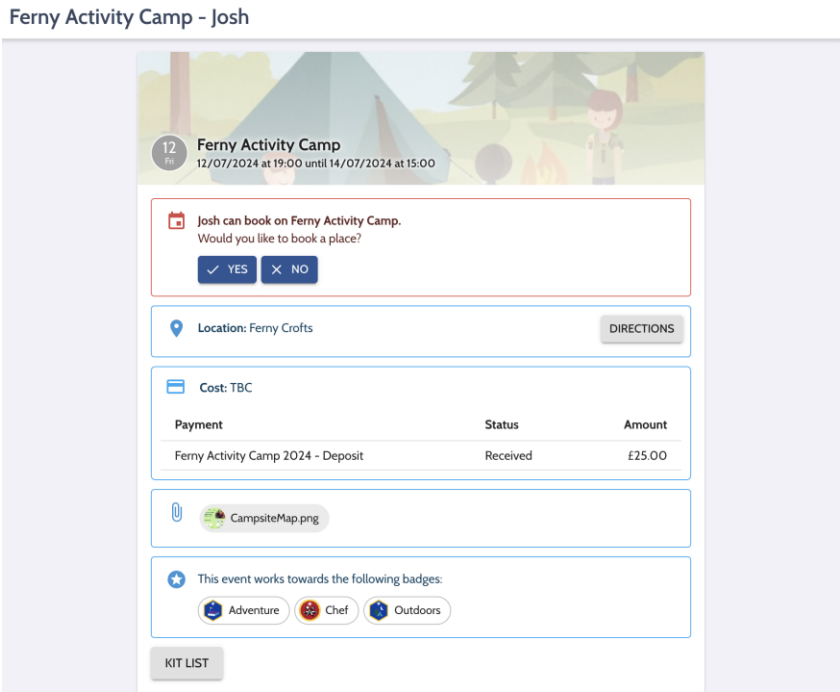
If you use a phone/computer calendar, you may like to click "Calendar Feed" - this gives you a link to subscribe to in your calendar software. You'll then get all the events your child is attending automatically added to your calendar.



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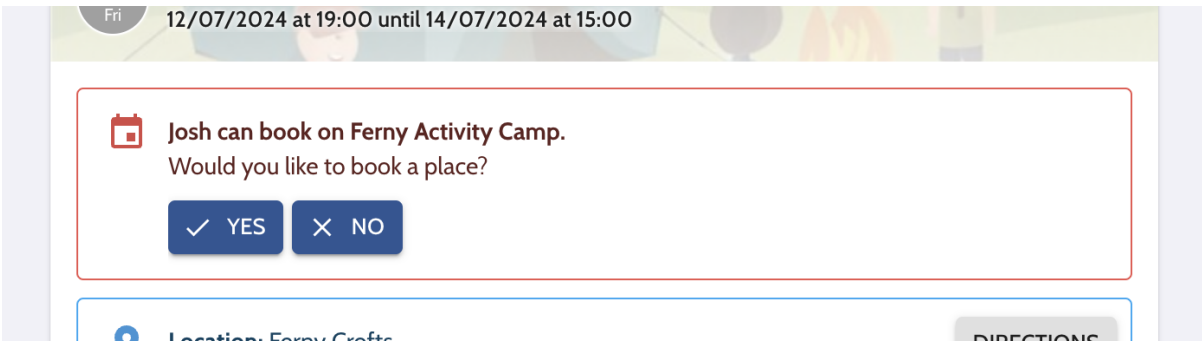
Viewing events

When you open the event, it will look like this (depending on what features your leaders are using):



Responding to the event

Click the "Yes" / "No" buttons to accept or decline the space on the event. Leaders will appreciate quick responses to this, even if it's declining events!



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[Changing your mind](#)

Your leaders may have allowed you to change your mind up til a deadline.

If you signed up and want to cancel your place, click "Cancel Booking".

 **Alex is attending.**
You can change your mind until 26/09/2025.

✕ CANCEL BOOKING

If you said you couldn't attend and now want to come on the event, click "Sign Up".

