Unit Renewal Guide for Unit Key 3 Member to Renew Individual Members of the Unit

August 2025

Reminders:

- Key 3 members or their delegates can renew the youth.
- COR/CUR or their delegate can renew the adults as well as the youth.
- This process only renews the selected individuals. The unit renewal process is a separate process.
- A unit can renew their members three months prior to expiration.

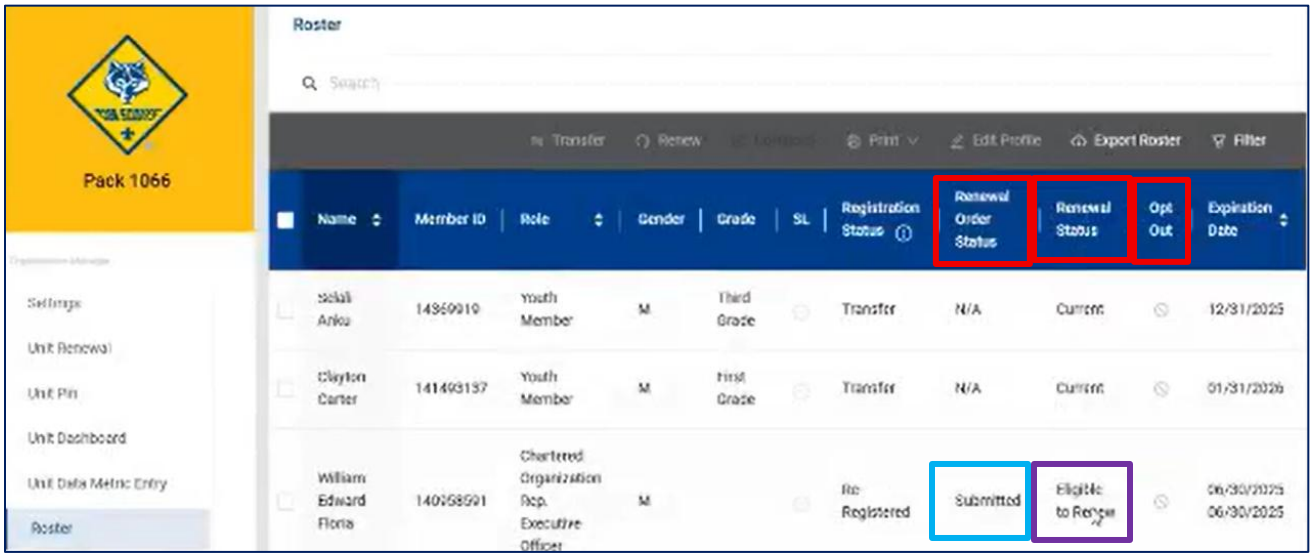
  Expiration date = June 30, renewal opportunity begins April 1.

- There is a two-month lapsed period after the member expires.

  Expiration date = June 30, lapse period ends Aug 31, will drop Sept 1.

A member of the Key 3 will log in to their my.Scouting account and go to Menu>Organization Manager>Roster.

Review the columns “Renewal Order Status” and “Renewal Status” to know who is within their renewal window. For example, the record indicated below is Eligible to Renew, but their Order Status is Submitted, which means a renewal is already in progress for this individual.



Here, we see two individuals that are “Eligible to Renew” and have an Order Status of “N/A”, indicating a renewal has not been started yet, and is eligible to renew.

This is also where an individual can be opted out if they are not going to continue with the unit. Opting out will stop all renewal reminder communications from going to the individual. The unit can opt someone out, but only the council can opt them back in.

Select each person to be renewed by checking the box by each name.

