Rechartering Frequently Asked Questions

Currently two Versions of Internet Rechartering will be available.

Version 8 – For Units that expire on or before November 30, 2019.

Units with these expiration dates should logon and Submit by 10/15/2019.

If your unit is unable to complete by 10/15, please follow directions of the Council.

Version 9 – For Units that expire on December 31, 2019.

Units expiring December 31 will be able to use Version 9 until 10/31/2019.

This FAQ provides a General Section and two Version Sections.

General:

What needs to be done to support the new Criminal Background Checks that BSA will be conducting 2020?

How does Internet Rechartering work in my browser?

Why doesn't Internet Rechartering remember me?

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

How can I print the roster before the final steps?

What needs to be done to support the new Criminal Background Checks that BSA will be conducting 2020?

The Boy Scouts of America (BSA) is committed first and foremost to keeping youth safe. Part of that commitment includes continually updating our youth protection policies to help ensure we are always on the forefront of youth safety.

One of the BSA's many barriers to abuse is a mandatory criminal background check during the adult volunteer application process. **The BSA will now perform periodic rechecks of criminal backgrounds to support the continued safety of youth in our programs.**

The National Service Center will send an email with three separate background check disclosures and authorization form documents to all currently registered adults who have a valid email address.

Each volunteer is asked to sign a document titled "Additional Disclosures & Background Check Authorization." The signed forms should promptly be gathered by unit leaders and delivered to the local council service center or sent directly to the council. This process should be completed during the unit renewal period.

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/Elipsis** 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**.

Version 8:

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

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 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.

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 is displayed without an assigned position, you should 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.

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. To be considered as current, the Youth Protection Training Course (Y01) must have been completed on or AFTER February 1, 2018.

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 may give 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, checks the 'I (WE) AGREE box and clicks Next. If the processor wants to continue without approval being give, check the I (WE) DO NOT AGREE box and click Next. If back navigation is done later to make other changes, approval is reset and must be done again. You must select one of the boxes to proceed.

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?

Two online payments options are offered. Online payment using credit card is available in the Submit stage following online approval. The credit card entry form is opened by clicking the first box 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.

Online payment by electronic check (E-Check) is also available. Please click the third box to open the form to complete for E-Check payment. There is no administrative fee for this process. **Do not pay online by Credit Card or E-Check if your unit is not 100% sure that no changes may be needed after renewal is paid and Submitted to Council.**

For any online payment the processor is agreeing that if collection is not successful that the unit, cardholder, or account holder, and processor is responsible for paying the fees that are due for the renewing unit. Any funds not collected must be paid to BSA upon notification.

What if online payment is not used?

The unit renewal processor will click the Pay Direct to Council button if credit card payment is not selected. The total fees due will be remitted to the council by check, unit deposit account charge, if authorized, or in cash or another accepted form of tender. Please follow any Council instructions if given regarding making payment for the unit renewal fees due.

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.

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Please also see the presentation for September 2019 – Version 8 that is on the Welcome page.

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 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 2018 alone, the BSA served over two million youth members through 265 local councils across the United States and its territories.

Version 9:

[What is Version 9 of Internet Rechartering and which units will use this version?](#)

Version 9 is specifically for the use of units that will expire on December 31, 2019. This version will allow all units, including Explorer Posts, to begin the online renewal process and proceed through all Stages to Check Roster. Please see the presentation for October 2019 – Version 9 that is on the Welcome page.

Version 9 will be used for the month of October only and will retain all of the saved entries made by the Unit Renewal Processor. Version 10 will be released on November 1, 2019 and will provide the process for units to complete renewal.

If the unit using Version 9 successfully completes Check Roster, the following final instruction page will display as follows:

Thank you for beginning the unit renewal process from Internet Rechartering

You have made substantial progress by achieving Check Roster success.

Because Version 9 does not include fees, please return for Version 10 <u>after</u> November 1, 2019 to proceed with the next steps.

If you wish to make more changes to your roster at this time, you may. When you are finished, log out of Version 9 and close your browser.

All the changes saved in your roster, including the selection of persons to renew, updates to records, and new youth or adults added will be retained.

In Version 10 when you login as Returning User (have your Access Code and Password ready), please click Update Unit Roster at your first opportunity.

Update Unit Roster adds new persons that your unit has accepted since you were last online. You may do this update as often as needed. These new persons must be registered with your unit and Council.

In Version 10, you will complete the Summary Stage, where you may add *Boys' Life* subscriptions and complete an Inventory step, and go to the Submittal Stage.

The Submittal Stage includes optional Online Approval, Online Payment options, including paying directly to your Council by check, and the Submittal of your renewal.

You must Submit your renewal for the Council to process. Once you have done Submit, you will see a Survey form, and on the Confirmation page the Unit Renewal Report options and helpful forms.

Once again, thank you for using Internet Rechartering and for your service to youth.

10/1/2019