

Frequently Asked Questions

Below is a list of commonly asked recharter questions. Please take a moment to read these over to determine whether or not they may apply to your charter renewal.

When do I need to have my charter renewal finished by?

This is a very important question! Charters are on **February 19, 2021**. A quick and efficient completion depends on your unit's ability to gather information and fees quickly, gather signatures, and return it to your district representative

What if I don't get the charter renewal in on time?

Units with late charters suffer a number of problems.

1. Their unit is no longer covered by the BSA insurance coverage. This means that your leaders could be liable in the event of an accident.
2. Youth advancements cannot be recorded through the national office of the Boy Scouts of America.
3. Magazine subscriptions of Boy's Life and Scouting will lapse (and it takes a full two months for these periodicals to resume their circulation to your home).
4. Your unit will not be eligible for the Quality Unit Award - an important distinction and an indication that you are bringing the best possible program to your unit's youth.

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 **Usernames 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**.

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 a volunteer adult leader position upon application.

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 button 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 certification 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.

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.**

What if online payment is not used?

The unit renewal processor will click the **Pay Direct to Council** button if credit card payment or e-check 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 regarding making payment for the unit renewal fees due.

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.

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. For youth in **Packs and Troops** who hold the Unit Participant position at age 18, the Adult Application is required to provide authorization to conduct a Criminal Background Check. If done during Internet Rechartering, the Adult Application for Unit Participant must be submitted to the Council. For participants in Explorer Posts who hold the **Exploring Participant** position at age 18, the Adult Application is required to comply with authorization to conduct Criminal Background Check. If done during Internet Rechartering, the Adult Application for Exploring Participant must be submitted to the Council.