Great Southwest Council

Internet Advancement

User’s Guide

www.gswcbsa.org
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1. Introduction

Internet Advancement allows you to record awards, ranks, and merit badges to youth from any online location, including at home or at the office. You will be able to add new ranks and awards to your member records and to update existing ranks and awards, should the earned date displayed be incorrect according to the unit’s records.

Units set their own schedule for submitting reports. Please submit a report every month. Each December a final report with anything not already recorded for the year should be submitted before month end.

2. What Do I Need to Use Internet Advancement?

Internet Advancement was designed to accommodate the widest variety of users without a need for specific training. The users of Internet Advancement should have a basic knowledge of Boy Scouts of America terminology and familiarity with a computer and the World Wide Web.

Internet Advancement will require that the user have access to a computer with:

a. 56 KB or faster Internet connection. Faster connections are recommended.
   b. A browser that is IE 5.5 or greater.
   c. JavaScript must be enabled.
   d. Pop-up blockers should be disabled.

The unit eligible for Internet Advancement designates an adult member as the unit advancement processor.

Contact the council office and request a Unit ID number.

3. Navigation Overview

Internet Advancement is a logical sequence of steps that takes you from login/registration to advancement report submittal. Helpful reports including the current Unit Roster, the Unit Advancement Summary, and the draft report of ranks and awards being recorded are available.

If there is a youth member without an age in the unit roster, check the date of birth in the council record for possible correction. If the Unit Advancement Summary shows a rank, merit badge, or award with no date earned, the unit advancement processor may enter the valid date. The entered date will be an update and not a new entry.

Internet Advancement allows you to register once as a first time user and then to log in as a returning user to submit ranks and awards for your unit members.

You will be able to add new ranks and awards to your member records and to update existing ranks and awards, should the earned date displayed be incorrect according to the unit’s records.
**Tip:** If a rank, merit badge, or award has a date recorded but it was not earned by that member, you must contact the council to have this corrected. You cannot delete any record that comes from the council. You may update the entry if the item was earned but the date is incorrect. If you have members with incomplete information such as missing ranks, you need to enter these ranks with the correct dates earned. All new entries will appear as new on the Advancement Report and the council will understand they are being submitted for the record. Certify that the information is correct by providing the signed report to the council. You cannot enter the same item twice. If, for example, a member earns an Award multiple times, such as the Mile Swim, only the council may enter each date.

If the unit appoints a new unit processor, contact the council to reset the unit's profile. The new unit advancement processor registers as a first time user. The council can reset the profile if the current unit advancement processor wants to change information such as e-mail address or telephone.

Units set their own schedule for submitting reports. Please submit a report every month if your unit has advancement for the month.

**! Each December a final report with anything not already recorded for the year should be submitted before month end.**

If you log out before you print a report, your data will be saved. Additionally, Internet Advancement will dynamically return you to the Stage you were in when you left. For example, if you have completed Stage 1 of the process, when you return, you will begin at Stage 2.
4. Register and Log In

You must register as a new user for each separate unit, including cases where you are the unit advancement processor for more than one unit. Create a password that is easy to remember, and do not keep it with the unit ID number.

You can begin updating advancements in Internet Advancement and stop before finishing. When you return, log in as a returning user.

The unit ID number does not change so long as the unit remains an active, registered unit of the local council. If the unit advancement processor for the unit does change, the council must be notified to reset the user profile so that a new processor may register as a first time user. In this case, any advancement entry in progress is retained.

**NOTE:** If the unit appoints a new unit processor, contact the council to reset the unit’s profile. The new unit advancement processor registers as a first time user. The council can reset the profile if the current unit advancement processor wants to change information such as e-mail address or telephone.

The council can also reset data in Internet Advancement, which means that all updates are deleted. The roster returns to the roster downloaded from ScoutNET.

4.1 If You Are a New User

The following steps will guide you through the initial process.

**Step 1:** Connect to the Internet Advancement home page through the council Web site (http://www.gswcbsa.org).

**Step 2:** Click the First Time User button.
Step 3: On the registration page, enter your information into the following fields:

- Unit ID (the Unit ID number is provided by the council)
- Unit Type (choose one from the drop-down list)
- Unit Number

Step 4: Click Continue.

Step 5: Read the confidentiality statement. Click I Agree.
Step 6: On the contact information page, enter your information. All fields are required.

Step 7: Click Register.
4.2 If You Are a Returning User

The following steps will guide you through the process.

