

# Enhancements to Improve the User Experience for Internet Rechartering

## What is staying the same:

- Access codes will still be distributed by councils and will be used by units to log in.
- First Time Users must register to enter the Internet Rechartering system. After initial registration, they will enter the system as a Returning User.
- Stages and steps remain the same with one new feature: electronic authorization and payment inserted before the final step.
- Councils will continue to use reports that will show each unit's renewal status.

## What features have been added:

- The new look is consistent with my.Scouting Tools so that it is **easier to read and navigate**.
- **Youth Protection training is required for all adults.**
  - The unit will get an error message if training is not current and will not be allowed to process the charter with those adults.
  - Registered adults receive notifications that their YPT has expired or is about to expire.
  - Renewal processors are prohibited from overriding the registration system to register any leader whose Youth Protection training is not current.
- **Electronic authorization** is available for the chartered organization representative. There will be no signature to obtain if the unit chooses this option.
- **Two payment options for units (except those chartered to the LDS Church):**
  - Online payment option: Units can elect to pay online by credit card. A payment confirmation will be provided to the unit and will also be available to the Council.
  - Cash/check/unit account option: Units that elect this option will print the renewal application, which includes the fee summary showing the amount due to the council. The unit will remit payment with the charter renewal paperwork required by the council.

## **2017 Internet Rechartering Enhancements**

### **Frequently Asked Questions**

**Q:** Will Internet Rechartering be different for 2017-18-unit renewal processing?

A: Internet Rechartering will be enhanced with a new look consistent with Online Registration and my.Scouting Tools applications. This fresh view offers navigation with more convenience and flexibility for unit renewal processors.

**Q:** Will volunteers who have used Internet Rechartering previously need to learn new processes to renew their unit?

A: The few changes will be intuitive and the basic navigation is unchanged, except that navigation will be easier in multiple device and browser formats.

**Q:** Does Internet Rechartering still use the access code and the same First Time User registration?

A: Yes. Use of the access code is required and each renewal processor will do registration as a First Time User. Thereafter they sign in as a Returning User.

**Q:** Will Councils continue to have the same reports that support unit renewal as before?

A: Yes. Council reports will not be changed and remain available.

**Q:** What new features are added to Internet Rechartering?

A: New features are the following: validation on Youth Protection training compliance using all three current YP courses; change of warning to error if Youth Protection training is not current; entry capability for YP completion if not in person record; addition of online payment option for unit renewals (does not apply to LDS-chartered units); addition of electronic authorization of renewal by the chartered organization representative; and addition of accident and sickness insurance fee calculation for councils that wish to use this feature.

**Q:** What are the new features for Youth Protection training?

A: Validation on current Youth Protection will not be limited to the course associated with the unit program, such as Y01 – Youth Protection, taken by pack and troop adult leaders. This will be expanded to being current in one of three courses, including Y02 – Venturing Youth Protection and Y03 – Exploring Youth Protection. In addition, registrants in a YPT-required position must be current to be submitted in the renewal. If for some reason the completed course date is not in the person record, an update will be available in Maintain Member Data during renewal.

**Q:** How will Online Payment work?

A: Each unit with fees to pay, except for units chartered to the LDS Church, will have the option to pay online by credit card. If credit card payment is used, this requires the total amount due to be paid. Payment confirmation will be provided to the unit processor and to the council.

**Q:** Is a renewing unit required to use Online Payment?

**A:** No. This is made available for the unit's convenience but is not required. Payment may be made to the council as usual.

**Q:** How will electronic authorization work?

**A:** Before final submittal of the unit renewal, the renewal processor will give the chartered organization representative the opportunity to review and approve the renewal on behalf of the chartered organization. If this is done, the approval will appear on the Unit Renewal Application. Instructions will be provided in an online FAQ linked to Internet Rechartering.

**Q:** Will the Unit Charter Renewal Report Package (full) and the two-page Renewal Report (E-Z) Summary continue to be available?

**A:** Yes. Councils inform units which report is requested (but not both) as appropriate to each council.

**Q:** When will Internet Rechartering be released with these enhancements?

**A:** Internet Rechartering will be available for councils with the access window that will opens on October 1 (for units that expire on December 31, 2017) and thereafter.

**Q:** If our units expire on November 30 or December 31, 2017 (or after) what membership registration fee will be calculated for the adult and youth registrants in Non-LDS units?

**A:** The BSA Registration Fee in effect on December 1 and thereafter will be used for this calculation.