

## Online Registration Frequently Asked Questions

### **Q. What if I have a question not answered here or in the step-by-step guide or need additional help?**

A. Contact the Twin Valley Council Scout Service Center at 507.387.3123 or your Neighborhood District Executive. You can find their contact information here: [www.twinvalleybsa.org/contact-us](http://www.twinvalleybsa.org/contact-us)

### **Q. Where can we get additional help?**

A. You can visit the Twin Valley Council website for information as well as the National Scouting website for additional information including step-by-step guides and how-to videos. Keep in mind that during the summer of 2020, the Boy Scouts of America will be updating the resources available about online registration, so check back as new information is posted. The Twin Valley Council will keep units posted about changes to online registration.

[www.scouting.org/resources/online-registration](http://www.scouting.org/resources/online-registration)

### **Q. When will we get our online registration link and QR code for our unit?**

A. You can get them any time by logging into <https://my.scouting.org> and click on menu, your unit, and the invitation manager. Units will also be provided them as a part of their School Night for Scouting kits in the fall.

### **Q. Who can access online registration tools?**

A. The unit key 3. That includes the Chartered Organization Representative (Packs, Troops, and Crews), Committee Chairs (Packs, Troops, Crews, and Posts), and Unit Leaders (Packs, Troops, Crews, and Posts)

### **Q. Who can approve adult applications?**

A. For Packs, Troops, and Crew, currently only Chartered Organization Representatives are the only ones who can approve adult applications. Sometime during the summer of 2020 the Boy Scouts of America will allow Chartered Organization Representatives to assign a delegate to approve on their behalf. Currently it is not known as to who that can be assigned to. For Explorer Posts, the Committee Chair can approve adult applications

### **Q. Who can approve youth applications?**

A. Any member of the unit key 3

### **Q. Can someone else in the unit be given Key 3 access to approve applications?**

A. No. You can set someone up as a Key 3 delegate in the Organization Security Manager in <https://my.scouting.org> so they have view access, but they will not be able to approve applications.

### **Q. How long does it take for an application to be available to approve once a person has submitted it?**

A. In the case of a youth application, it can be approved instantly. For an adult, it can be approved once the applicant has taken youth protection training.

### **Q. When someone signs up themselves or a child for a Scouting or Exploring program online, what payment options do they have?**

A. The only option they will have is to pay by credit or debit card

### **Q. What if the person applying doesn't have a credit or debit card?**

A. This will probably be rare, but in case it comes up, here is what to do. There are a few options to consider: Option A – Someone else in the unit puts it on their credit or debit card and the person applying pays them for the application. Option B – The unit purchases a prepaid debit card from a store and loads a limited amount of money on it in case this situation happens and then use that card to pay for the registration fee. If Option A or B is not possible, then use Option C – Have the parent contact the Twin Valley Council Scout Service Center and we will assist them further.

### **Q. What if a parent needs financial assistance with paying for their child's registration?**

A. Have the parent complete a hard copy of the youth application and submit it along with the financial assistance form to the Twin Valley Council Scout Service Center. After the financial assistance is approved, the parent will get a bill in the mail for the registration fees they owe.

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**Q. What if a parent has a youth with a diagnosed disability and they want to register a child over the age of a typical for the program they are registering for?**

A. They would complete a hard copy application and include a note that says the child is too old for the program, but because of a disability, they want to register the child in the program indicated. For example, if you have a 13 year old that because of a disability would best be suited to be in the Bear program for 3<sup>rd</sup> graders, have them indicate that. The same would hold true for Troops, Crews, and Posts. Parents will be sent a bill for the fees due.

**Q. What if a parent wants to transfer their child into our unit from another unit or council. Is there a fee and can the application be completed online to transfer them?**

A. There is no fee to transfer. Currently youth cannot transfer online. They must complete a hard copy application to transfer their membership from one unit to another. Another option would be to complete the Twin Valley Council transfer form. This form still requires signatures but does not require a parent to complete all their information again. The form was approved by the National Office as a means to speed up the transfer process.

**Q. What if a parent doesn't have a smartphone, tablet, or PC with them at our recruitment event?**

A. The quickest thing would be to borrow someone else's device. Units can also have a laptop ready to go loaded with the unit's page for online registration.

**Q. Our unit pays for youth/adult registration fees. How should we handle that?**

A. There are two Options, either of which is fine. Whatever is easiest for a unit. Option A – Purchase a prepaid debit card and load a small portion of money on it to cover the fees the unit is going to pay for. Option B – Have parents complete the registration online and then the unit can reimburse parents the fees paid.

**Q. What if our unit charges an additional fee upon registration for a unit t-shirt or other supplies? Can we collect that online when parents are registering?**

A. Units can indicate through the Organization Security Manger that you will collect a local fee, but units cannot add or adjust the fees in any way. These are set by Boy Scouts of America at a National level.

**Q. What if the person who is registered as a Key 3 member is no longer the person in that position? What do we need to do to get the new person listed?**

A. Have the new person complete an adult application and take youth protection training. Once approved and registered, they will instantly have Key 3 access.

**Q. How long does it take for changes to take effect I make to our BeAScout Pin or other items in the Organization Manager or the Organization Security Manager?**

A. Almost all changes take effect immediately. The only that does not is when you update anything on your BeAScout Pin. Typically that takes about 24 to cycle through all systems.

**Q. Will I be notified of applications and leads that parents submit?**

A. Yes. The Unit Key 3 will receive an e-mail every Tuesday and Friday that there are applications and leads available. You can log in any time to see if they are available, but an automated e-mail will come out every Tuesday and Friday. During key recruitment times of the year, particularly in the spring and fall, unit key 3 members should check at least once a day for applications and leads.

**Q. If a parent needs to complete multiple applications because they have multiple children, will they be able to do them all in one transaction?**

A. At this time, no. A parent will need to register one child at a time. The system, however, will maintain the parental information so that won't have to be entered in again.