**Step 1:** Connect to the Internet Advancement home page through the council Web site (http://www.gswcbsa.org).

**Step 2:** Click the *Returning User* button.

**Step 3:** On the Log In screen, enter the Unit ID and the password.

**Step 4:** Click *Log In.*
5. To Enter Advancements

The unit advancement processor provides the following three stages:

a. **Stage 1: Load Roster.** Load the unit information from the council or upload an advancement file.

b. **Stage 2: Update Member.** Select the members you wish to update and insert new advancement information.

c. **Stage 3: Submit Report.** Submit your unit’s advancement information to the council.

5.1 Stage 1: Load Roster

**Step 1:** Gather all the information you need for recording advancements.

**Step 2:** Log in to the Internet Advancement system.

**Step 3:** Click **Load Roster.** This loads Internet Advancement with your unit’s roster from the council.

**NOTE:** You must click **Load Roster** each time you log in after submitting a report to obtain your unit’s current roster.
5.1.1 Handling Error Messages

If you receive an error message when loading data, contact your local council and provide the following information to the council contact person:

• The information in the message. You can copy and paste the error message into an e-mail.

• Unit type (pack, troop, etc.)

• Unit number
5.1.2 **Upload Advancement File**

To upload an advancement file:

**Step 1:** At the home page, click **Continue** to begin load roster.

**Step 2:** At the Load Roster page, click **Upload Advancement File**.

**Important:** Once you have selected Upload Advancement File, you may Cancel Upload if you do not wish to continue. This will result in the roster being loaded from the council information. **Start Over** can be done to return the user to Load Roster stage.

**Step 3:** At the **Upload Advancement File** page, click **Browse**. In the dialog box, locate and select the correct file, and click **Open**. Select the file and then click **Upload File**.
**Result:** Internet Advancement will verify the advancement file is an approved version and data format.

The upload file will be processed and **Update Member** stage will open at roster for Select Members for Advancement. If the advancement file was not an approved version and data format, an error message displayed and processing did not occur. View the error message and take the appropriate steps to correct the error.

**Step 4:** At **Update Member** click on **Review Advancement Report** and view the results of the file processing. Compare the results of the processing to the advancement that was selected for upload. Any member who was not updated may be entered manually. If records in the file were not recorded there are several possible reasons: the exact first name and last name match with council information did not occur, the exact date of birth match did not occur, or a member in the file is not currently on the unit roster. If a specific badge was not recorded, it may not be in the pick list to be recorded.
Step 5: Complete all advancement entry and click **Next** to continue with report submittal.

**NOTE:** If there is an error at file uploading, please note the error message you receive. It might be necessary to create a new advancement file. Be careful to follow the instructions provided by the unit-management software (UMS) vendor on how to do this. If difficulty continues, contact the user support for the UMS vendor who sells and maintains your software and ask for assistance. A properly named advancement file is ADVxxxxx.csv where xxxxx represents the unit type and four-digit unit number.
5.2 **Stage 2: Update Member**

Once you have loaded the roster, you can select members for advancement.

You will see a list of all the youth members of your unit. Click Ranks, Merit Badges, or Awards to the left of the name for which you wish to record an advancement.

5.2.1 **Cub Scouts**

5.2.1.1 **Record Youth Ranks**

**Step 1:** Click **Ranks** to record youth ranks.

**Step 2:** In the text boxes, enter the date on which the youth earned the rank.

**Step 3:** Click **Save**.

**Step 4:** Click **OK**.

**NOTE:** Click **Reset** to return the screen to the information loaded from the council.
5.2.1.2 Guidelines for Youth Ranks

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date ranks for a future month.
- Youth members must be currently registered in the unit to receive rank advancement.
- If your unit is a lapsed unit (past its unit expiration date), you may only submit ranks with a date earlier than the unit expiration date.
- If there is a rank that you wish to record that is not on the pick list, submit the rank to the council on an Advancement Report (No. 34403B).
- Ranks can be awarded based on the program level of the youth member:
  - **Tiger Cub**: Bobcat and Tiger Cub Rank
  - **Cub Scout**: Bobcat, Wolf, and Bear

5.2.1.3 Record Activity Badges

**Step 1**: Click **Activity Badges** to record youth merit badges.

**Step 2**: In the text boxes, enter the date on which the youth earned the activity badge.

**Step 3**: Click **Save**.
Step 4: Click OK.

NOTE: Click Reset to return the screen to the information loaded from the council.

