

FAQ – Membership Renewal (e.g., Internet Rechartering)

1. When can a unit begin the renewal process?

The window to begin submitting the renewal is based on what the council has requested. There is normally a 60- and 90-day window which will open on 10/9/2023 for units with an Expire date of 12/31/2023.

2. Who can submit the Internet Recharter?

The Charter Organization Representative, Committee Chairman, Unit Leader, or any Key 3 delegate can submit the Renewal.

3. Is an access code required?

No, an access code is not required. The Key 3 and any Key 3 Delegate can access Internet Rechartering using the same credentials used to access Scoutbook.com or My.Scouting.

4. Will a unit have the ability to upload documents into the renewal system before submitting?

Yes, the unit will have the ability to upload Youth Protection Training Certificates, CBC Disclosure Authorizations, Adult and Youth applications into the renewal system. When this is performed, the unit will not auto-post and the council will be required to review the renewal, pull the forms loaded and enter the document information into My.Scouting to post the unit.

*Zip files are allowed when the “upload documents” button is clicked. Zip files are NOT allowed when adding a new paper application.

5. How does the unit pay for membership renewal fees?

Each unit will pay their membership renewal fees (adult and youth registration fees, Scout Life magazine subscriptions, and annual unit charter fee) through the **Chattahoochee Council Office**. Payment can be made via check, cash, or credit card. **DO NOT PAY MEMBERSHIP FEES ONLINE.**

6. Can a unit add youth who have applied online into the renewal after they have loaded the roster?

Yes, there is a refresh button which we encourage the person processing the renewal to use throughout the renewal process before submitting their unit. This will ensure that new youth who have joined online from August 1 through December 31, 2023, to be included in their renewal.

7. Can a unit add multiples into a renewal?

Yes, they will enter the volunteer as a multiple and notate what Unit/Non-Unit position and council that they are registered in. The unit will not auto-post and the council will be required to verify the multiple registration before posting the unit.

8. Can a unit drop youth or adult volunteers who joined from August 1, 2023 through December 31, 2023?

No, a unit cannot drop youth or adult volunteers who joined effective August 1, 2023. These individuals have registered and paid for a full year of scouting. These individuals will show up as “prepaids” in the system when working on your unit membership renewal. The individuals falling within this category will receive emails from National BSA starting 60 days out from their expiration date asking them to renew their membership and paying online directly to National BSA.

9. For Crews, how do I promote a youth to a participant? How do I promote a participant to an adult?

You must click the box next to the individual you would like to promote. Click Manage Members and remove the person from the charter/membership. Then add them as a new member with the “New Paper Application” option. You will upload the new application, CBC (if applicable), and YPT (if applicable). The member ID for the individual will remain the same.

10. Why do I see youth who I have been removed from my charter in Scoutbook and the roster after the membership renewal was posted?

If a Scout is dropped during the membership renewal process (recharter) they should drop instantly from all systems – except those youth 17.5+ age – they have a 6-month window in Scoutbook to enter any remaining lagging advancements. If a unit has no more advancements to record on the individual, they can expire their membership in Scoutbook before it occurs automatically after the 6-month window.

11. Can a unit submit a membership renewal without the required leadership?

No. A unit will receive an error if the required leadership is not met, or they attempt to assign multiple leader positions to a volunteer. They cannot move forward in the process until the error is corrected. ONLY the Charter Organization Representative can be a multiple in another position within the same unit. They could also be the Committee Chair OR a Committee Member.

12. Can a unit enter Youth Protection Dates into a person profile through the Internet Membership/Charter Renewal?

No, the renewal processor does not have the ability to enter Youth Protection Dates into a person’s profile.

13. What if the New CBC Authorization has not been submitted by the volunteer?

The unit should upload the CBC Authorization onto the individual before submitting the renewal. Otherwise, the renewal can still be submitted, but the council will need to collect the form, verify the information, and post the unit. The renewal will not auto-post if a CBC Authorization is not submitted.

