Answers to Questions from BSA Summer Camp Programs Webinar 1
January 17, 2019

Any way to require all registrations to be paid in full prior to activity sign ups? This way the end users cannot carry a balance well drawing up more charges in activities. Or can this only be achieved through a discount/late fee?

At this time, there is no way to prevent a troop from signing up for activities until the registration is paid. If this feature would be important to your council, please contact us at support@doubleknot.com to discuss.

Can unit leaders manage their groups that have carried over from prior registrations?

Yes. During registration, leaders can add more campers to their group. Leaders can also add or delete campers from their group in the Groups function available from their account page.

Do you update merit badge requirements as BSA changes them?

Yes. We are in the process of updating all the requirements and should have it done in February.

How do you not require phone and emails for youth but do require them for adults on the individual name page.

When you edit the camp session, select the options to not show or require phone and email. Then, use the registrant attributes features to control what data you ask for and what data you require for each registrant type.

In the BSA Guide to Advancement, it states that the blue card is the official merit badge record that we are to use. If we want to use a different resource, we have to seek permission from the National Advancement Committee. Do you know if the Doubleknot platform has officially been given the blessing to be official merit badge tracking and recording software?

Other Councils have said our report is acceptable but I am happy to research this more. Can you suggest who we should contact? Please let us know at support@doubleknot.com.

Is there a way to force a specific registrant type to not continue in the checkout process without choosing a class?

This feature is available for individual signup programs. However, for group signup programs, there is currently no way to prevent a specific registrant type from checking out without selecting a class. Because names can be entered separately from classes and because the unit leader may know some scout schedules but not others, we allow leaders to complete a registration and then assign activities later. Please contact us at support@doubleknot.com to discuss this feature further and evaluate different options, such as whether a warning would suffice.

Our registration pages don't have those displays for "Who's coming" etc. How can I update my registration page views?
When will you flip the switch on the interface? We still have the old one.

That interface will be rolled out for all of our BSA clients in the next week. We'll send an email to let you know when the change occurs.

Will they be holding a spot if the "Save updated." is selected?

If you have the Registrants and Classes option set to "Save updated session event selections (classes and activities) even if checkout is not completed" and the user edits a previously created registration and signs people up for classes but fails to complete the registration, the people will be signed up for the class.

Do you have a previous webinar on recording and reporting merit badge requirement best practices?

This topic will be covered in next week's webinar. Click here to sign up.

Will this be recorded where we can review? I missed the beginning of the webinar and would like to review.
Where will this video be archived? You mentioned previous webinars that you have done. How do we most easily access those? They don't appear to be cataloged in your main Doubleknot knowledge base.

All of our training webinars are available online. After you log on, there's a link at the top of the page for Training Videos. The link is highlighted in the following image.