

Membership & Unit Renewal Resources

Q & A Report

October 21st & 29th, 2024 Webinar

1. Q: If members are marked Opt Out, will the family still get the renewal emails?

A: Yes. We are looking at changes to the Opt Out status. This change is on the list

2. Q: So, if opt out doesn't stop emails, what does it actually do?

A: It flags the person to not renew, and it keeps the unit from renewing the person too.

3. Q: Our council has their rechararters expiring 10/31/24. When should we start posting?

A: You can begin posting 60 days out. There is no advantage to waiting

4. Q: How does a unit pay the council for member renewals via check or custodial account?

A: There is a pay at council option. Check out the job aid found online.

<https://www.scouting.org/resources/unit-and-membership-renewal/>

5. Q: What happens to members who do not renew?

A:The members will drop after the lapsed period, there is no direct connection to the unit renewal and the members renewal.

6. Q: If a unit drops out of the system but youth are still registered, how do their numbers show up in the membership totals report?

A: They are counted in the program total There is not a Members without a unit sub line.

7. Q: Will the old membership totals report that was a report in the Roster Module on my.scouting come back, or will the membership reports be only in the Council Membership Tools Module?

A: No, it will not come back, only in Council Membership Tools.

8. Q: Are we able to get the unit at a glance for Districts and Council level?

A: Yes, we are working on this as well.

9. Q: When will Unit at a Glance be available?

A: You should be able to view now under membership reports its in preview mode.

10. Q: Is there a way to pull service hours or camping day for the entire council?

A: Yes, that data is there, each council has a Scoutbook admin person, and those reports are open to them.

11. Q: Do Unit Commissioners have access to the Unit At A Glance?

A: Yes, Unit Commissioners will have access.

12. Q: Are there infographics for adult leaders on how to register online?

A: There are detailed job aids on the website.

<https://www.scouting.org/resources/unit-and-membership-renewal/>

13. Q: Will BSA be sending renewal emails for non-unit positions?

A: Yes, they email system serves unit and non-unit renewals.

14. Q: If a unit checks the Unit Pay box, will their members continue to receive the reminder emails?

A: Yes, they will until they renew.

15. Q: What does pending approval on a unit renewal mean. See reg update email sent 9-23-24.

A: Yes, the council needs to approve each charter.

16. Q: I am a committee chair, but I didn't get the members due to renew starting 90 days out.?

A: The Members to renew email was broken but it is fixed, but it begins at two months out.

17. Q: Can a unit change the automatic approval for renewals? If so, how do they do it?

A: They cannot change that.

18. Q: Will the three-month lapse period still be in effect in the Fall of 2025?

A: Yes, this is a permanent change.

19. Q Where can I find the unit pay option?

A: Check out the job aid on <https://www.scouting.org/resources/unit-and-membership-renewal/>

20. Q: Is the Council registrar responsible for "checking or unchecking" the opt out function?

A: The individual, unit or the council can check it. But only the council can uncheck it.

21. Q: Should a unit that's paying for membership fees tell families to ignore those emails?

A: Yes. It is communication at that point. If the individual renews themselves, the unit can see that when they are processing renewals.

22. Q: If a youth is showing in a Pack because of the lapsed status but has crossover to a Troop, if the pack selects OPT OUT will that affect the Troop renewal?

A: It will. Just let them time out on the pack roster after the lapse period.

23. Q: Will the Council ever be able to assign the COR Delegate?

A: Currently the COR is the only one who can assign a delegate

24. Q: Will Merit Badge counselor lists be moved to Scoutbook+ as well?

A: For now, the Merit Badge counselor list will stay in My.Scouting

25. Q: Can that renewal report be sent to Key 3 Delegates too?

A: Yes, The "twice a month" email goes to Unit Key-3 and Key-3 delegates

26. Q: How can we clear out "pending" applications?

A: Do not accept is the only option

27. Will adults primary with district/council be able to renew online?

A: Yes, online renewal works for district and council.

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28. Q: Does the Members who have renewed update overnight?

A: Yes, it does.

29. Q: Will new Scoutbook plus job aids be provided?

A: Scoutbook+ has Tool tips built in for the users, there will be some Job Aids for councils when the council assets are developed.

30. Q: What system is Central Florida using for these council emails and are they automated?

A: We are using mail merge via Microsoft Word...we do not automate the emails as the number of renewals are being updated daily.

31. Q: On the Members Who Have Renewed report it is still only pulling people who renew online.

A: The members who renewed report includes anyone who renewed.

32. Q: What creative recruitment ideas are Councils doing after they lose access to public schools?

A: Join our monthly membership rally where we share recruitment ideas! Social media, peer-to-peer, and community events have all been successful!

33. Q: Can we get a table of definitions for the "Registration Status"?

A: Hover over the status in the membership renewals section.

34. Q: Is there currently a way to see how many of my Aug - Dec 2023 new youth are renewed?

A: There is a members who have renewed report.

35. Q: What if the adults in the required positions need to be changed?

A: If the unit has not expired yet, you can make the changes in position manager. It is better to process the unit BEFORE it expires if possible. It can be processed 60 days out.

36. Q: Will the system allow a parent to renew the parent and 2 kids at the same time?

A: Not yet. That is on the list. But currently they have to process one at a time.

37. Q: Do you foresee councils being able to merge profiles?

A: In the future at some point.

38. Q: Is there a report showing members who are in process of renewing their membership?

A: No, There is no process, the members have either renewed or not. There are no indicators in the system to show someone logged in and looked at it.

39. Q: Can you explain the Opt-Out symbol, blue circle verses gray circle.

A: Blue symbol means they have not opted out. To opt out, they can click on that blue symbol, and it turns grey. At that point, only the council can change it back (opt in) and it would turn blue again.

40. Q: When a member goes into lapse period, are they still covered by insurance?

A: Yes they are

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41. Q: Do commissioners have access to unit at a glance reports?

A: Yes, it's on the same tab as the membership dashboard.

42. Q: Who in the unit has the ability to pay for an adult renewal?

A: any of the unit Key-3 or delegates.

43. Q: Leaders are NOT getting emails twice a month. I can verify as a CC/COR delegate.

A: There was an issue with the 10/15 email but it's fixed and the key -3 emails are being sent again.

44. Q: A youth's receipt will show Admin fee at \$14.40; BSA Youth reg. (Trad) \$85; Scout Life \$15; Council fee \$6 - is this in a report or on the receipt?

A: On the receipt.

45. Q: Who do the renewal emails come from?

A: Boy Scouts of America <noreply@scouting.org>

46. Q: Can you go over Key 3 emails?

A: This email goes to Key 3 twice a month and tracks Renewals, Opted-out and Drops.