14. Can a unit submit their membership renewal if a volunteer does not have current Youth Protection Training?

No, all adult volunteers must have a current Youth Protection certificate to be included on the membership roster. New adults, who are not registered, receive a Member ID which is listed on their Youth Protection certificate when they complete Youth Protection training. **Also, please keep in mind that the Chattahoochee Council requires ALL adult leaders who are renewing their membership, to have a full year of Youth Protection Training in place for the 2024 calendar year.**

15. Why do Scouts continue to show up on my Scoutbook and IA (Internet Advancement) roster even though I dropped them at membership renewal/recharter?

If a Scout is dropped at membership renewal, they should drop instantly from all systems, EXCEPT 17.5+ age youth. They will remain on the charter for a 6-month window after the unit expiration date, so the unit may enter any remaining advancements as needed. If desired, the unit may end the membership immediately by adding an end date on their membership in Scoutbook, which will remove them from all systems.

16. How will a COR (Charter Organization Representative) sign the Renewal?

Once submitted, the Key 3 and Key 3 Delegate will receive an email requesting a digital signature. If necessary, the Committee Chair, Unit Leader and Key 3 Delegate may sign on behalf of the Charter Organization Representative. **However, this should be a last resort option as it is recommended that the Charter Organization Representative be the primary choice for this required digital signature.**

17. The email to my COR was never sent and now my membership renewal/recharter is locked. How do I resend the email?

If your email was not sent, you can return to the membership renewal/recharter page and a button will become visible. This button will regenerate the email without reopening the membership renewal/recharter.

18. What needs to be submitted to the Council Registrar after the membership renewal is completed online?

You are given the option of printing out a copy of your new Membership Roster before submitting it online. This Membership Roster should be submitted along with your payment and any Youth or Adult applications (to include the CBC Disclosure Authorization form and YPT certificates) that were NOT originally uploaded during the process. Also, submit any New-Unit Applications if you changed your Executive Officer/Institutional Head during the online membership renewal process.

19. How is the submission of the Annual Charter Agreement form managed during the unit renewal process?

The submission of the Annual Charter Agreement is no longer part of the unit renewal process. Discussions and required approval/signatures will be managed separately with Council staff or District volunteers later.

20. How can we avoid delays in the process caused by a change in the Executive Officer/Institutional Head?

There should be no delay in changing the Executive Officer/Institutional Head of a unit. Simply add the new Executive Officer/Institutional Head as a new member and delete or modify the position of the previous Executive Officer/Institutional Head. Please be mindful that YPT and CBC are NOT required for Executive Officers/Institutional Heads, but we do encourage them to take this training. Please reach out to the Council Registrar to obtain a "New-Unit Application" as this is the correct form needed to complete this change of your Executive Officer/Institutional Head. This form will need to be turned in along with the new Membership Roster and payment.

21. Why are email addresses important?

Email addresses will play an important part when individual members (youth and adult volunteers) need to renew their annual membership starting in 2024. Any youth or adult who registered effective August 1, 2023, and forward, will receive a membership renewal email from National BSA starting 60 days out from when their membership expires (example; those who registered in August 2023 will have their membership to expire July 31, 2024, and will receive an email in June 2024). It is important to have current emails in the system tied to these profiles.

Scout families can update emails through the member's Scoutbook account or their My.Scouting profile. Scout units can update emails through the unit access to Scoutbook or through the Internet Advancement portal in My.Scouting. Individual members or unit leaders can also forward the current emails to the Council Registrar, Elizabeth Tice.

What are the BSA requirements that must be met for a unit to auto-post?

- 5 or more paid youth
- less than 100 registered youth
- less than 50% dropped youth if the unit had 25 or more youth previously
- change in membership (up or down) from the previous year

Also, the below will prevent a unit from auto-posting:

- documents that are uploaded with the renewal
- new CBC Authorization not received
- required Youth Protection Training missing