Requirements For Using Internet Rechartering

TERMS USED IN THESE QUESTIONS

•RP = INTERNET RECHARTERING "RENEWAL PROCESSOR" (THE PERSON FILLING OUT THE ONLINE FORM)
•SSN = SOCIAL SECURITY NUMBER

Q: WHAT KIND OF COMPUTER AND EXPERIENCE DO USERS NEED TO USE INTERNET RECHARTERING?

A: Internet Rechartering was designed to accommodate the widest variety of users without a need for specific training. The users of Internet Rechartering should have a basic knowledge of Boy Scouts of America terminology and familiarity with a computer and the World Wide Web. Internet Rechartering contains an optional tutorial that will walk users through each step.

Note: Internet Explorer 9 and lower is the supported browser for this application.

If using IE10 or IE11, 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. For IE 10, place a check mark in "Display all websites". Close the window and try again.

For IE 11, if scouting.org appears in the "Add this website:" window, click the "Add" button. If scouting.org does not appear, type scouting.org in "Add this website:" then click "Add." Scouting.org will appear in the "Websites you've added to Compatibility View:" Click on the Close button and try again.

Q: ARE UNITS REQUIRED TO USE INTERNET RECHARTERING?

A: Yes. Internet Rechartering is faster and more accurate than the paper version used in previous years.

UNIT (PACK, TROOP, TEAM, CREW, SHIP) RECHARTERING PROCESS

Q: WHAT ARE THE STEPS IN THE INTERNET RECHARTERING PROCESS?

A: Check out the Internet Rechartering tutorial for a step by step tutorial
In short: Login with Unit Access Code and 4 digit unit number (i.e. Pack 0001), create user name and password, load, update, check, change fees, and submit roster for renewal.

Q: What is the difference between the buttons First Time User and Returning User?

A: First-Time User takes the user through the RP registration process. This is the choice users should make if they haven't previously registered themselves as the Internet Rechartering RP.

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 RP and, thus, already have a password.

Q: I am the RP for another unit. Should I choose First-Time User or Returning User?

A: The user will have to go through the First-Time User process for every unit for which they are the RP. That is because they are both registering themselves and the unit for Internet Rechartering.

For example, Bob is the RP for a pack and a troop. Registering for the pack does not register the troop in any way. Bob will still have to go through the First-Time User link to register the unit and himself as the RP.

Q: I was the RP for my unit last year. Should I choose First-Time User or Returning User?

A: Every year the RP and unit will have to reregister to use Internet Rechartering. So even last year's RP will have to go through the First-Time User link and reregister.

Q: What is the RP privacy policy?

A: Every page on the site contains a link to the Privacy Policy in the footer.

Q: 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?

A: 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 registered as Unit 0071. Be sure the RP is using the full four-digit unit number.

Q: Internet Rechartering is giving me an Access Window error. Why?

A: Units are only eligible to register during their access window. That window is chosen by the council when it signs up for Internet Rechartering with the BSA. The access window can be as large as two months before and two months after the unit's expiration date.

Q: I lost my access code. What can I do?

A: The council will have to look up and supply the access code to the user. Call 1-800-SCOUT-LAW to secure your access code.

Q: I forgot my password. What do I do?

A: The user should select the **Forgot password?** link.

Q: At the Update Member Position screen, what does the table on the right mean?

A: This table tells the RP if the unit is in compliance with BSA rules by dynamically displaying the minimum required positions and maximum required positions based on the unit.

The Current column shows the current roster so the user can quickly see which positions need to be added to be in compliance with the rules.

Q: When registering new adult members, why are the SSN requirements different for new members versus existing members?

A: For youth safety, the BSA now performs a background check on any new adult volunteer. The SSN is required to facilitate this background check. Existing volunteers have been "grandfathered in" without the background check and therefore do not require an SSN.

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

A: There are a couple of likely explanations:

The member was entered after the Internet Rechartering data was downloaded from ScoutNet System at the Council Office to Internet Rechartering for this unit.

--OR--

The member was never entered into ScoutNet.

Either way, the RP should enter the member as a new participant. The Internet Rechartering-ScoutNet processing will merge this new record with any existing record in the unit. An application or copy of the application is required recommended especially if there is a chance it is the second scenario above. Human error happens. Without an application we can not register an adult or youth in the program.

