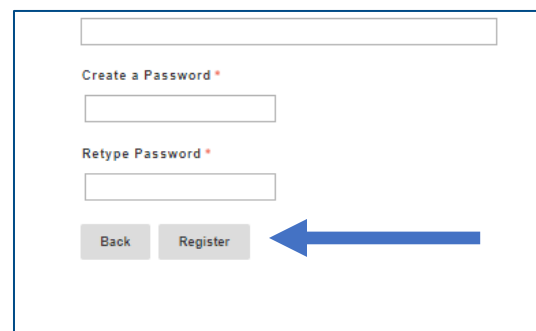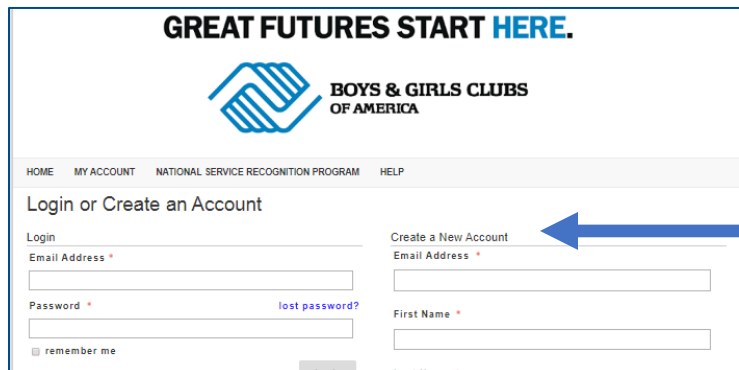# FREQUENTLY ASKED QUESTIONS
BGCA ONLINE CHARTERING SYSTEM

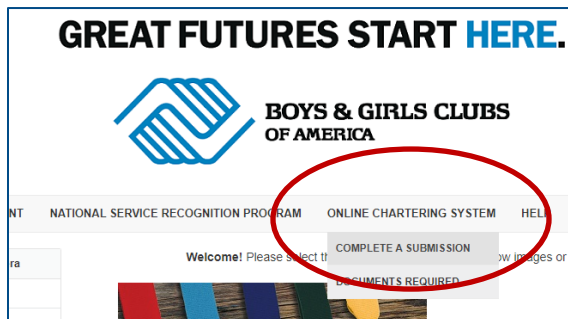### How do I create an account and/or log into the Online Chartering System?

NOTE: If you've previously submitted an online nomination for a National Service Recognition award, you will use the same account to submit online charter applications or site status change forms. Use the link below and login (in the left column) with your email and password.

1. Go online to: https://bgcaawards.secure-platform.com/a/account/login

2. Enter the required information under the **Create a New Account** column, then click the **Register** button.

3. Follow any additional instructions provided by the system to access your new account.
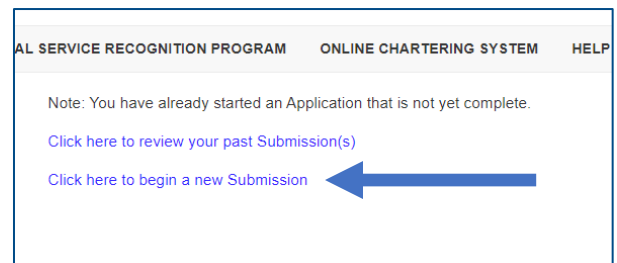

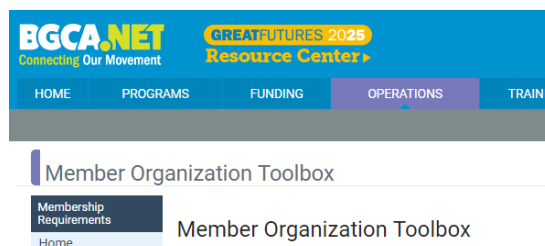### How to I start an online charter submission or current site update?

On the BGCA home page, click on the **Online Chartering System** and select **Complete A Submission**.

On the next page, select **begin a new Submission**.

We highly recommend that you download and review the **Club Instruction Guide,** posted on bgca.net, before you start a charter application or current site update submission. The instruction guide, links and a short "how-to" webinar are available here under the **Operations** tab under **Member Organization Toolbox** on bgca.net.

