

## TO: Advancement Chairs

### Frequently Asked Questions regarding Internet Advancement

#### **Q: What is the difference between the buttons First Time User and Returning User?**

**First-Time User** takes the user through the Internet Advancement registration process. This is the choice users should make if they haven't previously registered themselves as the unit advancement processor or are replacing a processor and need to create a new profile.

**Returning User** takes the user to the Log In page. This is the choice users should make if they have already registered themselves as the unit advancement processor and, thus, already have a password.

#### **Q: I am the unit advancement processor for another unit. Should I choose First-Time User or Returning User?**

The user will have to go through the First-Time User process for every unit for which they are the unit advancement processor. That is because they are both registering themselves and the unit for Internet Advancement.

For example, Bob is the unit advancement processor for a pack and a troop. Registering for the pack does not register the troop in any way. Bob will still have to go through the First-Time User link to register the unit and himself as the unit advancement processor.

#### **Q: I was the unit advancement processor for my unit for the last charter. Should I choose First-Time User or Returning User?**

Once you are registered as the unit advancement processor, you use the Returning User log in. You will need the Unit ID and password. As long as the unit is an active, registered unit of the local council, Internet Advancement will be available for use.

#### **Q: What is the unit advancement processor privacy policy?**

Every page on the site contains a link to the Privacy Policy in the footer.

#### **Q: I think I have entered everything correctly to log in, but Internet Advancement is telling me that these three pieces of information do not match a valid unit. Why?**

Make sure that the unit advancement processor is using the full four-digit number. Some units will refer to themselves as "Unit 71," while the council has them registered as Unit 4071.

#### **Q: When is Internet Advancement available?**

Units are only eligible to use Internet Advancement while they are active, registered units of council. While there is no limited access window as there is with Internet Rechartering, a unit that drops can no longer log in to Internet Advancement. Once a unit is renewed, then their unit advancement processor can log in. Internet Advancement is available at all times except during brief periods for maintenance.

#### **Q: I lost my unit ID. What can I do?**

Call your local council at 1-800-264-5246 or 812-423-5246.

#### **Q: I forgot my password. What do I do?**

Select the **Forgot password?** link. The new password is sent by e-mail. The password is case sensitive and must be entered exactly as shown. You can copy the password from the e-mail and paste it into the Password field at the Returning User log in screen

#### **Q: At the Update Member screen, how can I see all current members of my unit?**

Click Review Roster to view the current unit roster, including the adults. You must have Acrobat Reader to view this file.

The unit advancement processor can see all currently registered youth members of the unit. If someone isn't shown, then they are not registered in this unit. The appropriate application may not have been approved and turned in to the council, or the processing of the new registration may still be underway.

**Q: Can records for adult members be updated through Internet Advancement?**

No. Only youth member records can be updated through Internet Advancement.

**Q: There are some members of my current unit who are not appearing on the Update Member page. Why not?**

There are a couple of likely explanations:

The member was entered after the Internet Advancement data was downloaded from the council to Internet Advancement for this unit.

--OR--

The member was never registered in this unit through the council.

If the unit data has been downloaded for some time, additional new members who were registered will not appear until a new Load Roster is done. If the member has never been registered, the approved application must be submitted to the council for processing.

**Q: I was unable to complete Load Roster and received an error message. What should I do?**

If an error occurs during Load Roster for Internet Advancement, you may try again later. If there is still a problem, please contact your council at [administration@buffalotracedouncil.org](mailto:administration@buffalotracedouncil.org) and provide the exact message received. If feasible, you could copy the message and put it in an e-mail to the council.

**Q: What information do I need to have before I begin to enter advancement?**

We recommend that you gather all the required information, including youth advancement records and merit badge applications with appropriate signatures, before beginning this process. You must complete Internet Advancement on a computer connected to a printer.

**Q: Are there any restrictions on dates that can be entered as the date earned for a rank, merit badge, or award?**

Yes. You can only record dates for the current or previous months. You cannot record future dates. This applies to both new dates and changes to existing dates. If a unit is past its expiration date but has not "dropped," the unit may only enter dates that are before the unit expiration date. Current month entry is blocked on expired units. Dates are entered in mm/dd/yyyy format.

**Q: What member history do I see in regard to any previously-earned ranks, merit badges, and awards?**

You will see all ranks, merit badges, and awards earned by the member that are relevant to your unit type (pack, troop, team, crew, ship, or post). This is not a full history on the individual, which are all ranks and awards earned since joining Scouting. If it is on the pick list for your unit to select, then it will be shown on the member record and in the Unit Advancement Summary.

- Cub Scout packs will have ranks and awards only with these ranks and awards segmented by program level (Tiger Cub, Cub Scout, or Webelos Scout). The award choices displayed will be appropriate to the member's program level.
- Boy Scout troops, Varsity teams, Venture crews, and Sea Scout ships will have ranks, merit badges, and awards.
- Explorer posts will have awards only (although these awards are primarily used by Law Enforcement Explorers).

***"Get signed up today! You will be glad you did and  
your unit will continue to advance.  
Record keeping for Advancement to Eagle must be exact. "***