5.2.1.4 Guidelines for Activity Badges

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date activity badges for a future month.
- Youth members must be currently registered in the unit to receive activity badges.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit activity badges with a date earlier than the unit expiration date.
- Activity badges may only be awarded to eligible members of packs.

5.2.1.5 Record Youth Awards

Step 1: Click Awards to record youth awards.

Step 2: In the text boxes, enter the date on which the youth earned the award.
Step 3: Click **Save**.

![Message box with message: Youth award(s) recorded successfully.]

Step 4: Click **OK**.

**NOTE:** Click **Reset** to return the screen to the information loaded from the council.

5.2.1.6 **Guidelines for Youth Awards**

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date awards for a future month.
- Youth members must be currently registered in the unit to receive awards.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit awards with a date earlier than the unit expiration date.
- Youth awards may be awarded to eligible members of packs, troops, teams, crews, ships, and posts.
- You cannot award in Internet Advancement any nominated awards, such as the meritorious action awards, and awards controlled by other organizations, even if permitted for uniform wear.
- Each unit award pick list is based on the unit program.

After you have recorded all advancements, click **Next**.
5.2.2 Boy Scouts

5.2.2.1 Record Youth Ranks

Step 1: Click Ranks to record youth ranks.

Step 2: In the text boxes, enter the date on which the youth earned the rank.

Step 3: Click Save.

Step 4: Click OK.

NOTE: Click Reset to return the screen to the information loaded from the council.

5.2.2.2 Guidelines for Youth Ranks

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date ranks for a future month.
- Youth members must be currently registered in the unit to receive rank advancement.
If your unit is a lapsed unit (past its unit expiration date), you may only submit ranks with a date earlier than the unit expiration date.

The unit processor can’t input the Eagle Rank and Eagle Palms; the council does it. If there is a rank that you wish to record that is not on the pick list, submit the rank to the council on an Advancement Report (No. 34403B).

Ranks can be awarded based on the program level of the youth member:

**Boy Scout, Varsity, Venture, and Sea Scout**: Units may award ranks based on the unit type of the registered member.

### 5.2.2.3 Record Youth Merit Badges

**Step 1: Click Merit**
Step 2: In the text boxes, enter the date on which the youth earned the merit badge.

Step 3: Click Save.

Step 4: Click OK.

NOTE: Click Reset to return the screen to the information loaded from the council.

Click Eagle to see a list of the merit badges available for the rank of Eagle Scout.

5.2.2.4 Guidelines for Youth Merit Badges

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date merit badges for a future month.
- Youth members must be currently registered in the unit to receive merit badges.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit merit badges with a date earlier than the unit expiration date.
- Merit badges may only be awarded to eligible members of troops, teams, crews, and ships.
5.2.2.5 Record Youth Awards

**Step 1:** Click **Awards** to record youth awards.

**Step 2:** In the text boxes, enter the date on which the youth earned the award.

**Step 3:** Click **Save**.

**Step 4:** Click **OK**.

**NOTE:** Click **Reset** to return the screen to the information loaded from the council.

5.2.2.6 Guidelines for Youth Awards

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date awards for a future month.
- Youth members must be currently registered in the unit to receive awards.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit awards with a date earlier than the unit expiration date.
Youth awards may be awarded to eligible members of packs, troops, teams, crews, and ships.

You cannot award in Internet Advancement any nominated awards, such as the meritorious action awards, and awards controlled by other organizations, even if permitted for uniform wear.

Each unit award pick list is based on the unit program.

After you have recorded all advancements, click **Next**.
5.2.3 **Venture Scouts**

5.2.3.1 **Record Youth Ranks**

**Step 1:** Click **Ranks** to record youth ranks.

![Image of Ranks screen]

**Step 2:** In the text boxes, enter the date on which the youth earned the rank.

**Step 3:** Click **Save**.

![Image of Save confirmation]

**Step 4:** Click **OK**.

**NOTE:** Click **Reset** to return the screen to the information loaded from the council.

5.2.3.2 **Guidelines for Youth Ranks**

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date ranks for a future month.
- Youth members must be currently registered in the unit to receive rank advancement.
If your unit is a lapsed unit (past its unit expiration date), you may only submit ranks with a date earlier than the unit expiration date.

The unit processor can’t input the Eagle Rank and Eagle Palms; the council does it.

If there is a rank that you wish to record that is not on the pick list, submit the rank to the council on an Advancement Report (No. 34403B).

