



Exploring Technical Support FAQ

Have a question? Please see our commonly asked questions below.

I can't complete my registration / it won't let me check out.

- Check your browser (we recommend Chrome).
- Turn off pop-up blockers.
- Make sure all of your contact information is filled in.
- Make sure all required participant information is filled in.
- Make sure you have filled out the billing contact information.

I filled out the Financial Assistance Application, now what?

- Complete your registration.
 - The system will subtract the amount of assistance requested from your balance.

I filled out the Financial Assistance Application, but it's still charging me the full amount.

- Is the Scout's name the same on the Financial Assistance Application and the registration?
 - If you accidentally mis-typed their name or put your name as the youth name, we can change it!
- Is the unit number the same on the Financial Assistance Application and the registration?
 - Check the unit type making sure it is Post
- Did you check the box in the registration stating you applied for Financial Assistance?

I have multiple kids in Exploring, how do I register?

- Use the Join/Renew registration option (not Dual/Multiple).
- You can put everyone on one registration and select different units for each individual!

I completed the registration, but it didn't charge me the amount it was supposed to.

- Did you choose the correct registration type?
 - Join/Renew is for anyone who is paying to be in a Post for 2023-2024.
 - Transfer is to change Posts (you still need to pay for 2023-2024 in the Post you will be in).
 - Dual/Multiple is for someone who has already paid in another Post for 2023-2024, but will be holding positions in a 2nd Post (or more).
 - Unit Renewal is for the Exploring Advisor or Committee Chair to fill out for the Post.

I am a leader in multiple units, how do I register?

- Use the Join/Renew option for your paid Post and the Dual/Multiple option for any additional Posts.
 - You can use the "Add Session" button to create a 2nd registration or call 612-261-2304 and we can create your multiple registrations for you!
- You will need to be listed once for each unit you are registered in.
 - You can add yourself multiple times to the same Dual/Multiple registration!
 - Be sure to change the Post number and position so that you are listed for each position you hold, in each Post.