The purpose of this Guidebook Appendix is to provide answers to many of the Frequently Asked Questions regarding Charter Renewal, and in particular, about the Internet Recharter tool that the National Council BSA provides to the Lake Erie Council for the use of its units.


Online Recharter Tools: Available online with downloadable unit rosters on October 1, 2019

Online Recharter Rosters: Accessible on November 1, 2019

Charter Renewal packets:
- May be submitted any time after November 1, 2019.
- Must be turned not later than December 13, 2019 for on-time renewal in Journey to Excellence.
- The final turn-in date is December 30, 2019. (The LEC office is closed December 31.)
- Missing the final turn-in date could result in the unit’s charter being discontinued as of 01/01/2020. Extensions are no longer available per National BSA policy. There is also a $75 late fee for charters turned in after December 30 or earlier if the packet is significantly deficient.
- Must include a completed, scored, and signed Journey to Excellence 2019 Scorecard

This Charter Renewal FAQ Appendix is provided to BSA Unit Leaders, Committee Chairman, and Charter Renewal Coordinators in good faith and contains the best information that we had at the time of its publication in early October 2019. We believe that the information contained is accurate and clearly written. However, the Charter Renewal software is being modified in two phases (October 2019, and November 2019). The October version can be used to print the roster and begin correcting entries. However, the November version must be used to submit the roster and complete the recharter process. But, if any user of this manual finds themselves uncertain as to what they should be doing in order to complete their Unit’s Charter Renewal, we strongly urge you to contact your Service Area Commissioner or your Unit Serving Executive) for direction.
Internet Recharter, Frequently Asked Technical Questions

1: **Why doesn’t Internet Rechartering work in my browser?**
The supported browsers are Chrome, Firefox, and Internet Explorer 11. Always check that you have the most recent version of the browser you prefer to use.

If using Internet Explorer 11.0, change the 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.

**NOTE:** The Microsoft EDGE browser that comes with the Windows 10 Operating System is **not** currently compatible with Internet Rechartering or with My.Scouting.org.

2: **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.

2: **What is the difference between the buttons REGISTER (First Time User) and LOGIN (Returning User)?**

**REGISTER** takes the first time user through the Charter Renewal registration process. This is the choice users should make if they haven’t previously **(this recharter period)** registered themselves as the Internet Charter Renewal Coordinator for this unit.

**LOGIN** takes the user to the Log In page. This is **the choice users make if they have already registered themselves as the Charter Renewal Coordinator for this unit and already have a password.**

3: **I am the Charter Renewal Coordinator for another unit. Should I choose REGISTER or LOGIN?**
You must REGISTER for every unit for which you are the Charter Renewal Coordinator. That is because you must separately and uniquely set-up each unit for Charter Renewal. For example, Bob is the Charter Renewal Coordinator for a pack and a troop. Registering for the Pack does not register him for the Troop. Bob must also go through the REGISTER link to register the Troop and himself as the Troop Charter Renewal Coordinator.

4: **I was the Charter Renewal Coordinator last year. Should I choose REGISTER or LOGIN?**
Every year, each Renewal Coordinator and each unit will have to perform a **new set-up** in order to use Charter Renewal for the upcoming year. Even the person who was last year’s Renewal Coordinator for your unit will have to go through the REGISTER link this year and perform a set-up.

**5: I think I have entered everything correctly to log in, but Internet Recharter is telling me that these three pieces of information do not match a valid unit. Why?**

Make sure that the unit is using its actual unit numbers. Some units will refer to themselves as “Unit 71,” (or in error, Unit 0017) while the council has them officially registered as Unit 9071 or Unit 0071. Be sure the Unit’s Internet Charter Renewal Coordinator is using the **full four-digit unit number** that appears on the copy of the official National unit roster, including the leading zeroes.

**6: 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**.

*Windows XP users may find that the cookie for Internet Rechartering is blocked. The preferred solution to this issue is to upgrade to Windows 10, otherwise:*

**To allow cookies for this site:**

1. Open Internet Explorer. From the main menu, click **Tools > Internet Options**.
2. Click the Security tab. On the Security screen, click **Trusted Sites**.
3. On the Trusted Sites screen, click **Sites...**
4. In the text box, enter **https://scoutnet.scouting.org/ucrs/UI/home/default.aspx**. Click **Add**.
5. Click **OK** to exit the Sites... screen. Click **OK** to close Internet Options.

