

Internet Advancement Issues & Solutions

Issue: The IA portal will not work with my Apple device (Macintosh/iPad/iPhone/etc.)

Solution: For Apple OS Ten (Mac), the most effective way of accessing the Internet Advancement portal is to install a copy of Windows using "Boot Camp" and running Internet Explorer within the Windows OS. Refer to <http://www.apple.com/support/bootcamp> for information about Boot Camp.

Issue: Uploading a report from PackMaster or TroopMaster results in a rejected Scout as the system cannot find the Scout in the Unit Roster.

Solution: The Scout's first name, middle name, last name, or birth date does not match the information in the BSA system. Check the unit roster as it exists in the BSA system. You must then either change the information in PackMaster or TroopMaster or contact your council registrar to change the name in the BSA system so that the two match.

Issue: Cub Scout Belt Loops are not accepted by the system.

Solution: Due to a programming issue, Cub Scout advancement should be entered and then saved as follows:

1. Enter ranks, then save.
2. Enter activity badges, then save.
3. Enter belt loops, then save.

Issue: The system will not accept advancement updates, even when performing the specific steps as outlined in the IA presentation.

Solution: Clear the internet cache and temporary storage and perform the action again. To clear the internet cache:

1. Within Internet Explorer, click on "Tools" then click on "Internet Options". They should then receive a pop-up with the "General" tab which, in turn, contains "Browsing History" which contains "Delete temporary files, browsing history, ..." and a "Delete" button.
2. Click on the "Delete" button and a pop-up containing a checklist of items to be deleted will come up.
3. Ideally, all items should be checked, but the minimum should be "Temporary Internet Files", "Cookies", and "Form Data".
4. Click on "Delete" which will then perform the necessary action. Have them then reload the page and enter the information using the cautions that are contained in the "Getting the Most from Internet Advancement" slide 42 (pertaining to Cub Scout advancement - rank/save/awards/save/belt loops/save)."

Issue: How to handle Board of Review signatures on IA-generated Unit Advancement Reports

Solution: Some councils recommend that you print, complete, and sign a copy of the blank unit Advancement Report form found at: <http://www.scouting.org/filestore/pdf/34403.pdf>, and then provide the form to the unit advancement coordinator for entering into Internet Advancement. The signed UAR is then attached to the Internet Advancement-generated unit Advancement Report and submitted to your council service center. In this way, there is no need to chase signatures after the fact.

Issue: Handling a Scout's advancement if they have transferred from another council

Solution: A Scout's BSA identification number is unique only to each council, so a Scout's advancement information cannot be transferred to his new council without the originating council's "release." This is why it is important to obtain the Scout's name and his current BSA ID on the youth application, as it is registered in the previous council, so that the transfer can take place properly. Nicknames and other differences will only delay the transfer. Attaching a copy of the member summary (one of the reports) from the old unit to the youth application helps with the transfer process.

Issue: Handling a Scout's advancement when they have dual registration

Solution: You may find that some Scouts have multiple registrations with units in different councils; for example, when parents are divorced with custody rights and live in different councils. When this is the case, the Scout's advancement records should be maintained only in his primary registration—in just one of the units. As he passes requirements in his secondary registration unit, the information should be relayed back to his primary unit so only one advancement record is maintained. Immediate recognition, as you can imagine, will be problematic if advancement is recorded in two different units.

Issue: Interactions with versions of Internet Explorer greater than version 8. For example, after entering advancement data and clicking the "Next" button, things respond normally. When the "Submit To Council" button is clicked nothing happens.

Solution: Make sure that the Compatibility mode is set for the IA portal web site:

1. Select "Tools" and make sure that "Compatibility View" is checked
2. You may also want to add the site using the "Compatibility View Settings"

Add the site to the trusted sites list:

1. Select Internet Options->Security->Trusted Sites->Sites
2. Click "Add" to add the IA portal web site to the list of trusted sites