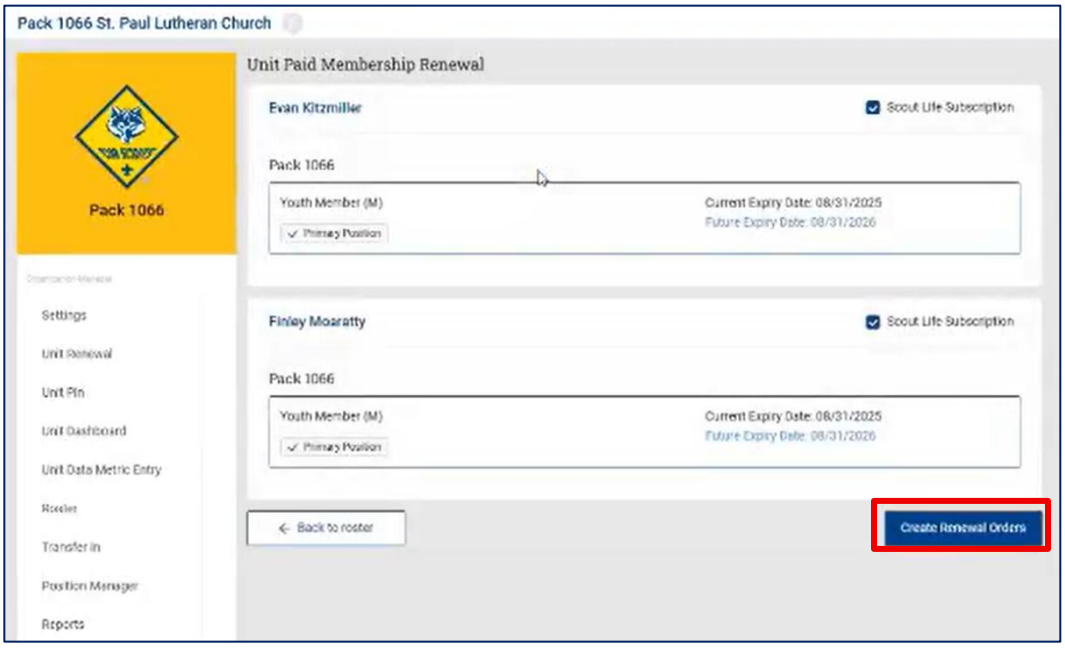
Scroll up to the grey bar and select “Renew”.

Now you are on the Unit Paid Membership Renewals page.

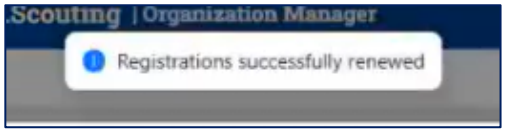
From here you can opt out or in of Scout Life as needed.

Select “Create Renewal Order”.

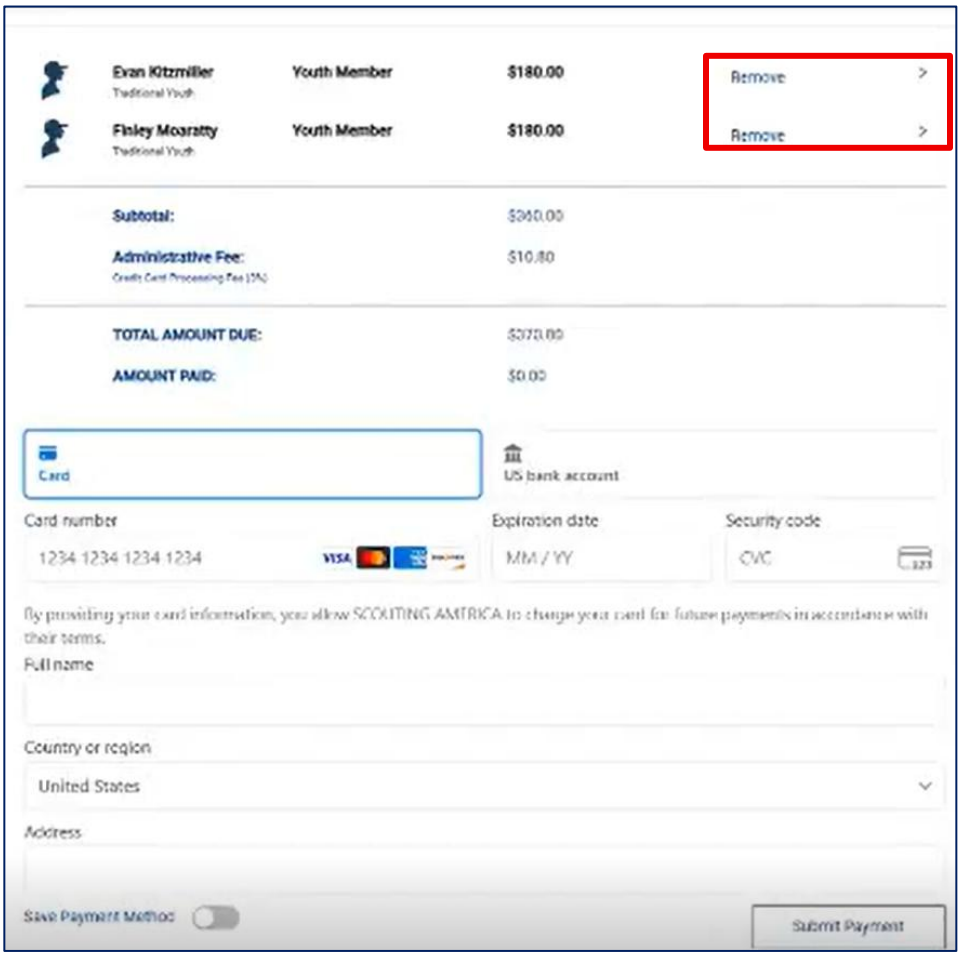
A message “registration renewal created” will flash on the screen but that is not the end of the process.
Note: At the bottom of this screen, there is not an option to “print and pay at council” that is not reflected in this screenshot. This is what you would select to print the fee summary to take to the council if you are paying there instead of electronically.