**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.
7: There are some members of my current unit who are not appearing on the Select Members for Renewal page. Why not?
There are a couple of likely explanations: The member was added after the Internet rechartering data was downloaded for this unit. Use the Update Unit Roster function to collect the data from the system.
--OR—
The member was never, or mis-entered, into the National Membership database. In this case, the Renewal Coordinator should enter the member as a new participant including the social security number. The Internet Rechartering to ScoutNET interface should merge this new record with any existing record in the unit by matching the SS numbers. Note: If it appears the individual was never added to the Scoutnet system, include a copy of the individual’s application, including the YPT Certificate for adults and the Sept 2019 version of the Background Check Authorization with the Charter Renewal package.

6: Why can't/shouldn’t I click the Back button on my browser?
If you click the browser's Back button after entering information, you will lose the information you entered. To return to a previous window, click the Previous button on the Internet Rechartering screen.

7: 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.

8: 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

9: 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.

10: 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 of new members or the council processed new members, adult or youth, use this feature. And if there are adults without current Youth Protection, do this to update status as the record may have changed if an individual completed the course online. This avoids duplicate entry and saves time. If you are in a later Stage and use this process and a new record added, it will return you to Select
Members for Renewal. If the member renews, then leave the record checked and navigate to your prior step.

11: How does the Promote Members function for youth registrants?
Youth members will not be shown for selection unless age eligible to join the promoting unit. Use Promote Members instead of creating a new record to maintain the continuity of the person’s history and to avoid duplication. *Promotion requires the gaining unit has access to the electronic member file of the loosing unit.* All new members to a unit must however submit a properly filled in application to the unit.

When a youth reaches adult age, the youth can be moved to adult status using promote members without having to delete and reenter data. However, a *signed and completed adult application, including the September 2019 Background Check Authorization* will be required along with **proof of Youth Protection training**. You must ensure the individual’s SSN is listed on the application so that council can enter the info when the charter is being processed. The roster will then display that person as an adult (SA, VA, or NA [Venturing associate advisor]). An alternate solution is for the unit to submit an adult application for the new leader prior to charter renewal (the loading of the roster) so that the council can make the change. Then the roster will display that person as an adult without further effort on the unit's part.

12: How do I indicate that a member holds multiple positions?
Select the Update link to the left of his or her name. Select the Member paid in another Unit button. Click Save. The number of the unit holding the primary registration needs to be recorded. The unit identifying an individual as a multiple must confirm the individual will be registered with the primary unit for the upcoming charter year.

13: What is the process for resolving an error with Youth Protection Training?
Youth Protection training is required to be current for each adult leader as of the effective date of the new charter. If YPT 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 YPT completion certificate, Enter the course and date completed on the persons 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, YPT completion is entered as the record is created. If an adult was promoted without YPT, enter the completion date. Each volunteer adult leader is verified for YPT being current on her or his record or a new certificate is needed. **NOTE** the individual must complete the Mandatory YPT course. There are five optional, special courses which DO NOT meet the YP training requirement.

14: What happens if I discover I don't have some information I need to complete the recharter?
You may continue to enter the information you do have. You may close out and it will save the information you have entered. Make notes of the information that you need, then go get it. When you have the information, **login** again and go back to the appropriate pages to enter the new information. You may stop and start as often as needed, as long as you **login as a returning user**.
15: **What if I have made too many errors during the rechartering process, can I start over?**

Yes, **if you have not submitted electronically** to Council on Internet Recharter. Contact your Unit Serving Executive or Lead Service Area Commissioner. They will work with council staff to reset system so you can start fresh.  **All target submittal dates remain the same even if you reset.**

16: **What happens if there is a change after I have submitted and printed out the final submitted recharter form?**

Making changes in the online system requires a major effort once the charter has been submitted. (If you need to make additional changes in the online system, the entire process will be reset and started from scratch. Contact your Unit Serving Executive to determine the best next steps.) Small and minor changes can be made manually on the printed **recharter form if the Online Approval has not been used.** Examples include, misspelled names or addresses or a wrong telephone number. Changes to a new top unit leader role will need an application except during recharter when an adult already on the roster can be entered in the new role. New Youth and Adult applications should be added to the packet and paid for using the Online Charter Worksheet/Checklist. Ensure any changes that impact membership fees are reflected in the Charter Worksheet and paid for. Write the name(s) of any new member(s) in the appropriate "new member" (adult or youth) list printed out by Internet Rechartering.

17: **If it is necessary to add a new youth/adult after Internet Rechartering has been "submitted to Council", how is the information added and how are fees handled?**

For a new youth or adult member, an application must be completed (including signatures) and submitted. Write the individuals name on the charter in the new youth or new adult sections. Include fees for the balance of 2019 and all of 2020. A Boy’s Life magazine subscription of $12.00 for 2019 is extra.