Can I still submit a paper version of the charter application or current site update?

For those Clubs that may have a paper version of this documentation in progress, we will accept paper versions until December 31, 2018. **All submissions after January 1, 2019 must be completed online.**

Who do I contact for help?

If you still have questions after reviewing the ***Club Instruction Guide***, please contact your Club's DOD or CSS as listed on bgca.net or contact any one of our three service centers for assistance:

Atlanta Service Center (Eastern Time):   404-892-3317
Chicago Service Center (Central Time):   847-490-5220
Dallas Service Center (Central Time):   972-581-2360

There are also short "how-to" webinars available on bgca.net.

What attachments do I need?

On the BGCA home page, click on the ***Online Chartering System*** in the top ribbon and select ***Documents Required***.

A new page will open with documents required for each type of submission category available.

How do I know which Category to select?

The application home page <u>provides a reference guide</u> to help you decide which type of charter or site update you should choose from the dropdown menu of the *Select Category* field.

If you still have questions after reviewing this list, please contact your Club's DOD or CSS as listed on bgca.net or contact any one of our three service centers for assistance:

Atlanta Service Center: *404-892-3317*
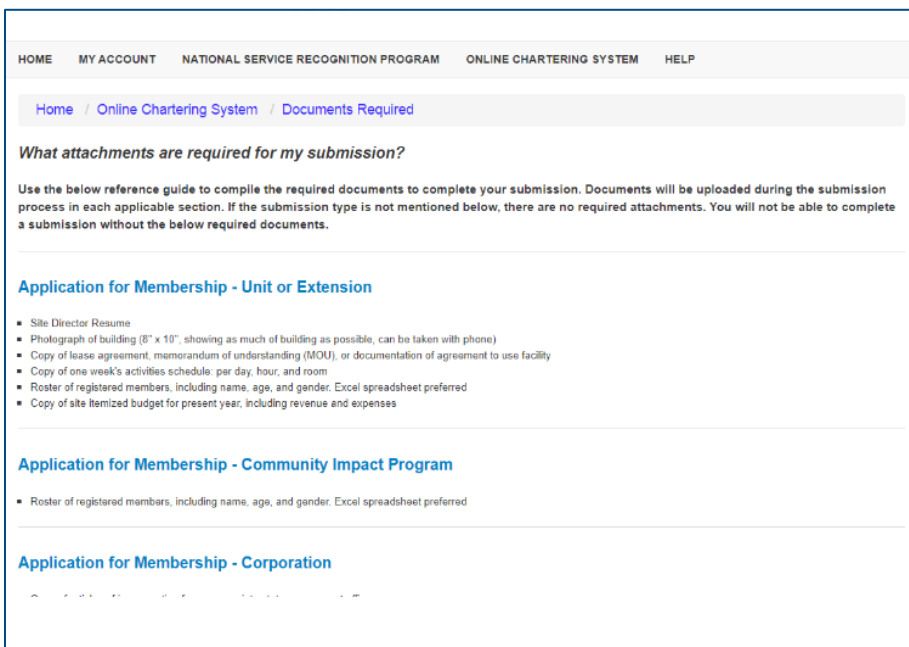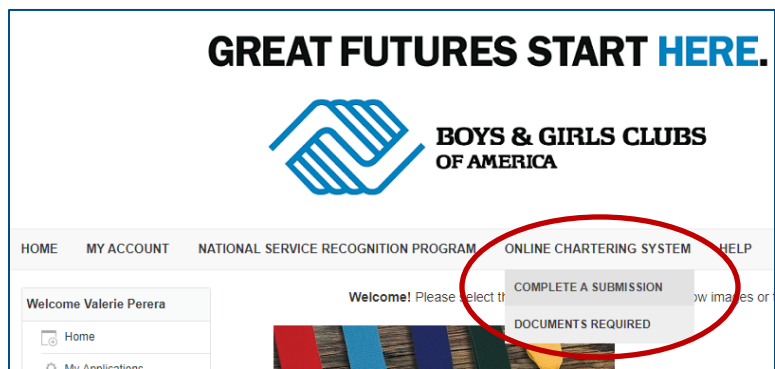*Chicago Service Center:*   *847-490-5220*
Dallas Service Center: *972-581-2360*

Home / My Applications / Application

Online Chartering System

General Information → Site Operating Hours & Service to Youth

Use this submission form to complete a charter for a new site or update information for a current site.

