Internet Rechartering Frequently Asked Questions

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How does Internet Rechartering work in my browser?

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.

Why doesn't Internet Rechartering remember me?

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**.

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.

How can I print the roster before the final steps?

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**.

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

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

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

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.

Can an adult hold two positions in the same unit?

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 multiple 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.

What is a "transfer" member?

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.

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

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.

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

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.

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

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.

How does Promote Members function for youth registrants?

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.

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

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.

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

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.

What if electronic approval is not used?

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

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

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% Administrative Fee will be added to the fee subtotal to arrive at the Total Fee due. The Administrative 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.

What if online payment is not used?

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.

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

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.

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

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.

What BSA registration fee is paid with our unit renewal?

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 as an excellent 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.

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