Ranks can be awarded based on the program level of the youth member:

**Venture and Sea Scout:** Units may award ranks based on the unit type of the registered member.

### 5.2.3.3 Record Youth Merit Badges

**Step 1:** Click **Merit Badges** to record youth merit badges.

**Step 2:** In the text boxes, enter the date on which the youth earned the merit badge.

**Step 3:** Click **Save**.

![Youth Merit Badges recorded successfully.](OK)

**Step 4:** Click **OK**.

**NOTE:** Click **Reset** to return the screen to the information loaded from the council.

Click **Eagle** to see a list of the merit badges available for the rank of Eagle Scout.

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5.2.3.4 Guidelines for Youth Merit Badges

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date merit badges for a future month.
- Youth members must be currently registered in the unit to receive merit badges.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit merit badges with a date earlier than the unit expiration date.
- Merit badges may only be awarded to eligible members of troops, teams, crews, and ships.

5.2.3.5 Record Youth Awards

Step 1: Click Awards to record youth awards.

Step 2: In the text boxes, enter the date on which the youth earned the award.

Step 3: Click Save.

Step 4: Click OK.
NOTE: Click Reset to return the screen to the information loaded from the council.

5.2.3.6 Guidelines for Youth Awards

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You may not date awards for a future month.
- Youth members must be currently registered in the unit to receive awards.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit awards with a date earlier than the unit expiration date.
- Youth awards may be awarded to eligible members of packs, troops, teams, crews, ships, and posts.
- You cannot award in Internet Advancement any nominated awards, such as the meritorious action awards, and awards controlled by other organizations, even if permitted for uniform wear.
- Each unit award pick list is based on the unit program.

After you have recorded all advancements, click Next.
5.2.4 Other Procedures

To return to the roster, click **Cancel**.

To clear all new entries in the form, click **Reset**.

To update a date, enter the new valid date over the existing date and click **Save**.

To remove a newly created date, clear the field and click **Save**.

**NOTE:** If you remove a date from an existing rank, you will receive an error message when you click on another field or click **Save**. Click **OK** and the removed date will return.
5.3 Stage 3: Submit Report

Once all advancements have been entered, you can submit the advancement report to the council.

**Step 1:** Click Submit Report.

**Step 2:** Click OK.

**Step 3:** Click Print the Advancement Report. The advancement report will appear in a separate window as a PDF file. You must have Acrobat Reader in order to view the file. You must print the report before you log out.
Step 4: Obtain the appropriate signatures, and deliver the signed advancement report package to the council.
**Warning:** Once you submit to council, you cannot make changes through Internet Advancement.

**Tip:** At Print Advancement Report you may also Save a Copy of the report file to your computer for future use.
6. **Additional Items**

6.1 **Change Password**

You can change the password in either Stage 1: Load Roster or Stage 3: Submit Report.

6.1.1 **To Change the Password**

**Step 1:** While in Stage 1 or Stage 3, click the **Change Password** link.

**Step 2:** In the fields provided type in the old password. Type in the new password and repeat it exactly.

**Step 3:** Click **Change Password**.

**Result:** The password is changed. At your next log in, enter the new password.
6.2 Change E-mail

You can change the e-mail address in either Stage 1: Load Roster or Stage 3: Submit Report.

6.2.1 To Change the E-mail Address

**Step 1:** While in Stage 1 or Stage 3, click the **E-mail** link.

**Step 2:** In the fields provided type in the old e-mail address. Type in the new e-mail address and repeat it exactly.

**Step 3:** Click **OK**

**Result:** The e-mail address is changed. If you later use the Forgot Password link (see 6.3 for more information), the new password will go to the new address.
6.3 Membership Cards

Step 1: Click **Print membership Cards** from the **Update Member** page.

Step 2: Click **OK**.
6.4 Record by Multiple Person Entry

**Step 1:** Click **Multiple Person Selection** to record advancement.
Step 2: Select one specific item to record (for example, select one merit badge that has been earned by one or more youth members).

Step 3: Click Next.
**Step 4:** Enter the date on which the youth member(s) earned the specific item.