Select Category *

(select) ▾

Use this reference guide to view details for each submission category.

CLICK HERE What attachments are required for my submission?

New Unit Application

- Minimum of 100 registered members
- Open at least 4 hours per day, 5 days per week, and 10 months per year

New Extension Application

- Minimum of 50 registered members
- Open at least 3 hours per day, 3 days per week, and 8 months per year
- Does not meet minimum requirements for Unit

New Community Impact Program Application

- Open 26 weeks per year
- Does not meet minimum requirements for Extension

New Organization Application

How do I submit a Site Status Update?

Click on the dropdown menu under *Select Category* and select *Current Site Update* and an additional dropdown menu will open. Select the status update type needed for your existing Club site.

Home / My Applications / Application

Online Chartering System

Select Category *

Current Site Update ▾

(select) ▾

(select)
Change Site to an Extension
Change Site to a Unit
Change Site to a Community Impact Program
Change Site to an Organization
Change the Name of Site or Organization
Change Site Location
Close Site or Organization
Move Site to another Organization
Merge Two or More Organizations

Save   Save and Finalize

I selected the wrong category … can I change it after I've started the application?

Yes. Just navigate back to the General Information page using the page hyperlinks at the top of screen and select the correct category. The system will verify that you want to change the category. Click **OK**.

For those fields that share information between the different types of applications, the information you entered already should automatically populate in the new category selection. However, some fields – like the operating hours – would need to be updated as they are different between application types.

Online Chartering System

General Information → Site Information → Site Facilities & Financials → Site Operating Hours & Service to Youth → Organization Approval

Organization Information
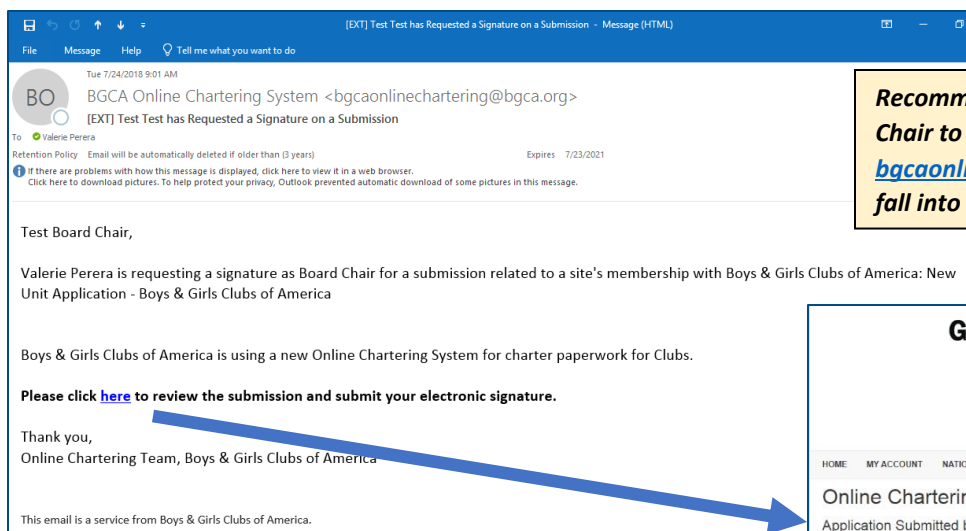
Select Category *

New Unit Application

Unit Application

Region *

Select

Application Name: *

To be sure, verify by reviewing the entire application carefully once you've changed categories and answer any new questions that now may be appearing or contain empty fields.

What does the approval email look like for a CEO or Board Chair?

