

Internet Rechartering Frequently Asked Questions: (FAQ's)

Below is a list of commonly asked Internet Re-chartering questions. Please take a moment to read these over to determine whether or not they may apply to your new Online Rechartering process.

Q: What software do I need to use the Internet Re-chartering application on my internet?

A: Internet Re-chartering is supported by Microsoft Internet Explorer version 5.5 or higher and no other browser provides full functionality. The system works with a minimum 56-KB dialup modem connection to the Internet. Faster connections such as DSL and cable will speed up data transmission from the web site.

Q: How does my unit get the access code for Internet Re-Chartering?

A: The Potawatomi Area Council provides that as part of your re-chartering packet. Each access code is distinctly unique for your unit and must be used in combination with the proper unit type (pack, troop, team, crew, or ship) and number.

Q: What is the Potawatomi Area Council's role in support and administration for Internet Re-chartering?

A: Your District Executive is your resource for calls and questions regarding Internet Re-chartering. The council administers the process by providing units with their respective access codes, monitoring unit activity, changing passwords, resetting data, and creating reports for council and commissioner staff

Q: What other tools are available for orientation of Internet Re-chartering?

A: A tutorial is readily available from the Internet Re-chartering Welcome Screen OR through the council website at www.pacbsa.org. In addition, help files are linked to the application itself.

Q: Can I use my unit management software (i.e. Troopmaster, Scoutmaster) as my base to re-charter from?

A: Yes. If, however there is a problem with the UMS file, it will be the unit's responsibility to contact the vendor who sold and supports the product and request assistance

Q: What information and materials will I need to complete an Internet Re-charter?

A: Internet Re-chartering requires all the same information that would be needed for a hardcopy re-charter. The leader who takes on the re-chartering responsibility will need a complete list of youth and adults who will be in the unit for the upcoming year. He/She will also need 1) any change in address and/or telephone and 2) a knowledge of which adults hold what positions in the unit and 3) a list of which youth will be receiving Boy's Life magazine.

Q: How long will it take me to complete my Internet Re-chartering from start to finish?

A: The answer depends upon 1) the size of your unit and 2) the complexity of your registrations.

Q: Once begun, can a unit stop in the middle of Internet Re-chartering?

A: Yes. It is possible to save your progress and continue at a later time.

Q: How do I get copies of the unit re-charter?

A: You must print the re-charter at the "check roster" stage in order to receive a draft. The final re-charter copy is available after final submission. It is necessary to get signatures on this charter renewal application to complete your re-charter process.

Q: How do I pay for my unit's Boy Scouts of America insurance?

A: Insurance for your unit is provided by the Potawatomi Area Council. Do not select this insurance option.

Q: Can I make changes to the re-charter after submitting the electronic copy?

A: Yes. However, all changes will need to be made on the printed copy of the charter renewal and may be

subject to delay.

Q: What should I do after I complete my Internet Re-charter?

A:

#1: Click the "submit" button to send the final version of your re-charter to the Potawatomi Area Council, Boy Scouts of America.

#2: Print out your final paperwork to send to the council along with your fee payment.

At this point, you will still need to send in your fee payment as well as the appropriate signatures on your printed paperwork AND annual charter agreement form.