

Spring Registration 2017-18

Frequently Asked Questions and Good-to-Know

Fees and Payment

What are the Fees for 2017-18?

National Fee Schedule

\$185	Early (1 May to 30 June)	Registrations completed in myscouts on or before 30 June 2017 before the overnight update. (Aim to be done by 10 pm. The fee-change is automated in myscouts; once system “rolls” to higher fee, that fee stands.)
\$215	Full (1 July to 31 December)	Registrations entered after 30 June/1 July rollover until 31 December 2016.
\$165	Part (1 January on)	For youth registered after 31 December 2016.

What payment options available for online Self-Registrations?

Currently, credit and debit cards are accepted. Paypal will be available later in the year.

LDS Groups also have the option of Coupon Codes, with invoicing to the Stake. Stakes make payment through the Service Centre by cheque.

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

Yes, if they use traditional paper-based registration – available until the end of August 2017.

If Group accepts a paper registration and payment, Group must have that registration input before 10 pm on 31 August.

If Group accepts and inputs a paper registration without payment, the Group will be responsible for payment.

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

Data entry for traditional paper-based registration will not be available after August 2017.

Can parents/guardians register online and pay by cheque/cash to the Group?

No. A registration initiated online is not complete without an online payment (or LDS Coupon Code).

If a parent wants to pay by cheque/cash, the Group may accept a completed traditional paper form with the payment. The registration must be input by the Group in myscouts on or before 31 August (10 pm).

When payment is made to the Group, it should be deposited to the Group account. Payment to Scouts Canada for traditional paper-based registrations should be by Group cheque and submitted within two weeks of input.

Do not send parents/guardians to the Service Centre.

Can Community Groups use LDS Coupon Codes?

No.

A similar system is being considered for Community Groups as well as outside sources but it's unclear when or how (or whether) a program will be set up.

Tip: Groups that owe for current/previous year(s)'s fees will not be eligible.

What if someone outside our LDS Stake gets our Coupon Code? Can an LDS Coupon Code issued by one Stake or Ward be used to register for another? Or for a Community Group?

Coupon codes are tied in myscouts to specific Stakes for registration to that Stake's Group(s). The system will not accept a code assigned to one Stake's Group for a registration with a Community Group nor with a Group that's part of a different Stake.

Each code is assigned at the Service Centre to a Group within that Stake (usually by Ward) to assist with billing. The system will accept a Stake's code for registration with a Group other than the one assigned to the code provided it belongs to the same Stake.

Stakes will be sent a list of participants registered using their codes to review along with invoices. Discrepancies or concerns should be directed to the Service Centre Registrar responsible (pat.papineau@scout.ca).

What's a Group fee?

As part of their budget planning, some Groups choose to charge an amount above the National membership fee to help offset their costs and reduce the amount of fundraising they need to do to meet their financial responsibilities. (This is most common with Groups that have higher facility rental costs.)

Who sets up the Group fee? What should be input?

Groups are responsible for deciding on and entering their own fee amount (by clicking on "Add Fee" in the Group profile). This task may be completed in myscouts by:

- Group Commissioner
- Group Registrar OR
- Group Treasurer

The "From" date is the first day you will open for registration: 05/01/2017 (month, day, year) for the start of the Early Registration period.

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

Timing

When does 2017-18 Registration open?

For currently registered participants, a three-week Advanced Renewal period begins 1 May 2017.

For new participants and returning participants not registered for the 2016-17 Scouting year, registration opens 23 May 2017.

When does the Early Registration Period end (and the fee increase to full year)?

The Early Fee is in effect until the overnight updated between 30 June and 1 July.

The fee is automated and time-sensitive; registrations must be completed in myscouts before the rollover – so aim to register early and to be done before 10 pm.

For online Self-Registrations, “completed in myscouts” means both the online registration data and online payment have been done. Registrations initiated prior to the Early Registration deadline but not paid for will not qualify for the early fee.

Registrations received by the Group must be entered in myscouts before the fee increase AND be submitted to the Service Centre before 15 July to qualify for the early fee. Registrations submitted later may be subject to the fee increase.

