



2018 CHARTER RENEWAL GUIDEBOOK APPENDIX

FREQUENTLY
ASKED QUESTIONS



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The purpose of this Guidebook Appendix is to provide answers to many of the Frequently Asked Questions regarding Charter Renewal, and in particular, about the Internet Recharter tool that the National Council BSA provides to the Lake Erie Council for the use of its units.

Charter Year 2018: From January 1, 2018 through December 31, 2018

Online Recharter Tools: Available online with downloadable unit rosters on October 1, 2017

Charter Renewal packets:

- May be submitted any time after November 1, 2017.
- Must be turned not later than Friday, December 15, 2017 **before** 12:00 Noon.
- Missing the Turn-in date could result in the unit’s charter being **discontinued** as of 01/01/2018. Traditional extensions are no longer available per National BSA policy.
- Must include a completed, scored, and signed **Journey to Excellence 2017** Scorecard

This Charter Renewal FAQ Appendix is provided to BSA Unit Leaders, Committee Chairman, and Charter Renewal Coordinators in good faith and contains the best information that we had at the time of its publication in early October 2017. We believe that the information contained is accurate and clearly written. But, if any user of this manual finds themselves uncertain as to what they should be doing in order to complete their Unit’s Charter Renewal, we strongly urge you to contact your District Commissioner or your Unit Strength Coach (District Executive) for direction.

Internet Rechartering Frequently Asked Questions

Updated October 1, 2017 from the latest version of Internet Recharter Application's FAQ button

Q: How does Internet Rechartering work in my browser?

A: To use Internet Rechartering, use Internet Explorer 11.0 or higher (with Compatibility View turned off). Also, JavaScript must be enabled in Internet Explorer. Or you may use the supported browsers of Firefox or Chrome.

To enable JavaScript:

1. Open Internet Explorer. From the main menu, click **Tools > Internet Options** .
2. Click the Security tab. On the Security screen, in the Security level for this zone area, click **Default Level**.
3. Click **OK** to close Internet Options.

Q: Why doesn't Internet Rechartering remember me?

A: If you want your system to remember logon information, please go to the browser provider site for information.

For Internet Explorer:

1. In Internet Explorer, select the **Tools** button, and then select **Internet options**.
2. On the **Content** tab, under **AutoComplete**, select **Settings**.
3. Select the **User names and passwords on forms** check box, and then select **OK**.

For Firefox:

1. Click the orange Firefox button and then '**Options**' > '**Options**'. If you don't have the orange Firefox button (top left), then click '**Tools**' > '**Options**'.
2. Click the '**Privacy**' heading/tab and where it says '**Firefox will:**' choose '**Use custom settings for history**'.
3. Make sure '**Remember search and form history**' is checked.
4. Click the '**Security**' heading/tab and make sure '**Remember passwords for sites**' is unchecked.

For Chrome:

1. Click on the **Wrench/Ellipsis** button > **Settings** > **Show Advanced Settings** > **Passwords and Forms** > **Offer to save your web passwords**.

Q: Why can't I click the Back button on my browser?

A: If you click the browser's Back button after entering information, you will lose information you entered. To return to a previous window, click the Previous button on the Internet Rechartering screen.

Q: How can I print the roster before the final steps?

A: Go to **Review Roster** on the right panel and click Review/Print Roster. The roster appears in a new window. You can print this page, but this roster is not final and cannot be turned in to the council.

To print the roster:

1. Right-click in the new window.
2. From the drop-down menu, click **Print**.
3. In the print dialog box, choose a printer. Click **Print**.

Q: How do I resolve an error at Print Renewal Application after Submittal?

A: To view and print the final roster, you must have Adobe Reader. [Get Adobe Reader](#)

Q: How do I resolve a processing error if it occurs at Check Roster?

A: This is highly unusual. A processing error when clicking Check Roster step may mean there is an invalid birth year on a record in the roster. To fix this, view birth dates for members uploaded into Internet Rechartering and correct any invalid dates.

Q: Can an adult hold two positions in the same unit?

A: Generally, the chartered organization representative (CR) is the ONLY adult allowed to hold two positions in the same unit. The CR may hold only the additional position of committee chairman (CC) or committee member (MC). The CR's additional position is always multiple in the same unit. The Executive Officer (IH) may also hold a volunteer position, such as CR, or serve in another position. Tiger Adult and Lion Adult are not volunteer positions and may hold an adult leader position. In the Lion Pilot Program, some duplication is also allowed.

Q: What is a "transfer" member?

