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 provides a reference guide 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

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.
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.

*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.)*

**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.
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.

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.

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.