Can siblings of currently registered participants be registered during the Advanced Registration period?

No, not using the online system. Only renewing youth are eligible for Advanced Registration.

Your Group may consider allowing siblings to be registered earlier using traditional paper-based registration. (The system does not prevent Group registration of new participants during the Advanced Registration period.)

Can a participant who is registered during the early registration period start attending right away?

Yes. The extended-year option introduced in spring 2016 is being offered again for 2017-18, so if Sections are meeting when the youth is registered, he/she should be invited/encouraged to attend.

Can a four-year old be registered for Beavers?

Yes, provided he/she turns five before the end of December 2017.

Can a youth turning eight in the fall be registered with an LDS Group in the spring to take advantage of the early fee?

Yes, a youth who turns eight before the end of December 2017 is age-appropriate for Cubs so may be registered in spring (though the Group may ask that he not attend until fall).

Must a youth be 18 to be registered for Rovers?

A 17-year old who turns 18 before the end of December 2017 may be registered as a Rover but needs a parent/guardian to complete the Participant registration (giving consent to participate).

Can youth with developmental delays or other special circumstances stay with a younger Section?

In some situations, parents and/or Scouters may believe a youth isn't "ready" to advance to a more senior Section. Group Commissioner, parent(s) and Scouters should meet to come to an agreement.

A good guideline for advancement is the child's school peers: an eight-year old going into the second grade may be more comfortable in Beavers. (With personal progression goals, the Beaver program may still provide challenge in areas the child is more advanced.)

Some of our families need financial assistance. How long does a typical No One Left Behind application take to be approved? Why does it seem to take so long for NOLB youth to be registered?

The NOLB process has improved dramatically in the past two years with applications being reviewed from within a few days at peak volume periods (May/June, late-August/September) to same-day during lighter periods (December, February/March).

Parents/guardians who follow the provided instructions can register their children immediately online OR by completing a paper form and mailing it directly to the Calgary Service Centre.

Delays are most commonly the result of:

- parent-inaction
- forms/payment being submitted to the Group instead of the Service Centre
- payment not accompanying forms (or vice versa) either online or on paper

Online registrations not completed with a payment result in "Pending" participants.

Traditional registrations missing the form and/or the payment are not entered in myscouts

"Pending" Volunteers have 90-days to meet screening and training requirements or they're made "Inactive". When does the count start? Can it be re-started?

Myscouts starts counting once a volunteer has been registered (with a role) in myscouts.

Re-registering – either for the same year or the next – does not re-start the count. The applicant must complete requirements before the role can be moved from "Inactive".

myscouts Capability

We have fundraising (or other) requirements for our members. Does the online system collect those?

No, but enhancements are expected to allow for this information to be available to people interested in registering online.

Until the enhancements have been made (and to reinforce the message afterwards), consider including the details in a welcome message to be sent to families upon registration.

Registration nights (if you have wifi/internet access) and Parent Information Nights are good opportunities to explain (and collect) the additional requirements.

Is there a way to prevent parents from registering their child(ren) in the wrong age-group?

The system gives a warning message if someone tries to register an individual who is not age-appropriate to be a participant in the Section.

For someone who has made the selection in error, the person may opt to:

- Continue the registration then have the child moved to the age-appropriate Section if space allows by contacting the Group or Council Registrar (eg. a parent leaves the Find a Group set with the default "Beavers" age-group when the child being registered is older) OR
- Close the registration and start again with the Find a Group search using the correct age-group or registration type (eg. an adult clicks to register him/herself as a participant instead of a volunteer or instead of registering his/her child)

The warning is to inform and discourage registration in the wrong Section but does not stop someone who continues.

When a Group identifies a child that has been registered in the wrong Section, they should contact the parent to either prepare to move the child to the age-appropriate Section or discuss alternatives/motivation.

When someone registers in myscouts, who gets notified?

Participant registrations prompt notification to:

- Group Registrar
- Group and/or Section Primary Contact

Volunteer registrations prompt notification to:

- Group Commissioner
- Group and/or Section Primary Contact

How can we tell a "regular" registration from one with No One Left Behind financial assistance? Is the email notification different?

