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Questions via Skype: please type in “Conversation” box.

You've got Questions; We've got Answers

Frequently asked registration questions

Presented by Prairies Service Centre Registrar
Pat Papineau

While you're waiting,
check out / bookmark
prairies.scouts.ca

Topics

- ▶ New Resources (Step-by-Step Self-Registration Guides)
- ▶ Fees and payment
- ▶ NOLB Financial Assistance
- ▶ Member Detail Reports
- ▶ Call-participant Questions

Do you have anything we can use to help parent and volunteers with Self-Registration?

- ▶ prairies.scouts.ca under Resources > Member Registration and Screening > Registration
- ▶ Get help:
 - ▶ Creating a Profile
 - ▶ Registering yourself or your teen as a Volunteer
 - ▶ Registering yourself or your teen as a Rover
 - ▶ Registering your child as a participant (parent-paid and LDS code versions)

What are 2017-18's fees?



We don't charge a Group fee. Why do we have to set up fees in myscouts? What do we input?

- ▶ All active Groups must set up fees
- ▶ Set up tells system Group will accept registrations for the coming year and when*

**The "From" date is the first day you will open for registration (05/01/2017 -month, day, year, for the start of the early fee period).*

The amount input is what the Group received (\$0 for Groups that don't charge an additional fee).

What are the payment options for online registration?

- ▶ Credit Card
- ▶ Debit Card
- ▶ Paypal
- ▶ LDS Coupon Code

Payment for online Registrations must be made online.

Online registrations without payment are incomplete—"Pending" payment.

Coupon option are being looked at for other third-party payments including payment by Groups but may not be available for 2017-18

Groups that owe money for current/previous years will not be eligible

What about people who can't pay online? Can they pay the Group?

- ▶ No, not to complete an online registration
- ▶ Yes, if they use traditional paper-based registration (available before 1 September)*

**If Group accepts a paper registration and payment, they MUST have that registration input BEFORE 1 September.*

Group data entry will NOT be available after 1 September.

Reminder:

Data entry of registrations accepted on paper is a Group responsibility and will not be done at the Service Centre.

NOLB Financial Assistance: How does the No One Left Behind Program Work?

- ▶ Parent contacts nolb@scouts.ca
- ▶ Parent receives auto-reply with questions about the family and their financial situation
- ▶ Parent replies
- ▶ NOLB agent is assigned the ticket, reviews details provided and contacts parent for clarification/more information if required
- ▶ NOLB agent determines whether and for how much of a discount the family qualifies
- ▶ NOLB agent contacts parent
- ▶ Parent completes registration
 - ▶ Online using Self-Registration with online payment OR
 - ▶ On paper sent with payment (by cheque/money order) to SERVICE CENTRE where registration is input
- ▶ Group is notified of registration by email from helpcentre/myscouts

If parents don't complete paper forms, how will Scouters get health/other information about participants in their Section?

- ▶ See “Quick Reports” tab - Member Details Reports. These include:
 - ▶ Participants, Volunteers and Parent Helpers in Section
 - ▶ Volunteers on Group Committee

Can we still hold Registration Night(s)?

- ▶ Yes!
- ▶ With internet connection and computer(s)
 - ▶ Provide additional information
 - ▶ Assist parents with online Self-Registration
 - ▶ Collect Fundraising/Deposit cheque, if applicable
- ▶ No internet connection > Consider an Information Night
 - ▶ Provide additional information including instruction sheets for completing Self-Registration
 - ▶ Collect Fundraising/Deposit cheques, if applicable

Traditional paper-registrations may be used/accepted as long as the Group completes the input on/before 31 August 2017.

(Aim for 10pm latest.)

Open for questions...

- ▶ Questions and responses will be added to the FAQ document then uploaded to Prairies website.

For more information on these and other registration-related topics,

- ▶ Visit <http://prairies.scouts.ca/>
- ▶ Visit <https://help.scouts.ca/hc/en-ca> (The Online Support Centre can also be reached by clicking on “Support” in the upper right corner when you’re logged into myscouts.)
- ▶ Contact pat.papineau@scouts.ca or Susan Lee slee@scouts.ca
- ▶ Call us at 403.283.4993 or 1.888.726.8876
 - ▶ Pat: extension 229
 - ▶ Susan: extension 222