A: A transfer member is a member from another unit that is generally an out-of-council unit. The transfer must have an unexpired registration that is one or more months beyond the expiration date of the destination unit. Webelos Scouts advancing to Boy Scouts in the unit with the same expiration date are **NOT** transfers. Use Promote Members to bring in these records.

Q: After Load Roster is done, why might an adult not have a leader position?

A: If an adult was previously registered as Parent Coordinator, this position will not display on the roster for that adult. The Parent Coordinator has been discontinued by BSA. You should select the New Member Coordinator (NM) position to replace Parent Coordinator. Or you may select another position for this person if the adult is renewing. You will not be able to proceed past Check Roster unless this is resolved.

Q: What is the Update Unit Roster function and when should it be used?

A: Update Unit Roster will refresh member data to add new records and update Youth Protection status from the council's information. This should be done multiple times during the renewal process, especially if done over one or more days. For example, if the unit accepted Online Registration

members or the council processed new members, adult or youth, use this feature. And if there are adults without Youth Protection that is current, do this to update status if the record may have changed from having completed a course online. This avoids duplicate entry and saves you time. If you are in a later Stage step and use this process and there is a new record added, it will return you Select Members for Renewal. If the member will renew then leave the record checked and navigate to your prior step.

Q: If our unit is chartered to the LDS Church is Promote Members used for adults?

A: Yes, LDS Church units (and all other units) may use Promote Members. This will lessen effort and avoid creation of duplicate records. An LDS Troop may need to move adults from an LDS Crew or Team, for example. Promotion works from any unit for adults. If the unit is not in the same chartered organization family, the other unit's Access Code is needed to obtain records.

Q: How does Promote Members function for youth registrants?

A: Youth members will not be shown for selection unless age eligible to join the promoting unit. For youth who are old enough to be adult leaders, the record of the youth may be selected for an adult position. Use Promote Members instead of creating a new adult record to maintain the continuity of the person's history and to avoid duplication.

Q: What is the process for resolving an error with Youth Protection Training?

A: Youth Protection is required to be current for each adult leader as of the effective date of the new charter term. If YP is not current, then at Check Roster an error will occur that must be resolved. Update Unit Roster is used to find if an existing registrant has recently completed training. Errors are also resolved if the adult provided their YP completion certificate, Enter the course and date completed on the person record at Update Member Data. Keep a copy of the certificate to turn in to the Council with the unit renewal. If an adult is new, YP completion is entered as the record is created. If an adult was promoted without YP, enter the completion. Each volunteer adult leader is verified for YP being current on her or his record.

Q: How does the optional electronic approval work for the unit renewal?

A: The unit renewal processor will find the approval feature in the Submit stage. For approval to occur the renewal processor gives account access to the chartered organization representative or to the executive officer. (Assuming this person is not the processor.) The approver reviews the roster and, if satisfied, selects their name from a pick list, enters their initials, and provides their electronic signature. When this is saved, approval has been given. If back navigation is done to make other changes, approval is reset and must be done again.

Q: What if electronic approval is not used?

A: After Submit to the Council, the renewal processor prints the renewal report requested by the Council and physical signatures are obtained.

Q: How does the optional online payment work for the unit renewal?

A: Online payment using credit card is available in the Submit stage following online approval. The credit card entry form is open by default and will display the calculated registration fees. If there is

applicable fee for Accident Insurance this will display. A 3% Convenience Fee will be added to the fee subtotal to arrive at the Total Fee due. The convenience fee offsets the cost of credit card processing. If the unit processor continues, then the valid credit card information is entered and saved. Upon acceptance, the Credit Card Payment Confirmation will display. This will also appear on the unit renewal application following Submittal. No further changes can be made to the unit roster once payment is made.

Q: What if online payment is not used?

A: The unit renewal processor will click the Cash Payment button if credit card payment is not selected. The total fees due will then be remitted to the council by check, unit deposit account charge, if authorized, or in cash or another accepted form of tender.

Q: If there is a fee for Accident Insurance, can this be paid with the charter renewal?

A: Yes. If your council has a charge for Accident Insurance this may be calculated in the total fees due. If this item does not appear, your council may have a charge but payment will be separate from the renewal. Please review your council information for instructions.

Q: When should an Adult Application be completed and submitted to the Council?

A: The following is required: All new adult volunteer leaders must complete the Adult Application and provide their certificate of completion for Youth Protection Training. This applies to any adult record entered online during Internet Rechartering, any youth member who is promoted to an adult position during Internet Rechartering, and any adult who was previously only in the position of Executive Officer, Lion Adult Partner, and Tiger Adult. For youth in Venturing and Sea Scouts who become Venturing Participants at age 18, the Adult Application is required to comply with authorization to conduct a Criminal Background Check. If done during Internet Rechartering, the Adult Application must be submitted to the Council.

