



## Frequently Asked Questions About Internet Advancement

**Q: Other than being licensed for Internet Rechartering, what agreements are needed to use Internet Advancement?**

**A:** None. The Internet Rechartering license grants the council authorization to use Internet Advancement.

**Q: In what way is the Internet Advancement PowerPoint presentation used to support the council in its training of staff and volunteers?**

**A:** The Internet Advancement presentation is useful for a variety of audiences. Show it to unit leadership, the council executive board, council and district advancement committees, council and district commissioner staff members, and the district committee, and use it to orient the council staff.

**Q: May a local council make any changes to the presentation?**

**A:** Councils may add local information on the last three slides: 41, "Where to Get Help"; 42, "Final Thoughts"; and 43, "Questions?" The remainder of the presentation should be left as it is. The presentation may also be linked to the council website from the national website.

**Q: Will the Internet Advancement application work through any Internet connection and with any browser?**

**A:** Internet Advancement is supported by Microsoft Internet Explorer version 6.0 or higher. It is recommended that compatibility mode be turned on when using Internet Explorer version 8, 9, or 10. Other browsers have been tested with Internet Explorer compatibilities installed, including running a virtual copy of Windows with Internet Explorer within a Mac. The system works with a minimum 56KB dial-up modem connection to the Internet. Faster connections such as DSL and cable will speed up the process.

**Q: How does the unit get its unit ID number for Internet Advancement?**

**A:** The council provides it. The council can print the unit list and unit labels from Web Admin > IADV Admin. The list and labels have the unit ID. The council decides the best method to distribute unit IDs to the units. As long as a unit is renewed as a reregistered or separated unit, its unit ID will not change. The unit ID may or may not be distributed each year to all units; the council should decide if this is necessary.

**Q: Can the unit ID provided by the council be used to see another unit's data?**

**A:** No; each unit has a unique unit ID that must be used in combination with the proper unit type (pack, troop, team, crew, ship, or post) and four-digit unit number to register the unit. When a unit processor first registers, he or she will create a password. This password and the unit ID will allow the user to log in as a returning user the next time Internet Advancement is used. The unit ID for Internet Advancement is the same as the unit ID for the Journey to Excellence Service Hours website. Internet Advancement and JTE are completely separate applications, however.

**Q: Should the council provide guidelines on Internet Advancement for its units?**

**A:** Yes. The council should tell unit leadership how to turn in the unit advancement reports from Internet Advancement and how to handle reports for awards that could not be entered online or through uploaded files. Because the Eagle Scout rank cannot be submitted online, the leaders of troops, teams, crews, and ships must also know how to follow the Eagle Scout advancement procedures.

**Q: What is the local council's role for support and administration of Internet Advancement?**

**A:** The council serves as the front-line "help desk" for its units using Internet Advancement. Selected council staff members must know how Internet Advancement works so they will be able to answer questions from units. Councils administer the process by providing units with their respective unit IDs, monitoring unit activity, changing passwords, resetting profiles and unit data, and creating reports requested by council management for staff and volunteer use. If the help needed is beyond the scope of what the council can provide, contact the National Support Center via email ([myscouting@scouting.org](mailto:myscouting@scouting.org)) or phone (972-580-2267).

**Q: What about the use of unit management software and advancement file uploads?**

**A:** The council may accept files from units for processing in ScoutNET as before. If the council has not been entering advancement to individual records, then an upload file from unit management software can update member records for the benefit of the unit and council. If there is a problem with a file, however, it is the unit's responsibility to contact and request assistance from the vendor that sells and supports the software.

**Q: What other support materials will be available to councils for training and communicating Internet Advancement?**

**A:** The national Advancement Committee's Education and Webinars Task Force is considering producing helpful tools such as sample Web pages, newsletter articles, and suggestions for implementing Internet Advancement training. Watch *Advancement News* for announcements. (To subscribe to *Advancement News*, send a "SUBSCRIBE" message to [advancement.team@scouting.org](mailto:advancement.team@scouting.org).)

**Q: What ranks, badges, and awards may be recorded through Internet Advancement?**

**A:** Based on the unit type and program, each unit will have an appropriate list for the entry of ranks, badges, and awards for unit youth members. Packs may enter only ranks, activity badges, belt loops, and awards. Troops, teams, crews, and ships may enter ranks, merit badges, and awards. LFL Explorer posts may enter only awards. No nominated awards—including meritorious action awards and awards controlled by other organizations, even if approved for uniform wear—can be recorded. Lapsed units may enter advancement only for dates prior to their unit expiration date. If a unit is dropped, the unit advancement processor will not have access to Internet Advancement.

**Q: How does the council prevent a specific unit from using Internet Advancement?**

**A:** The council may block units by using the Block Unit process in Unit Management. When the Block Unit feature is activated, a unit cannot load its roster until the block has been removed. Changing the password is only a temporary means of blocking a unit, as is not providing the unit ID. The council management should determine if and when a unit's participation should be blocked and explain to unit leadership why it is ineligible to use the online process.