Internet Charter Renewal Frequently Asked Questions

Why doesn't Internet Charter Renewal remember me?

Windows XP users may find that the cookie for Internet Charter Renewal is blocked.

To allow cookies for this site:

1. Open Internet Explorer. From the main menu, click **Tools > Internet Options**.

2. Click the Security tab. On the Security screen, click **Trusted Sites**.

3. On the Trusted Sites screen, click **Sites...**

4. In the text box, enter **https://scoutnet.scouting.org/ucrs/UI/home/default.aspx**. Click **Add**.

5. Click **OK** to exit the Sites... screen. Click **OK** to close Internet Options.

Why doesn't Internet Charter Renewal work in my browser?

To fully use Internet Charter Renewal, you must use Internet Explorer 5.5 or higher. Also, JavaScript must be enabled in Internet Explorer.

To enable JavaScript:

1. Open Internet Explorer. From the main menu, click **Tools > Internet Options**.

2. Click the Security tab. On the Security screen, in the Security level for this zone area, click **Default Level**.

3. Click **OK** to close Internet Options.

Why can't I click the Back button on my browser?

If you click the browser's Back button after entering information, you will lose information you entered. To return to a previous window, click the Previous button on the Internet Charter Renewal screen.

How can I print the roster before the final steps?

Click the **Review Roster** button in the left-hand corner of the screen. The roster appears in a new window. You can print this page, but this roster is not final and cannot be turned in to the council.

To print the roster:

1. Right-click in the new window.

2. From the drop-down menu, click **Print**.

3. In the print dialog box, choose a printer. Click **Print**.

Why do I get an error when I click Final Roster?

To view and print the final roster, you must have Adobe Reader. Get Adobe Reader

Why do I get an error when I click Check Roster?

An error in the Check Roster step may mean there is an invalid birth year on a record uploaded from PAS. To fix this, check the birth dates for all members uploaded into Internet Charter Renewal and correct any invalid dates.