**Step 5:** Click **Next**.

**Step 6:** Select one or more youth members to be recorded for that badge and date.

**Step 7:** Click **Save**.

**NOTE:** Click **Cancel** to return the screen to the information loaded from the council.
6.4.1 Guidelines for Multiple Person Selection

- Enter dates in mm/dd/yyyy format (acceptable forms of entry will be 06/01/2006 or 6/1/2006).
- The date earned must always be in the current month or a prior month and year. You cannot date merit badges for a future month.
- All youth members should have earned the badge on the same date. If a youth is included who has a different date earned, the record for that person must be changed before submittal.
- Youth members must be currently registered in the unit to receive badges.
- If your unit is a lapsed unit (past its unit expiration date) you may only submit merit badges with a date earlier than the unit expiration date.
- Multiple person selection is only available for those badges shown in Internet Advancement. Ranks may not be entered because of validation requirements.
6.5 Recover a Forgotten Password

If you forget your password, a new password will be e-mailed to you.

6.5.1 To Reset the Password

Step 1: Click Forgot password? on the Log In page.

Step 2: At the Password Reset page, enter the following information:

• Unit ID (Unit ID provided by the council)
• E-mail (e-mail address provided during registration)

Step 3: Click Reset.

Result: A new password is sent to the e-mail address.

NOTE: The unit advancement processor must enter the e-mail address provided during registration. For security reasons, Internet Advancement requires the Unit ID and the e-mail address that the unit advancement processor initially registered. If you forget the password and do not know the unit ID, contact the local council for assistance.
6.6 Unit Order Form Process

Step 1: Click Unit Order Form to open the page.
**Step 2:** Enter a quantity for each item that is to be ordered. If quantities were saved from a previous order and are no longer needed, click **Reset Quantity** to reset all quantities to zero before beginning new entry.

**Step 3:** The Find feature of the Internet Explorer browser may be used to find any specific items by item number or name or to make a partial match. Use **CTRL F** while on the order page to activate Find and follow the directions provided.

**Step 4:** When quantity entry is complete the user may select either **Print Order List** for the printer friendly version or **Print Full List** to obtain a listing of all items in the order form for quantities that were entered. The order opens in PDF and Adobe Reader must be installed on the user system.

**Step 5:** If the user wants the full listing of items and prices but with no quantities entered, first Reset Quantity and select Print Full List. This will provide a complete order form but with no quantities or subtotal amount.

**Step 6:** The PDF of the order may be printed and/or saved for reference. The order format contains twelve blank lines before the grand total of the order is calculated to write in any additional items not found in the listing.

**Step 7:** To return to Internet Advancement click Previous and a prompt will ask if quantities entered should be saved. The Home link may also be used to exit the form without saving quantities.

### 6.6.1 Guidelines for Using the Unit Order Form

- The Unit Order Form is on the Load Roster screen and may be used without first doing load roster. It is available on the submittal screens as well. A user must be logged in, however.
- This feature permits a user to enter quantities for advancement items that a unit wants to purchase, extend and total the prices, and print the order or save it as a PDF file. The order is available in a printer friendly version which lists only the items with quantities entered or in a full listing which has all items on the form.
- The quantities entered can be saved for future use or reset each time. It is not necessary to load the unit roster to use the Unit Order Form.
- When an order is created, it does not connect to any online ordering system. The council or Scout Shop should provide ordering instructions including if orders can be mailed, faxed, or e-mailed.
- The listing of available items is appropriate to the unit type and focuses on the badges and insignia that support the youth advancement program. Items and prices listed on the order form will change without notice.
- Items which cannot be recorded as advancements may be available in the Unit Order Form because these items are for supplemental programs and progress toward ranks and are not reported as advancements earned.
6.7 Unit Roster

**Step 1:** Click **Review Unit Roster** from the **Update Members** the page.
Column Virginia Council
Pack 0350

Unit: Roster

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Address</th>
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<td>Finance Officer</td>
<td>J. Wayne Dalzell</td>
<td>143 Tidewater Way</td>
<td>N</td>
<td>1070100727</td>
<td>M</td>
<td>(703) 405-1030</td>
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<td>Committee Chair</td>
<td>J. Wayne Dalzell</td>
<td>143 Tidewater Way</td>
<td>N</td>
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<td>(703) 405-1030</td>
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<tr>
<td>Troop Leader</td>
<td>D. L. Peters</td>
<td>1735 Waverly Road</td>
<td>N</td>
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7. Frequently Asked Questions

Q: What is the difference between the buttons First Time User and Returning User?

First-Time User takes the user through the Internet Advancement registration process. This is the choice users should make if they haven’t previously registered themselves as the unit advancement processor or are replacing a processor and need to create a new profile.

Returning User takes the user to the Log In page. This is the choice users should make if they have already registered themselves as the unit advancement processor and, thus, already have a password.

Q: I am the unit advancement processor for another unit. Should I choose First-Time User or Returning User?