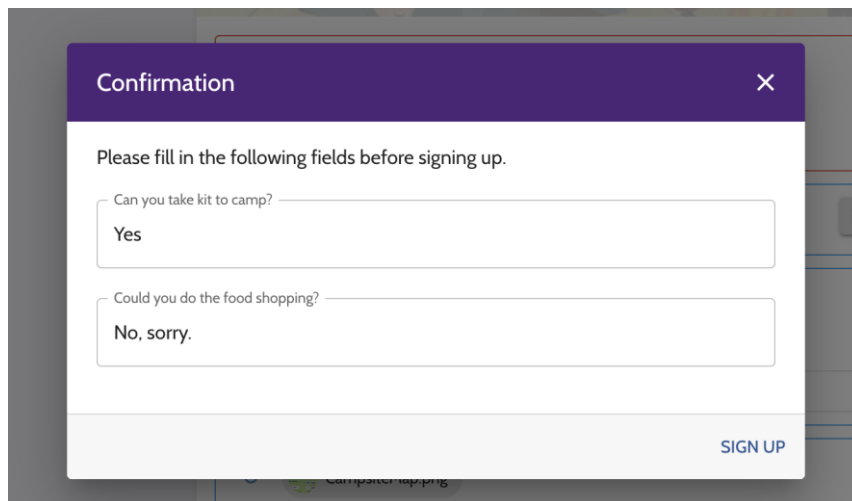
 **Alex will not be attending.**
You can change your mind until 26/09/2025.

✓ SIGN UP

If you don't see buttons to change your attendance, get in touch with your leaders directly.

[Additional details](#)

Your leaders may ask for additional information at this stage - if so, there'll be a popup with fields for you to fill in.



A screenshot of a 'Confirmation' popup window. The window has a purple header with the title 'Confirmation' and a close button (X). The main content area is white and contains the text 'Please fill in the following fields before signing up.' followed by two form fields. The first field is labeled 'Can you take kit to camp?' and contains the text 'Yes'. The second field is labeled 'Could you do the food shopping?' and contains the text 'No, sorry.' At the bottom right of the form is a blue button labeled 'SIGN UP'.

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Helping at the event

They may also ask you if you are available to help during the event - please let your leaders know if you can help.

The screenshot shows a mobile app interface with a modal titled "Adult Help". The modal has a purple header with a close button (X). The main text asks, "This event needs some extra adult help. Would you be able to help?". Below this is a text box containing a message icon and the text "You'll be camping in tents with us - we provide the tents!". Underneath is a dropdown menu labeled "Can you help?". Below that is a larger text box labeled "Notes" with the subtitle "Optional notes for your leaders". At the bottom right of the modal is a "SAVE" button. The background shows a blurred view of the event page for "Ferny Activity Camp" from 12/07/2024 to 14/07/2024.

Kit lists

Click the "Kit List" button below the main boxes to open up the kit-list. You can tick things off as you pack them.

The screenshot shows a mobile app interface with a modal titled "Kit List". The modal has a purple header with a close button (X). The main content is a list of items under the heading "Activities". The items are: "Small game" (with subtext "For playing during free time."), "2x Walking boots/wellies" (with subtext "Please pack these in your bag and arrive wearing trainers"), and "Walking socks". Each item has a checkbox to its right. The background shows a blurred view of the app's main interface with tabs for "Dashboard", "Events - Josh", and "Ferny Activity Camp - Josh".

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Badges

The badges area shows which badges have been awarded, how far through others you are, and where to sew them on uniforms! You can also complete some at home.

Completed

Click the 'Completed' tab to see all the badges that have been completed.

Badges - George

Completed

In Progress

Completable At Home

Uniform Placement

 Adventure Awarded - 17/09/2024	 Emergency Aid Awarded - 26/03/2024
 Hikes Awarded - 26/03/2024	 Navigator Awarded - 12/07/2023
 Nights Away Awarded - 17/09/2024	 Membership Awarded - 19/03/2024
 Joining In Awarded - 16/04/2024	

In Progress

Click the 'In Progress' tab to see the badges that are being worked on - the horizontal blue/grey bar gives an indication of how far through them you are.