Q: I want to subscribe several people in my unit to Boys' Life. Is there a fast way to do this?

A: Use the Update Roster page to subscribe members quickly to *Boys' Life*.

1. Click the **Update** link to the left of the member name.

2. Select the *Boys' Life* check box.

3. Click Save.

Q: Our Cub Scout pack is chartered to The Church of Jesus Christ of Latter-day Saints. I want to correct the program level for some of our youth members. How do I do this?

A: To reassign program levels for the youth members:

1. Note the program level currently assigned to each youth under Position in Update Member.

2. Identify those members of age to be Webelos Scouts who are still listed as Cub Scouts.

3. Click on **Update** for each member and change the youth program level to Webelos Scout.

4. Click **Next**.

5. Click **Update** to save.

Q: How do I use Packmaster or Troopmaster (or other 'Scoutnet compatible') data from my membership management program to recharter online?

A: (Answer from Packmaster/Troopmaster technical support folks) The unit leader should run the PackMaster or Troopmaster "Annual Recharter" report the same way they would if they were going to submit the recharter directly to the council office. The Annual Recharter report is on the "Reports>Scout/Unit General" menu. PackMaster/Troopmaster will create a paper report and also a disk file. The file name will be "CHTxxxxx.csv", where xxxxx is the unit type/number. This is the file that the user then uploads to the Internet Rechartering system. Packmaster and TroopMaster work the same way.

Privacy

Q: When I registered as a volunteer, I supplied my Social Security Number. Will that be visible to anyone during Internet Rechartering?

A: If you are already registered with a unit, your name will appear but not your SSN. If you are a new volunteer, or you are registering with a unit for the first time, you must fill out a paper Adult Volunteer Application including your SSN. The person entering your name into the Internet Rechartering system will fill in your SSN. After leaving the new member registration screen, the SSN is not visible.

Q: If we are entering the registration of a new volunteer, do we have to fill in the Social Security Number online?

A: Yes. New volunteers cannot be registered, and existing volunteers cannot change their registered position, without submitting a paper application which requires a Social Security Number. To enter a new volunteer's name through Internet Rechartering, you must fill in the SSN. After leaving the new member registration screen, the SSN is not visible.

Q: How is my Social Security Number protected by the Council?

A: Access to the Social Security Number on a membership records is restricted to the registration secretary only. Other staff members, including district and council executives, do not have access to the Social Security Number. Paper applications are kept locked up before and after processing.

Collecting Fees

Q: How do I indicate a member holds multiple positions?

A: If the member holds two paid positions in one unit and only wants to account for one, Internet Rechartering dynamically takes care of this scenario. If a member is marked for two positions, you can see in the Fee Summary that the fee is only $24.

Q: I'm registered in multiple units. Where do I pay my fee?

A: You only pay your $24 registration fee once, and can pay it in any of the units where you are registered. See the next question.

Q: What if the member is multiple because they are paying in another unit?

A: If so, select the Update link to the left of his or her name. Select **Member Paid in Another Unit**. radio button. Click Save.

Submitting Signed Forms

Q: **I completed my recharter online. Where do I turn in the signed forms and registration fees?**

A: Contact your unit commissioner. They will be happy to pick up your forms and check. You can also contact your district executive or bring the forms and check to roundtable or the council office.

Getting Help

Q: **I need some help. Who do I call?**

A: Call the your unit commissioner, district executive, or council office at 1-800-SCOUT-LAW.

Benefits

Q: WHAT ARE THE BENEFITS OF INTERNET RECHARTERING?

A: There are two key benefits from using Internet Rechartering:

- More accurate member data, and
- Freeing up of scarce council resources.

These benefits are really two sides of the same coin. Moving the data entry for charter renewal from the council to the unit leads to more accurate member data (because a unit member is entering the information). Also, the council will need to only double-check and potentially edit the submitted Internet Rechartering data before it is posted to PAS.

Other Questions

Q: WHAT CAN I NOT DO IN INTERNET RECHARTERING?

A: Internet Rechartering is only for charter renewal. New charters cannot be established through Internet Rechartering. Adult volunteers who only register at the district or council level cannot reregister through internet rechartering.

Internet Rechartering is for traditional units only - Packs, Troops, Teams, Crews, and Ships.