**Note: if you have turned in the signed charter, submit the applications and fees to the Lake Erie Council Unit Service Center as if it wasn’t Charter Renewal season.**

18: **Are we allowed to make changes via Internet Rechartering throughout the year as new boys/adults are added or removed?**

No, the Internet Rechartering process is just for the annual renewal. Submission of the new youth and adult applications to the council service center will keep the charter information current. New printouts may be obtained via Internet Advancement by unit leaders whenever they log on. It may also be requested through your Service Area Commissioner or your Unit Serving Executive.

19: **How does the optional online approval work for the unit renewal?**

The unit’s Charter Renewal Coordinator will find the approval feature in the Submit stage. For approval to occur the Renewal Coordinator gives account access to the Chartered Organization Representative or the Executive Officer. (Assuming this person is not the Renewal Coordinator.) 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. **ELECTRONIC AP-**
PROVAL CANNOT BE USED IF A NEW ADULT APPLICATION IS BEING SUBMITTED WITH THE RECHARTER PACKAGE SINCE THE INDIVIDUAL HAS NOT SUBMITTED AGREEMENT FOR A BACKGROUND CHECK.

20: What if electronic approval is not used?
After Submitting to LEC, the renewal processor prints the renewal report requested by the Council and physical signatures are obtained.

21: How does the optional online payment work for the unit renewal?
Online payment using a 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% Convenience Fee will be added to the fee subtotal to arrive at the Total Fee due. The convenience 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. THE SEPTEMBER 2019 BACKGROUND CHECK AUTHORIZATION FOR ALL CURRENT AND RENEWING MEMBERS MUST BE SUBMITTED TO THE LEC FOR UPDATING THE ROSTER PRIOR TO SUBMITTING THE RECHARTER PACKET TO NATIONAL.

22: If there is a fee for Accident Insurance, can this be paid with the charter renewal?
Yes. The Lake Erie Council has an Accident Insurance fee of $12.00 per year per member on the charter. It is automatically calculated and included the total fees due.

23: 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.

Frequently Asked BSA Policy Questions for Charter Renewal

1: What positions must be filled in a unit?
All units must have at least five adults on the charter with the following positions filled:
- **Chartered Organization Executive Officer.** Must be the SAME for all units sponsored by one charter organization. Any changes in the Executive Officers contact information should be updated in the recharter file. SSN is not required for the Executive Officer. If an Executive Officer chooses, in addition, to be on the committee or a unit leader, an application must be completed and fees paid.
- **Chartered Organization Representative.** (COR) Must be the SAME for all units sponsored by one charter organization. The chartered organization representative may be a multiple within a charter; they can be a committee chairman or member of committee only.
- **Committee Chairperson**
- **2 Members of the Committee** (Scout Parent Coordinator position can be the second
member of committee)

○ **Top Unit Leader**: Cubmaster, Scoutmaster, Ship’s Skipper, or Crew Advisor

Cub Packs must also have a:

○ **Den Leader** (At least one, preferably one for each Cub rank: Wolf, Bear.)

○ **Lion Den Leader** (if Lion Cubs are being included on the roster)

○ **Tiger Den Leader**. (If Tiger Cub Scouts are being included on the roster)

○ Preferred: A **Webelos Den Leader**. (If the Pack has Webelos)

**NOTE**: An adult registered as a Lion or Tiger Parent must submit a member application and youth protection certificate to register as a Den Leader.

2: **Does the Chartered Organization Representative have to be the same for all units in the same Charter Organization?**

Yes. In the case of a chartering organization holding the charter for more than one unit, for example, (a church could potentially charter a pack, team, troop and crew), the charter organization representative (CR) must be the same for all units held by that chartering organization. This is a National BSA standard that is designed to ensure the Scouting programs at a single Charter Organization work together to promote Scouting and to have the best possible program for the youth.

3: **Can an adult hold two positions in the same unit?**

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 a multiple in the same unit. The Executive Officer (IH), who is on the charter but not considered a member of the unit, may also hold a volunteer position, such as CR, or serve in another position. Tiger and Lion Adult Partners in Packs are not volunteer positions and there are no fees for those individuals. However, they may hold an adult leader position say Den Leader, and must submit an application, YPT Certification and pay registration fees.