Badges - George

Completed

In Progress

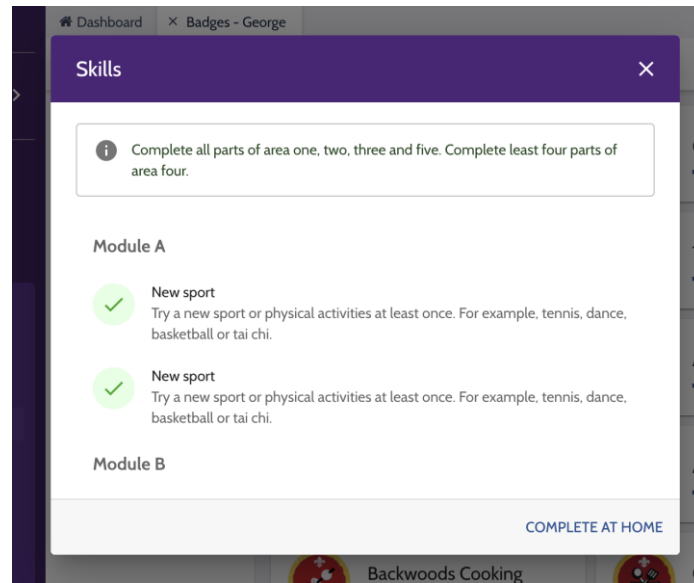
Completable At Home

Uniform Placement

 Chief Scout's Silver 	 Outdoors
 Skills 	 Teamwork
 World 	 Air Activities

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You can click each badge to see which requirements have been completed.

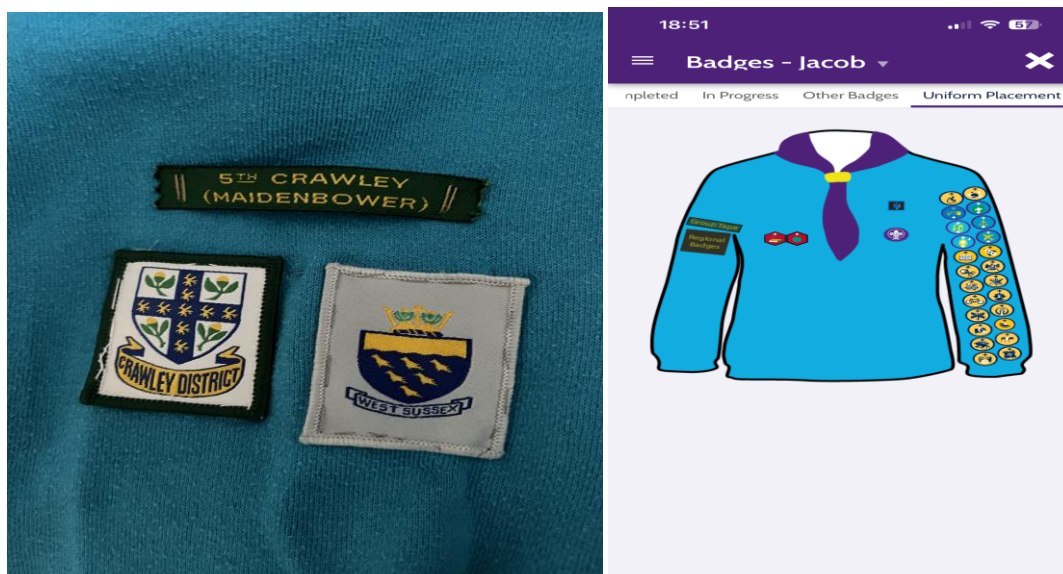


Other Badges

Other badges available – you can find badges not yet started or badges that your child may have been able to complete which we wouldn't have covered in our meetings, e.g. swimming. You can find this on the "Other Badges" tab.

Uniform Placement

Click 'Uniform Placement' to see where to sew each badge. Please note the badges may be sewn in any order, as long as they are in the right area (i.e. don't worry about which badge is first on the sleeve!). The example on the left is where to place the group name, district and county badges.



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Payments

Our Online Payments system lets you pay for things either manually when requested, or you can pay for everything you will need to pay automatically.

You are always protected by the Direct Debit Guarantee or credit/debit card chargebacks when making payments.

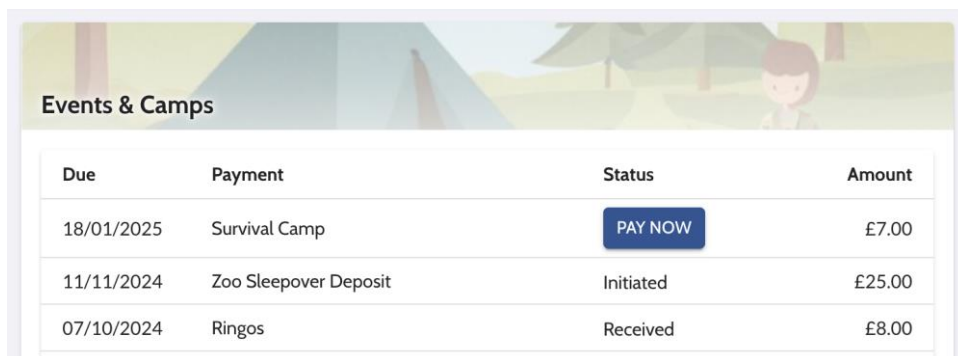
Neither your group nor OSM receives your payment details:

- We use Stripe for handling card details.