Q: What BSA registration fee is paid with our unit renewal?

A: Effective December 1, the registration fee for a 12-month term will be \$33. Units that expire on November 30 (effective date is December 1) and on December 31 (effective date is January 1) and thereafter will pay the new fee. The **Boys' Life** subscription fee remains as \$12 for a one-year subscription. (The rate for **Boys' Life** delivery to Non-US addresses is higher. Please consult with your Council about International delivery if there are questions.)

Membership fees support the services that are necessary to provide Scouting to youth from 7 to 21 years of age. From education to high-adventure experiences you can't get anyplace else, the BSA provides unique growth opportunities at a great value.

Services include primary liability coverage for all volunteer leaders and chartered organizations, ongoing advances in technology, fundraising support, adventure and new program development and membership recruiting strategies, and support materials. In 2016 alone, the BSA served 2.3 million youth members through 270 local councils across the United States and its territories.



Frequently Asked Questions: **The Internet Recharter Renewal Process (previous version)**

1. Who can hold multiple positions in a unit?

Only the Chartered Organization Representative (COR) or the Executive Officer can hold more than one position in a unit. Registration fee and insurance is paid one time in this situation.

2. Why does the Charter Organization Representative have to be the same for all units in the same Charter Organization?

In the case of a chartering organization holding the charter for more than one unit, for example, (a church could potentially charter a pack, team, troop and crew), the charter organization representative (COR) must be the same for all units held by that chartering organization. This is a National BSA standard that is designed to ensure the Scouting programs at a single Charter Organization work together to promote Scouting and to have the best possible program for the youth.

3. Does a leader need a new application for each time they change their job responsibility in the unit or when they gain a new job responsibility in another unit?

*Yes, the unit should submit a new application immediately when the change is made so that the leader receives communications appropriate to his/her position and so that there is a record that the chartered organization has approved the change. For example: when a change in a unit's top leadership positions occur, the unit should send in a new adult leader application(s) to record those changes immediately to the **Lake Erie Council Scouting Service Center** in Cleveland. Don't wait until recharter time. However, at recharter time only, the position may be changed within a unit using Internet Rechartering without an application.*

*In the case of an adult changing units (or staying in one unit and adding another job responsibility in another unit), an adult leader application is **always** required. This counts as a new application and proof of current youth protection training must be attached to application in addition to the other 2 forms.*

FYI: New applications are also needed for changes or additions to district and council positions such as: Unit Commissioners, District Commissioner, District Committee members, or Merit Badge Counselor. District and Council level memberships are renewed starting in July of each year.

4. Does a Merit Badge Counselor have to pay any fees?

*Individuals that have their sole role in Scouting as a Merit Badge Counselor roles do not pay the registration and insurance fee. Merit Badge Counselors that have **other** roles in Scouting are required to pay the membership fee and insurance premium fee as part of that role. Merit Badge Counselor roles do **NOT** count as a multiple.*



5. Does a person pay for primary membership in each unit or just once for being in BSA?

*A person is only required to pay once each year for BSA membership as an adult or youth. The unit through which the person pays BSA membership is called the "**primary**" membership.*

If an individual is 18-20 years old and is a member of a Boy Scout Troop as an adult leader and as a youth member in a Venturing Crew, this counts as two different member registrations and a fee is required for both. All other, adult leader registrations are referred to as "multiple" registrations and do not require a separate membership fee.

BSA currently places no limit on the number of multiple adult leader positions you may volunteer to fill and have registered (however, you may wish to consult your spouse on how many is too many! 😊)

6. How do I indicate that a member holds multiple positions?

*There is only one individual that can be in two (2) different "official" roles in a **single** unit. That person is the Chartered Organization Representative. If the COR holds two paid-leader positions in one unit, Internet Rechartering dynamically takes care of this scenario. The Fee Summary will only charge that adult one time. All other individuals can only be registered in one role in any single unit. They may perform multiple functions in the unit, but can only be registered in a single position.*

7. What if the member is multiple because they are paying in another unit?

Select the Update link to the left of his or her name. Select Member paid in another Unit radio button. Click Save.

8. If a youth or adult has changed positions (or unit), can I simply transfer them or is a new application required?

A new application is required. Every unit is a separate organization in Scouts and members must be approved by that chartering unit. Even though a scout is transferring from a Cub Scout Pack to a Boy Scout Troop with the same chartering organization, a new application is required. This may also be true from a Boy Scout Troop to a Venturing Crew or Sea Scout Ship, if the scout only wanted to be a youth member of this other unit. A new Youth application requires a parent's signature and the Top Unit Leader's signature.