A message will show confirming the registration was successfully renewed. However, this is not the end of the process. Be sure to continue from here.



You can still remove someone from the Payment Summary screen by clicking on Remove.

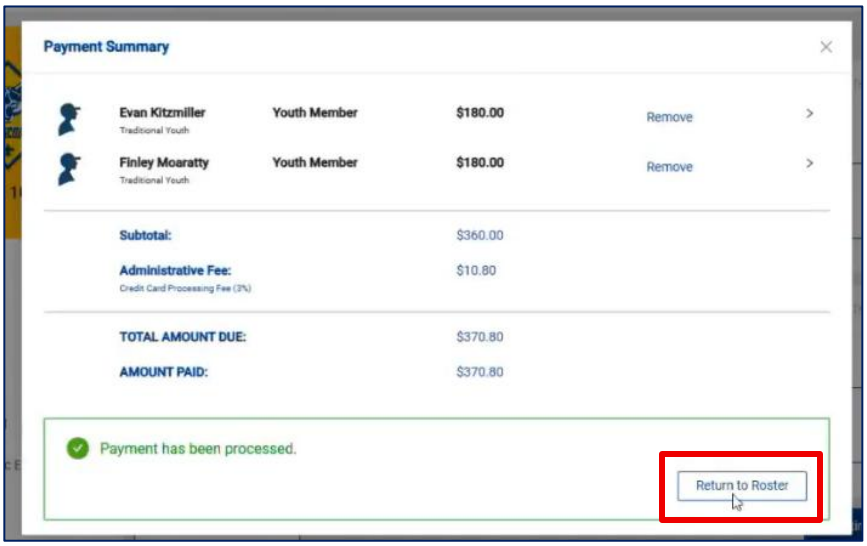


Choose either Card or Bank Account for your payment method and complete the information. You have the option to securely save the payment method for use later on if preferred.

Select Submit Payment.

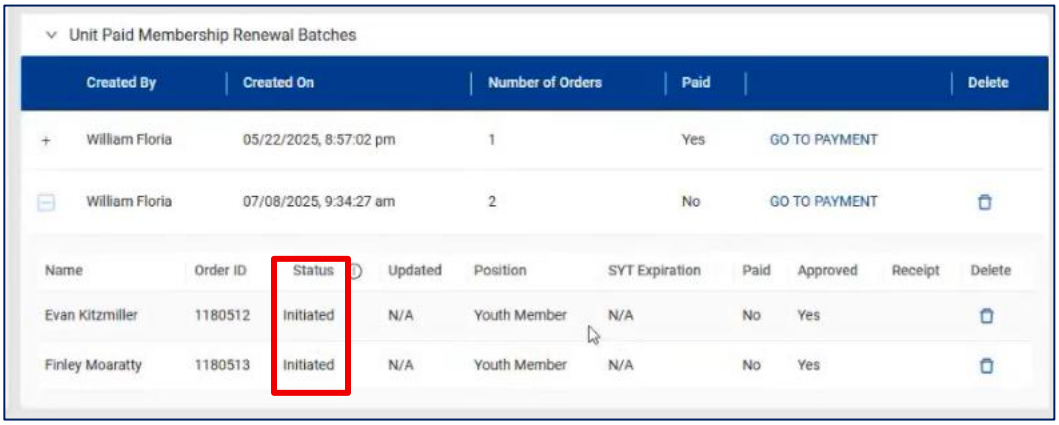
A success message that the batch was successfully created as well as a unit renewal payment was submitted for processing. This does not mean the funds have been received yet.

Select Return to Roster



Scroll down and click on Membership Renewal Orders. This section will expand and show all membership renewal orders that have been completed regardless if they were processed by the unit or by the individual.

The section Unit Paid Membership Renewal Batches can be expanded to see renewals that have been processed exclusively by the unit.

Notice the status says Initiated. If you refresh the page it will progress to Submitted. As long as the status is at initiated, the batch can be deleted if needed by the unit by clicking the trashcan on the right. But once it passes that status, it can no longer be deleted. You will need to contact your local council so they can initiate a ticket with National Member Care for assistance.

Once the status is submitted, that means the payment has not been received by National yet. From submitted, the status will advance to Completed once the payment has been received.