[Setting up direct debits or adding your card details](#)

Payments are grouped together so it's likely your group will have two "schedules", one for regular fees, and one for events that your child attends.

Open up a schedule from the Payments menu for your child.



Due	Payment	Status	Amount
18/01/2025	Survival Camp	PAY NOW	£7.00
11/11/2024	Zoo Sleepover Deposit	Initiated	£25.00
07/10/2024	Ringos	Received	£8.00

If you have payments you need to pay, you'll see a "Pay Now" button. Click that and follow the process to add your details to create a direct debit or add a card.

You won't be able to set up a direct debit or add card details if you there aren't any payments to pay - please come back when you get emailed about a payment!

[Paying for items](#)

Click the Pay Now buttons for the things you'd like to pay for.

You can use any bank/card details you've previously added or add new bank / card details.

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[Automatic payments](#)

After using a Pay Now button, you'll periodically be asked if you want to pay for things automatically in the future.

This means you'll be emailed when payments are going to be taken, but you don't have to log on and approve the payment. You can stop payments being taken automatically at any time.

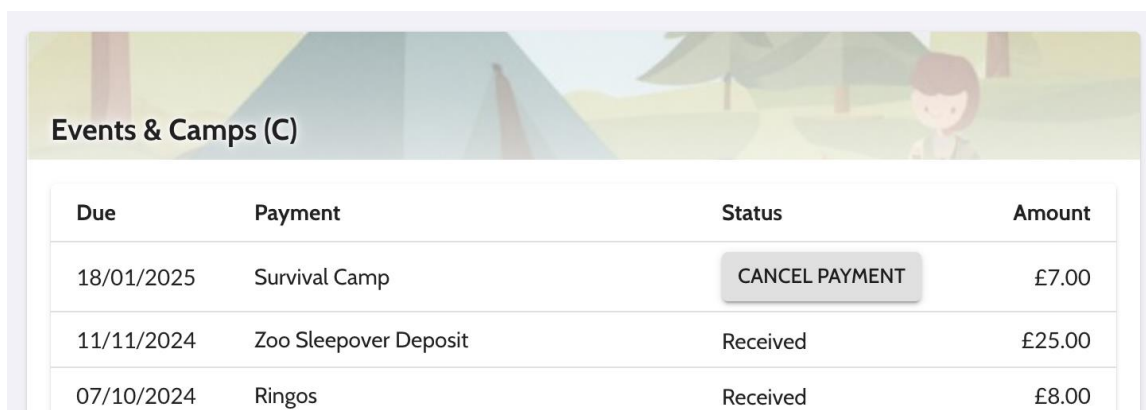
The only way to pay automatically is after using a Pay Now button - if you can't see any, please wait until you are asked to make a payment.

The bank/card details are attached to your log-in - if multiple people access your child then they won't have access to your bank/card to make payments, but if you choose to pay for things automatically, anyone who says your child will attend an event will trigger a payment being taken from your account.

[Cancelling payments](#)

You can cancel payments depending how recently they were sent to the payment processor by clicking the "Cancel Payment" button.

Please be aware that you will typically still owe the group the money, and failed payments can cost the group additional processing fees.