The user will have to go through the First-Time User process for every unit for which they are the unit advancement processor. That is because they are both registering themselves and the unit for Internet Advancement.

For example, Bob is the unit advancement processor for a pack and a troop. Registering for the pack does not register the troop in any way. Bob will still have to go through the First-Time User link to register the unit and himself as the unit advancement processor.

Q: I was the unit advancement processor for my unit for the last charter. Should I choose First-Time User or Returning User?

Once you are registered as the unit advancement processor, you use the Returning User log in. You will need the Unit ID and password. As long as the unit is an active, registered unit of the local council, Internet Advancement will be available for use.

Q: What is the unit advancement processor privacy policy?

Every page on the site contains a link to the Privacy Policy in the footer.

Q: I think I have entered everything correctly to log in, but Internet Advancement is telling me that these three pieces of information do not match a valid unit. Why?

Make sure that the unit advancement processor is using the full four-digit number. Some units will refer to themselves as “Unit 71,” while the council has them registered as Unit 4071.

Q: When is Internet Advancement available?

Units are only eligible to use Internet Advancement while they are active, registered units of council. While there is no limited access window as there is with Internet Rechartering, a unit that drops can no longer log in to Internet Advancement. Once a unit is renewed, then their unit advancement processor can log in. Internet Advancement is available at all times except during brief periods for maintenance.
Q: I lost my unit ID. What can I do?

Call your local council. They have the ID numbers.

Q: I forgot my password. What do I do?

Select the **Forgot password?** link. The new password is sent by e-mail. The password is case sensitive and must be entered exactly as shown. You can copy the password from the e-mail and paste it into the Password field at the Returning User log in screen.

Q: At the Update Member screen, how can I see all current members of my unit?

Click Review Roster to view the current unit roster, including the adults. You must have Acrobat Reader to view this file.

The unit advancement processor can see all currently registered youth members of the unit. If someone isn't shown, then they are not registered in this unit. The appropriate application may not have been approved and turned in to the council, or the processing of the new registration may still be underway.

Q: Can records for adult members be updated through Internet Advancement?

No. Only youth member records can be updated through Internet Advancement.

Q: There are some members of my current unit who are not appearing on the Update Member page. Why not?

There are a couple of likely explanations:

The member was entered after the Internet Advancement data was downloaded from the council to Internet Advancement for this unit.

--OR--

The member was never registered in this unit through the council.

If the unit data has been downloaded for some time, additional new members who were registered will not appear until a new Load Roster is done. If the member has never been registered, the approved application must be submitted to the council for processing.

Q: I was unable to complete Load Roster and received an error message. What should I do?

If an error occurs during Load Roster for Internet Advancement, you may try again later. If there is still a problem, please contact your council and provide the exact message received. If feasible, you could copy the message and put it in an e-mail to the council.
Q: What information do I need to have before I begin to enter advancement?

We recommend that you gather all the required information, including youth advancement records and merit badge applications with appropriate signatures, before beginning this process. You must complete Internet Advancement on a computer connected to a printer.

Q: Are there any restrictions on dates that can be entered as the date earned for a rank, merit badge, or award?

Yes. You can only record dates for the current or previous months. You cannot record future dates. This applies to both new dates and changes to existing dates. If a unit is past its expiration date but has not “dropped,” the unit may only enter dates that are before the unit expiration date. Current month entry is blocked on expired units. Dates are entered in mm/dd/yyyy format.

Q: What member history do I see in regard to any previously-earned ranks, merit badges, and awards?

You will see all ranks, merit badges, and awards earned by the member that are relevant to your unit type (pack, troop, team, crew, ship, or post). This is not a full history on the individual, which are all ranks and awards earned since joining Scouting. If it is on the pick list for your unit to select, then it will be shown on the member record and in the Unit Advancement Summary.

- Cub Scout packs will have ranks and awards only with these ranks and awards segmented by program level (Tiger Cub, Cub Scout, or Webelos Scout). The award choices displayed will be appropriate to the member’s program level.

- Boy Scout troops, Varsity teams, Venture crews, and Sea Scout ships will have ranks, merit badges, and awards.

- Explorer posts will have awards only (although these awards are primarily used by Law Enforcement Explorers).

Q: Our Cub Scout pack is chartered to The Church of Jesus Christ of Latter-day Saints and the program level for some of our youth members is incorrect. How is this corrected so the appropriate pick list is displayed?

The pack can reassign the program level during Internet Rechartering unit renewal at the Update Member screen.