There is no additional National BSA fee for being part of the additional unit as a youth. If an individual is 18-20 years old and is a member of a Boy Scout Troop as an adult leader and as a youth in a Crew or a Ship, National BSA counts this as two different types of memberships and the individual needs to pay for both memberships.

9. When a youth reaches adult age, can the youth be moved to adult status without having to delete and reenter data?

*Yes. A signed and completed adult application will be required with **proof of Youth Protection training**. If a unit has loaded the council information and has a youth member who is 18 (or 21 for Venturing) and cannot be renewed as a youth member, then that member may be "**promoted**" in the Promote screens. This will save re-entering the data. The roster will then display that person as an adult (SA, VA, or NA [Venturing associate advisor]). Note you must ensure the individual's SSN is listed on the application so that council can enter the info when the charter is being processed. An alternate solution is for the unit to submit the adult application for the new leader prior to charter renewal (the loading of the roster) so that the council can make the change. Then the roster will display that person as an adult without further effort on the unit's part.*

10. What happens if I discover I don't have some information I need to complete the recharter?

You may continue to enter the information you do have. You may close out and it will save the information you have entered. Make notes of the information that you need, then go get it. When you have that information, you can login again and go back to the appropriate pages to enter the new information. You may stop and start as often as you need, as long as you login as a returning user.

11. What if I have made so many errors during the rechartering process can I start over?

Yes, as long as you have not submitted electronically to Council on Internet Recharter. Contact your Unit Strength Coach (District Executive) or District Commissioner. They will work with council staff to have the system reset so you can start fresh. All target submittal dates remain the same even if you reset.

12. What happens if there is a change after I have submitted and printed out the recharter form?

No more changes can be made in the online system without major work. (If you need to make additional changes in the online system the entire process will need to be reset and started from scratch. Please contact your Unit Strength Coach (District Executive) to determine the best next steps.) Small and minor changes only can be made manually on the printed recharter form. Examples include, misspelled name or address or wrong telephone number. Non-top Unit leadership roles and positions may be changed if the Executive Officer initials are placed next to the change when they are signing the charter. Changes to a new top unit leader role will need an application. New Youth applications should just be added to the packet and paid for using the Online Charter Worksheet. Ensure any changes that impact membership fees are reflected in the charter Worksheet and paid for. Write the name(s) of any new member(s) in the appropriate "new member" (adult or youth) list printed out by Internet Rechartering.

13. If it is necessary to add a new youth/adult after Internet Rechartering has been "submitted to Council", how is the information added and how are fees handled?

For a new youth member or adult leader, an application must be completed (including signatures) and submitted. Write the individuals name on the charter in the new youth or new adult sections. Include fees for both the balance of 2017 and all of 2018. A subscription to Boy's Life magazine is extra. Call the Service Center to verify the amount of these fees.

Note: *if you have turned in the signed charter, submit the applications and fees to the Lake Erie Council Unit Service Center as if it wasn't Charter Renewal season.*

14. Are we allowed to make changes via Internet Rechartering throughout the year as new boys/adults are added or removed?

No, the Internet Rechartering process is just for the annual renewal. Submission of the new youth and adult applications to the council service center will keep the charter information current. New printouts may be obtained via Internet Advancement by unit leaders whenever they log on. It may also be requested thru your Commissioner staff or your Unit Serving Executive.

15. What is the difference between the buttons "First Time User" and "Returning User"?

First-Time User *takes the user through the Renewal Processor registration process. This is the choice users should make if they haven't previously registered themselves as the Internet Rechartering Renewal Processor for this unit.*

Returning User *takes the user to the Log In page. This is the choice users should make if they have already registered themselves as the Renewal Processor for this unit and already have a password.*

16. I am the Renewal Processor for another unit. Should I choose First-Time User or Returning User?

You should choose First Time User for every unit for which you are the Renewal Processor. That is because you must separately and uniquely set-up each unit for Internet Rechartering. For example, Bob is the Renewal Processor for a pack and a troop. Registering for the Pack does not register the Troop in any way. Bob will also go through the First-Time User link to register the Troop and himself as the Renewal Processor.

17. I was the Renewal Processor last year. Should I choose First-Time User or Returning User?

*Every year each Renewal Processor and each unit will have to perform a **new set-up** in order to use Internet Rechartering this year. So, even the person who was last year's Renewal Processor for your unit will have to go through the First-Time User link and perform a set-up.*

18. I think I have entered everything correctly to log in, but Internet Rechartering is telling me that these three pieces of information do not match a valid unit. Why?

