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.