Have you told your qualifying Scouts to claim their readers in their app?

They must CLAIM or DECLINE the reader the first time they login. *NOTE: If they decline the reader, they will NOT be able to go back and claim later.

Send the information shown in the picture and encourage parents to join the Trail's End Scout Parents group, so they can stay up to date with communications from Trail's End - let them know they MUST answer the Admin questions and agree to the group rules. *Bonus it helps you cut down on communication follow ups*