*Make sure that the unit is using its actual unit numbers. Some units will refer to themselves as "Unit 71," while the council has them officially registered as Unit 9071 or Unit 0071 (or in error, Unit 0017). Be sure the Unit's Internet Rechartering Processor is **using the full four-digit unit number** that appears on the copy of the unit roster, **including the leading zeroes**.*

19. I lost my access Pin Code. What can I do? *Contact your District Commissioner or Unit Strength Coach (District Executive) or the Council Registrar.*

20. I lost my password. What can I do? *Contact your District Commissioner or Council Registrar.*

21. There are some members of my current unit who are not appearing on the Select Members for Renewal page. Why not?

There are a couple of likely explanations: The member was entered after the Internet rechartering data was downloaded from PAS to Internet rechartering for this unit.

--OR--

The member was never entered into National Membership database. Either way, the Renewal Processor should enter the member as a new participant. The Internet Rechartering to ScoutNET interface should merge this new record with any existing record in the unit by matching SS number.

22. What positions must be filled in a unit?

All units must have at least the following positions filled:

- **Chartered Organization Executive Officer (Institution Head is the previous description of role).** *Must be the SAME on all units sponsored by one charter organization. Any changes in the Executive Officer should be updated in the recharter file. SSN is not required for the Executive Officer.*
- **Chartered Organization Representative (COR)** *Must be the SAME for all units sponsored by one charter organization. The chartered organization representative is the only position that can be a multiple within a charter; they can be a committee chairman or member of committee only.*
- **Committee Chairman**
- **2 Members of Committee** *(Scout Parent Coordinator position can be the second member of committee)*
- **Top Unit Leader:** *Cubmaster, Scoutmaster, Varsity Coach, or Crew Advisor*

Cub Scout Packs must also have a:

- **Den Leader** *(At least one, preferably one for each CS rank: Wolf, Bear.)*
- **Tiger Den Leader.** *(If Tiger Cub Scouts are being included on the roster)*
- Preferred: A **Webelos Den Leader.** *(If the Pack has Webelos Scouts.)*
- NOTE: *An adult previously registered as a Tiger Den Leader should submit a member application to register as a Den Leader, and a previously registered CS Den Leader should submit a member application to register as a Webelos Den Leader.)*

Internet Rechartering “Technical” Questions:

1. Why doesn't Internet Rechartering remember me?

Windows XP users may find that the cookie for Internet Rechartering is blocked. The preferred solution to this issue is to upgrade to Windows 10, otherwise:

To allow cookies for this site:

1. Open Internet Explorer. From the main menu, click **Tools > Internet Options**.
2. Click the Security tab. On the Security screen, click **Trusted Sites**.
3. On the Trusted Sites screen, click **Sites...**
4. In the text box, enter **<https://scoutnet.scouting.org/ucrs/UI/home/default.aspx>**. Click **Add**.
5. Click **OK** to exit the Sites... screen. Click **OK** to close Internet Options.

2. Why doesn't Internet Rechartering work in my browser?

The supported browsers are Chrome, Firefox, and Internet Explorer 11. Always check that you have the most recent version of the browser you prefer to use.

If using IE-11, change browser settings to Compatibility Mode.

- To do so, go to the tool bar at the top of the page, select "Tools", then choose "Compatibility View Settings" from the list.

NOTE: The Microsoft EDGE browser that comes with the Windows 10 Operating System is **not** currently compatible with Internet Rechartering or with My.Scouting.org.

3. Why can't I click the Back button on my browser?

If you click the browser's Back button after entering information, you will lose information you entered. To return to a previous window, click the "PREVIOUS" button on the Internet Rechartering screen.

4. How can I print the roster before the final steps?

Click the **Review Roster** button in the left-hand corner of the screen. The roster appears in a new window. You can print this page, but this roster is not final and cannot be turned in to the council.

To print the roster:

1. Right-click in the new window.
2. From the drop-down menu, click **Print**.
3. In the print dialog box, choose a printer. Click **Print**.

5. Why do I get an error when I click Final Roster?

To view and print the final roster, you must have Adobe Reader.

6. Why do I get an error when I click Check Roster?

An error in the Check Roster step may mean there is an invalid birth year on a record uploaded from PAS. To fix this, check the birth dates for all members uploaded into Internet Rechartering and correct any invalid dates.

If you have read these Guidebook FAQ's and haven't found the answer to your question, and your Charter Renewal process is at a standstill, please call or email either your District Commissioner, your Field Director, your Unit Strength Coach (District Executive), or the Registration Desk at the Lake Erie Council Unit Service Center.

