

# 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 you 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 (Pack vs Troop)
  - Girls Troops start with either a 5 or 7.
- Did you check the box in the registration stating you applied for Financial Assistance?

## **I have multiple kids in Scouting, how do I register?**

- Use the Join/Renew registration option (not Multiple)
- You will need to complete 1 registration per unit. If you have multiple Scouts in the same unit, you can put them both on the same registration.

## **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 unit for 2020-2021.
  - Transfer is to change units (you still need to pay for 2020-2021 in the unit you will be in).
  - Multiple is for someone who has already paid in another unit for 2020-2021, but will be holding positions in a 2<sup>nd</sup> unit (or more). One registration is required per unit.
  - Unit Renewal is for the unit leader (Scoutmaster/Cubmaster/Venturing Advisor/Skipper/Exploring Advisor) or Committee Chair to fill out for the unit.
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## **I am a leader in multiple units, how do I register?**

- Use the Join/Renew registration option for the unit you are paying in.
- Use the Multiple option for the unit(s) that you will be a multiple in.
- You will need to create 1 registration for each unit you are registered in. The system will ask for your information each time.