



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 (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 Dual/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 2021-2022.
 - Transfer is to change units (you still need to pay for 2021-2022 in the unit you will be in).
 - Dual/Multiple is for someone who has already paid in another unit for 2021-2022, but will be holding positions in a 2nd 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 Dual/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.
 - You can use the "Add Session" button to create a 2nd registration for the same person – be sure to change the unit number.

For additional questions please contact us at
612-261-2304 or registration@northernstar.org