

6 Frequently Asked Questions



Q Is our council permitted to pay the annual Internet Rechartering license fee in one payment?

A Yes, and if paid in one payment, that payment will be due in January (and each January thereafter). At the time the license agreement is completed, the council will select either the annual payment option or the billing in 12 monthly installments.

Q Will the Internet Rechartering application work through any Internet connection?

A Internet Rechartering 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 the unit get its access code for Internet Rechartering?

A The council provides it. The council prints the access code from PAS, Membership Reports, Recharter and General Ledger. Select the report called UCRS Access Code Report. The council decides the best method to distribute access codes to the units.

Q Can the access code the council gives a unit be used to see another unit's data?

A No. The access code is unique for each BSA unit and must be used in combination with the proper unit type (pack, troop, team, crew, or ship) and number.

Q Should the council prepare a charter renewal packet for each unit as it has in the past?

A Yes, and the council may decide to include elements of the Internet Rechartering process in the packet. For example, the packet may include the council's Web site address, instructions for linking to Internet Rechartering, and the timeframe for completing electronic renewals. It may also include the Internet Rechartering access code. Distribution and control of the access code is part of the council's charter renewal campaign plan. Other materials in the packet may be general BSA guidelines for unit charter renewal, extra forms, and a current unit roster. Keep in mind that the "manual" charter renewal application includes the member inventory worksheets.

Q What is the local council's role as far as support and administration for Internet Rechartering?

A The council serves as the "help desk" for its units using Internet Rechartering. Council staff must know how Internet Rechartering works. They will answer questions from units, referring to a Help file designed especially for council support. The council will administer the process by providing units with their respective access codes, monitoring unit activity, changing passwords, resetting data, and creating reports requested by council management for staff and commissioner use.

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Q What about questions concerning unit-management software (UMS)?

A The council should be able to answer questions about uploading a UMS file to start the Internet Rechartering process. If there is a problem with a UMS file, however, it is the unit's responsibility to contact the vendor who sold and supports that product and request assistance.

Q What other support materials will be available to councils for training and communicating about Internet Rechartering?

A A training and communications packet on Internet Rechartering will be sent to councils after they accept the license agreement. The packet will include guidelines for training, sample articles for the Web site and newsletter, and a timeline for implementing the training and communications plan.

Q In what ways may the Internet Rechartering DVD be used to support the council and its training of staff and volunteers?

A The DVD is useful with a variety of audiences. Show it to council executive board members, council and district commissioner staff, and district committee members. It is also a valuable tool for the orientation of council staff members. Segments of the DVD, such as "What Volunteers Say" and "How it Works" may be shown at roundtables and program launch meetings where Internet Rechartering is being introduced.

Q What is the proper way to play the Internet Rechartering DVD?

A Play it in any DVD player connected to a video screen or from a PC equipped with a DVD-ROM drive. The DVD also includes the Internet Rechartering Tutorial. To view the tutorial, insert the DVD into a DVD drive on a PC. Using My Computer, open the folder called Tutorial, and select the file called tutorial. To copy the tutorial to your computer, copy the entire Tutorial folder.

Q What other tools are available for orientation of volunteers and staff?

A The tutorial is readily available from the Internet Rechartering Welcome screen. You can also place a link on your council Web site to the tutorial. Help files are linked from the application itself. It is important to show both the volunteers and staff the availability of the Help contents with its searchable, interactive information and list of frequently asked questions.

Q If the council does not want a specific unit to use the Internet Rechartering process, what should be done?

A The council should explain to the unit leader why the unit is not eligible to use the online process. The council may choose not to provide the unique access code to the unit; it can block the unit if the unit has not yet registered by using the Block Unit process in Unit Management, or if the unit is registered, the council may change the password and prevent a renewal processor from logging in. Council management should determine if and when to block a unit's participation.