You can't – nor are you supposed to be able to – unless a parent chooses to disclose to you.

The NOLB program is confidential.

Email notification is the same for both full payment and subsidized registrations.

Only when an online payment has been declined is there a difference – informing you that the payment has not succeeded.

Is there a report to show which parents have completed “Safe Scouting for Parents” training?

No – unless the parent is/was also a volunteer or “Parent Helper”.

Section Scouters currently have to verify by accessing individual parent profiles (via the “My Family” tab in the child’s profile).

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

Myscouts generates an individual “Member Details Report” for each person listed as an active (or pending) member of the Section (or Group Committee).

These reports include all information entered in myscouts – which should be the same as what a parent would have entered on a paper form.

Parent Helpers

How do we register Parent Helpers?

Parent Helper is not a registered volunteer role; only people listed/with profiles linked as parents/guardians to the profiles of active participants in a given Section can be Parent Helpers.

Parent Helpers are added from within a Section by clicking “Add Parent Helper” then selecting from the list.

They should be encouraged to review and edit, if required, their “Contact Info, and to add “Emergency Contact” and “Medical Info”. This information will appear on their individual “Member Details” reports just like the information for registered Participants and Volunteers.

Volunteers/Participant Rovers

Do current volunteers have to re-register?

Active adult volunteers will be auto-renewed.

Pending volunteers will be made inactive.

Volunteers under 18-years of age need parental consent to participate so must be re-registered annually.

Can volunteers Self-Register to a Group Committee or Area/Council Team?

No.

New volunteers will still have to Self-Register with a Section then be moved to the Support role by a Service Centre/Council Registrar.

Traditional paper-based forms entered by the Group will be available. (Please encourage Self-Registration whenever possible.)

We have a returning member/member that's come to us from another Group. Last week, it looked like he/she had everything, now myscouts shows an interview and/or references are required. What happened?

Anyone not currently part of your Group (whether new, new-to-you or returning after a break in service/membership) needs updated screening.

As part of Council Approval/Activation Reviews, profiles may be adjusted to prompt new interviews and/or references as may be required.

Will my Section-specific Wood Badge be updated to Wood Badge for Canadian Path?

No. Although what used to be referred to as "Module 1" now appears in profiles as "Wood Badge I – Scouting Fundamentals", other training will not have a name change.

To get credit for Wood Badge for Canadian Path, the training must be completed online.

I'm a Group Commissioner and completed Wood Badge for Group Committee online. Why does it show that I still need the "MS1"?

Although the training does provide an good foundation, Wood Badge for Group Committee does not cover all that a Group Commissioner needs.

"Upgrades" are currently provided by Area Support Managers.

New online training sessions are in development.

Miscellaneous

We haven't submitted banking information to National Finance. Is that a problem?

Yes and no.

Currently, the system needs banking information to allow Groups to use online Self-Registration.

By 1 September 2017, all Groups will be opened for online Self-Registration whether or not banking information has been provided.

Groups that do not provide banking information will not receive Group fee payments from online registrations nor refunds for payments made through the Group.

How do we handle parents who share an email address OR don't have an email address?

Parents should be encouraged to create personal email addresses even if they only use them for myscouts. Free email services (like gmail, yahoo, Hotmail) are available.

This will allow both parents to access their own profiles, to use Self-Registration and to complete online training when needed.

If we don't have paper registration forms, how will Section Scouters know about health concerns, emergency contacts and other personal information?

The personal information from forms (both online and traditional) entered in myscouts is available as individual "Member Detail Reports" found on each Section's "Quick Reports" tab.

These reports provide one page (sometimes two if a lot of details have been included) per person in a Section including:

- Participants
- Scouters (i.e. registered Volunteers)
- Parent Helpers

Sheets are arranged alphabetically by role, then last and first names.

Can an LDS family apply for NOLB financial assistance?

Yes.

If they qualify for a discount, the registration can be completed online using an LDS Coupon Code.

The discounted amount would be invoiced to the Stake.