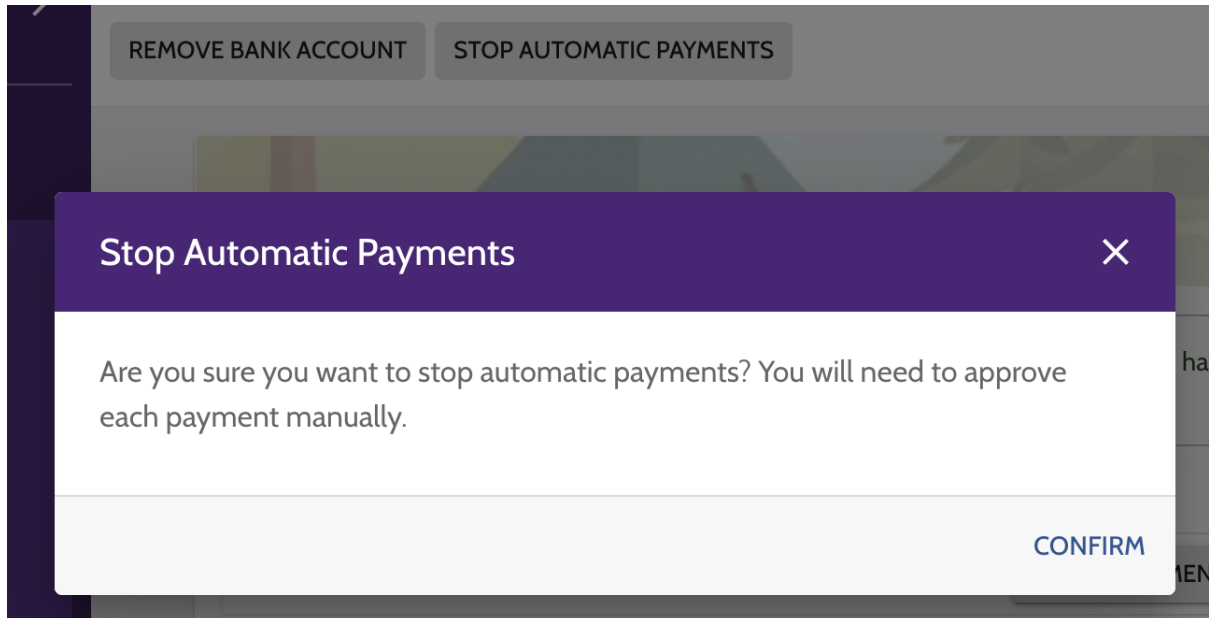


Due	Payment	Status	Amount
18/01/2025	Survival Camp	CANCEL PAYMENT	£7.00
11/11/2024	Zoo Sleepover Deposit	Received	£25.00
07/10/2024	Ringos	Received	£8.00

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[Stopping future automatic payments](#)

If you have chosen to pay for things automatically but want to approve each payment, click the "Stop Automatic Payments" button at the top of the page.



[Changing account details](#)

You can only change your account details when you have something to pay.

Remove your current account by clicking "Remove Bank Account" at the top.

Click a "Pay Now" button (if there aren't any Pay Now buttons, you'll need to wait until you need to pay something)

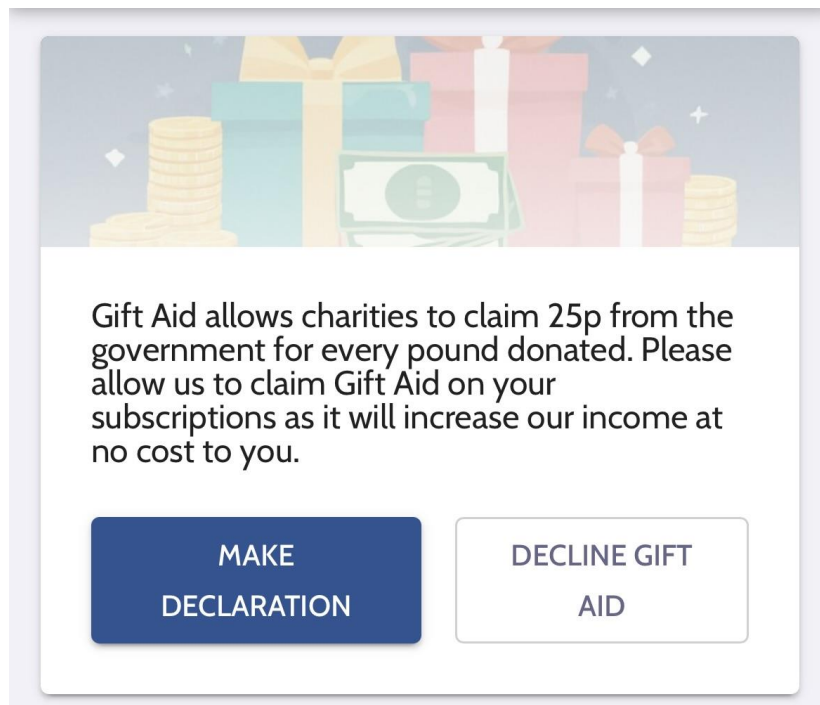
Use the drop-down to add new account details.

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Gift Aid

This is a claimable benefit that allows us to claim 25% for subscriptions from the government with no expense to you.

In order to claim we need permission from the parent/guardian. In the Gift Aid section click 'Make Declaration' and we'll do the rest.



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Emails

Any emails sent to you from the Leaders will in most cases come from OSM. You can view these in the emails section.

