

Online Registration Frequently Asked Questions

Updated 04/15/21

Q. What if I have a question not answered here or in the step-by-step guides 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

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 updates and changes are bound to happen and we will do our best to keep units informed of changes. To see the latest updates as they happen, visit: www.scouting.org/resources/online-registration

Q. How do 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. The Twin Valley Council also has your unit's unique online registration URL if you should ever need it.

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. 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 Manger 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. In case it comes up, here is what to do.

- Option A – Someone else in the unit puts it on their credit or debit card and the person applying pays that person the application fee.
- 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.
- Option C – If option A or B is not possible have the parent contact the Twin Valley Council Scout Service Center and they will be assisted further.

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

A. The unit should request financial assistance on behalf of the parent using the Registration Funding Assistance Request Form available at www.twinvalleybsa.org and click on "Resources" and then on "Resources/Forms/Links." Submit that to the Twin Valley Council Scout Service Center. Once a determination has been made, information will be shared with the parent and/or unit as to how much is owed. A special "Discount Code" will be provided that will be unique to that person and will only be able to be used once. The parent then goes online and completes the online registration process and when they get to the payment section, they will put in the discount code they were provided which will reduce the amount owed. The parent should then proceed to pay for the remaining fee using their credit or debit card.

Q. What if a parent has a youth with a diagnosed disability and they want to register a child over the age typical for that 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 3rd 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 or themselves into our unit from another unit within the Twin Valley Council?

A. There is no fee to transfer. They should visit <https://my.scouting.org> and log in or create an account if they don't have one. Then click on "Menu," then on "My Application," then click the "Transfer" button next to the application to be transferred. Then follow the on-screen prompts

Q. What if a parent wants to transfer their child or themselves into our unit from another unit outside the Twin Valley Council?

A. There is no fee to transfer. They would need to complete a hard copy application and have the Unit Leader sign it and submit it. Be sure to include the council number or the council's name they are transferring from and the unit number. The online process is not current setup for transferring registrations from one council into another.

Q. What if an adult who is already registered in one unit wants to also register in our unit, but wants to continue to maintain their current registration in addition to registering in our unit?

A. They can "Multiple" into your unit. They do so by visiting <https://my.scouting.org> and logging in. Once in, click on "Menu," click on "My Application," click on "Multiple" next to your application. Then follow the on-screen prompts.

Q. What should we do if we have an adult or Scout that was previously registered in Scouting that wants to register, but are not currently registered anywhere in Scouting?

A. Have them register online using your unit's unique online registration link. When they register they will be promoted to indicate if they were previously registered and then have the opportunity to look up their information. If they can be found in the system, some of their data will be prepopulated and if it's a youth, they will not have to be the New Member Joining Fee. If someone follows this process and it cannot find them in the system, they will be charged the New Member Joining Fee or contact the Twin Valley Council Scout Service Center to discuss it further if they believe they were previously registered.

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Q. What if a parent doesn't have a smartphone, tablet, or PC?

A. The quickest thing would be to borrow someone else's device. No information they submit is stored on the 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

- Option A – Have parents complete the registration online and then the unit can reimburse parents the fees paid.
- Option B – 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.

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" on <https://my.scouting.org> 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. If something doesn't show up after 24 hours, contact the Twin Valley Council Scout Service Center for additional help.

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 and responds to leads regularly.

Q. If a parent needs to complete more than one application 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.