4: **What is a "transfer" member?**

A transfer member is a member from another unit either inside or outside the receiving unit’s council. The transfer must have an unexpired registration that is one or more months beyond the expiration date of the destination unit. All units within LEC have the same member registration dates so transfers between units in the LEC do not need to be concerned with fee differentials. Webelos advancing to Scouts in a unit with the same expiration date are NOT transfers. Use Promote Members to bring in these records. However, a youth application must be submitted to the gaining troop.

5: **If a youth has changed to another unit, can I simply transfer them or is a new application required?**

A **new application is required**. Every unit is a separate organization in Scouts and members must be approved by that chartering unit. Even though a scout is transferring from a Cub Pack to a Scout Troop with the same chartering organization, a new application is required. This is also true from a Scout Troop to a Venturing Crew or Sea Scout Ship, even if the Scout only wanted to be a youth
member of this other unit. A new Youth application requires a parent’s signature and the Top Unit Leader’s signature.

6: Does a leader need a new application for each time they change their job responsibility in the unit or when they gain a new job responsibility in another unit?
Yes, the unit should submit a new application immediately when the change is made so that the leader receives communications appropriate to his/her position and so that there is a record that the chartered organization has approved the change. For example: when a change in a unit's top leadership positions occur, the unit should send in a new adult leader application(s) to record those changes immediately to the Lake Erie Council Scouting Service Center in Cleveland. Don't wait until recharter time. However, at recharter time only, the position may be filled by someone already registered in the unit using Internet Rechartering and without submitting an application.

In the case of an adult changing units (or staying in one unit and adding another job responsibility in another unit), an adult leader application is always required. This counts as a new application and proof of current youth protection training must be attached to the application.

FYI: New applications are also needed for changes or additions to Service Area and Council positions such as: Unit Commissioners, Service Area Commissioner, or Merit Badge Counselor. Service Area and Council level memberships are renewed starting in July of each year.

7: When should an Adult Application be completed and submitted to the Council?
All new adult (18 years of age or older) volunteer leaders must complete the Adult Application and provide their certificate of completion for Youth Protection Training. This applies to any adult, any youth member who is promoted to an adult position, and any adult who was only in the position of Executive Officer, Lion Adult Partner, or Tiger Adult Partner and accepts a new/additional role. 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 and the individual must complete Youth Protection Training. The application and YPT certificate should be completed and submitted immediately upon joining a unit as an adult. If done during Internet Rechartering, the Adult Application and YPT certificate must be submitted with the recharter package.

8: What BSA registration fee is paid with our unit renewal?
The National registration fee for a 12-month term is $.___. The LEC insurance fee is $12 for the 12-month term. 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 LEC about International delivery if there are questions.)

Membership fees support the services that are necessary to provide Scouting to youth from 5 to 21 years of age. From education to high-adventure experiences you can’t get anywhere else, the BSA provides unique growth opportunities at a great 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.
9: Does a Merit Badge Counselor have to pay any fees?
Individuals that have their sole role in Scouting as a Merit Badge Counselor roles do not pay the registration and insurance fee. Merit Badge Counselors that have other roles in Scouting are required to pay the membership fee and insurance premium fee as part of that role. Merit Badge Counselor roles do NOT count as a multiple. If not already registered with the BSA, they must submit an application with the September 2019 Background Check Authorization and proof of Youth Protection Training.

10: Does a person pay for primary membership in each unit or just once for being in BSA?
A person is only required to pay once each year for BSA membership as an adult or youth. The unit where the person pays BSA membership is called the "primary" membership. If an individual is 18-20 years old and is a member of a Boy Scout Troop as an adult leader and as a youth participant in a Venturing Crew, this counts as two different member registrations and a fee is required for both. All other, adult leader registrations are referred to as "multiple" registrations and do not require a separate membership fee. BSA currently places no limit on the number of multiple adult leader positions you may volunteer to fill and have registered for. (However, you may wish to consult your spouse on how many is too many!)

There is no additional National BSA fee for being part of the additional unit as a youth. However, if an individual is 18-20 years old and is a member of a Boy Scout Troop as an adult leader and as a youth participant in a Crew or a Ship, National BSA counts this as two different types of memberships and the individual needs to pay for both memberships.

11: I lost my access Pin Code. What can I do?
Contact your Service Area Lead Commissioner, or Unit Serving Executive, or the Council Registrar.

12: I lost my password. What can I do?
Contact your Service Area Unit Serving Executive or the Council Registrar.

If you have read these Guidebook FAQ’s and haven’t found the answer to your question, and your Charter Renewal process is at a standstill, please call or email either your Service Area Commissioner, your Unit Serving Executive, or the Registration Desk at the Lake Erie Council Service Center.