The screen shot below provides a sample email that will be generated by the Online Chartering System to both the Board Chair and CEO. It provides a link to the online application for review and then submission of each of their electronic signatures for approval. The online application is not finalized and ready for review by BGCA until both signatures are received. (*Please also note the recommendation in the box below.*)

Tue 7/24/2018 9:01 AM

BGCA Online Chartering System <bgcaonlinechartering@bgca.org>

[EXT] Test Test has Requested a Signature on a Submission

To Valerie Perera

Retention Policy   Email will be automatically deleted if older than (3 years)   Expires   7/23/2021

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Test Board Chair,

Valerie Perera is requesting a signature as Board Chair for a submission related to a site's membership with Boys & Girls Clubs of America: New Unit Application - Boys & Girls Clubs of America

Boys & Girls Clubs of America is using a new Online Chartering System for charter paperwork for Clubs.

Please click here to review the submission and submit your electronic signature.

Thank you,
Online Chartering Team, Boys & Girls Clubs of America

This email is a service from Boys & Girls Clubs of America.

Recommendation: Notify your CEO and Board Chair to be expecting an email from bgcaonlinechartering@bgca.org so it does not fall into either the deleted or junk email boxes.

GREAT FUTURES START HERE.

BOYS & GIRLS CLUBS OF AMERICA

HOME   MY ACCOUNT   NATIONAL SERVICE RECOGNITION PROGRAM   ONLINE CHARTERING SYSTEM   HELP

Online Chartering System

Application Submitted by: Perera, Valerie
You are Submitting an electronic signature for: Test Test

General Information

Category Name: New Unit Application

Organization Information

Category: New Unit Application
Region: Midwest
State: Illinois

Our Board Chair (or CEO) still hasn't signed … how do I remind them?

On your dashboard (menu on left side), click on the option *Pending Electronic Signature* under the My Applications section. It will open a list of any applications that are awaiting electronic signatures. Find the application and click the *View* option in the far right column under *Action*.

The system will take you into a summary page that will allow you to see who has submitted their signature and who has not (see red text under CEO and Board Chair in screen shot).

To send a reminder email: Just click on the *Send Reminder Email* button and the system will verify you want to send this email. Click *OK* and the system will resend the same email to the individual listed. The system will also record the date and time of the most recent reminder email that you sent.

How do I upload a document to an application?

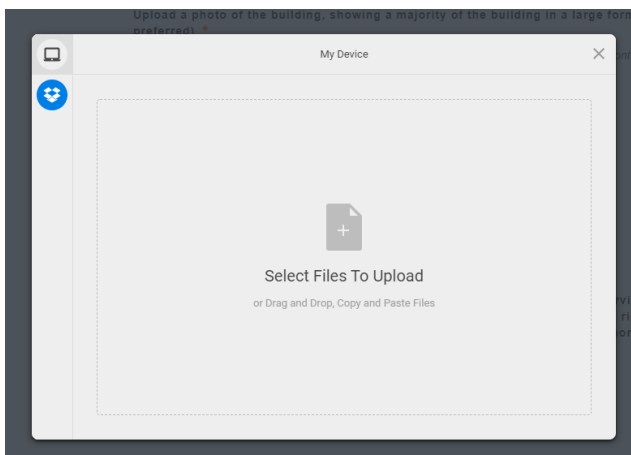Each section that requires an upload has a *Choose File* button. Click on this button.

Upload a photo of the building, showing a majority of the building in a large format (8x10 preferred) *

Cell phone images are acceptable if the building is visible and photo shows more than just the front entrance. Capture as much of the building as possible in the photo.

[Choose File] No file chosen

Please check any of the following amenities that apply to this site

☐ Games Room
☑ Swimming Pool
☑ Basketball Court

Another box will open to allow you to drag and drop the file into the system.

System Note: If you are using a file that is uploaded on a cloud-based system (such as SharePoint), you will need to download the document to your local computer in order to drag and drop the file into the system.

My Device

Select Files To Upload

or Drag and Drop, Copy and Paste Files

If the document uploaded is a PDF file or photo file, then you will see both a hyperlink to the file and a preview of the document as well. Excel and Word uploads will only show a hyperlink to the file.

Upload a photo of the building, showing a majority of the building in a large format (8x10 preferred) *

Cell phone images are acceptable if the building is visible and photo shows more than just the front entrance. Capture as much of the building as possible in the photo.

PHOTO OF BUILDING TEST.pdf 🗑

PHOTO OF BUILDING

Page 1 / 1

Please check any of the following amenities that apply to this site

☐ Games Room
☑ Swimming Pool
☑ Basketball Court