

Answers to Questions from BSA Summer Camp Programs Webinar 2

January 22, 2019

Do the Requirements account for complete "One of the Following" type requirements? i.e A or B?

Yes. This was explained in the webinar after reading your questions.

Will the automatic conflict checking catch if a scout has a waitlisted class and a non-waitlisted class selected for the same time slots?

How are waitlists affected by automatic conflict checking?

You are not allowed to register for a conflicting class regardless of whether you are waitlisted or not.

I noticed your reports section are more robust than my current ones in the general section.

The webinar used a test system that isn't updated with the latest reports like production. In production, all reports are organized into logical categories and contain a description of the available information; in addition, some reports have been renamed to clarify their contents.

For example, on the test system, the General category included the Attendees by Session report, the Payment Transaction Details report and the Balance Due By Session Report. In production, Attendees by Session is more renamed Program Registrants by Session, and is located in the Attendance category along with similar attendance-related reports, and the Payment Transaction Details report and the Balance Due By Session report are located in the Payments category.

If you're unable to find the report that you're looking for, please let us know at support@doubleknot.com.

I use the event instances, but I noticed that the individual dates did not show up on the attendance sheet. I put in a ticket for this.

On this report with completion requirements, can it show the different times in one day?

Using the report writer, you can add the field "Dates" to the report. The Dates field will contain all of the instances. In addition, we're looking into adding the field to the standard report so you don't have to add it yourself.

Would like another session on reports.

Great topic! We'll definitely schedule one, and we'll share the information as soon as possible.

Is Merit Badge Instructor an assigned permission under Constituent Management?

Please include the specific permission needed to see the class requirements/attendance tab.

The permission is Program Management – Class Instructor.

If a camp offers more than one merit badge during one class (i.e. communications and public speaking as ONE class) how can we see separate MB requirements for each MB? In the past only one set of requirements shows up or it's blank.

We still don't have a way to select more than one badge, but if you tell us the combinations you want we can create it for you. Please let us know at support@doubleknot.com.

My Doubleknot admin page doesn't look like that.

The webinar used a test system, which has the same functionality as the live production system but looks a little different in places. If you can't find a feature or if it seems to work differently than what we showed in the webinar, please contact us at support@doubleknot.com and let us know.

Nevada Area Council can't see the Sales Station

This has been resolved and your council should be able to see it now. Sales Station is a powerful tool for managing camp checkin and payments, so if any other councils can't access Sales Station, please let us know right away at support@doubleknot.com.

What is the best way to check-in campers when they arrive at camp utilizing Doubleknot functions?

Sales Station is the best way to check in campers! Any staff member with an iPhone or iPad or with a network-connected computer can quickly look up registrations, check in groups or individuals, update registrations with last-minute changes and collect any balance due.

Was there not supposed to be a feature slated to be added for session events that allowed multiple merit badge requirements per event?

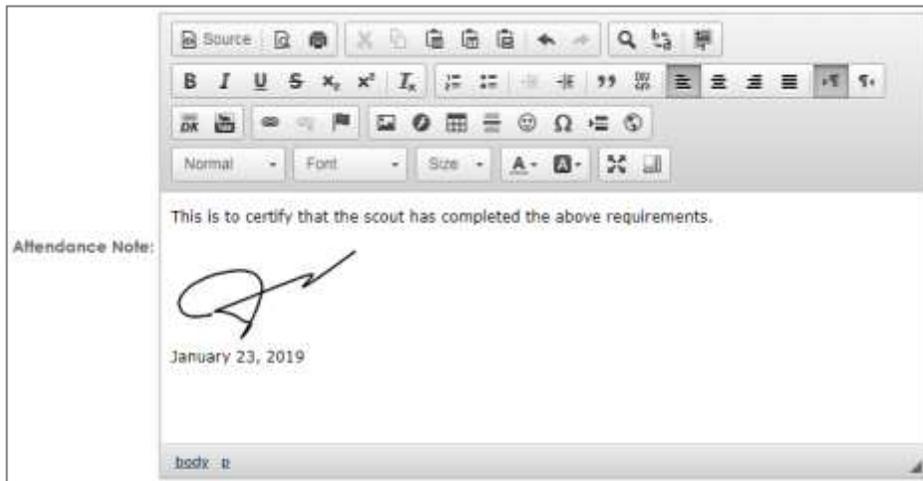
At this time, we don't have a way for councils to select more than one badge, but we can set it up for you. Please contact us at support@doubleknot.com and let us know which combinations should be created.

A video that shows units the registration process and reports would be very helpful.

We're happy to do this! In the next two weeks, we'll publish a short video on this topic that you can share with your council.

On the Completion Report, is it possible to add a date field?

Can you please clarify what kind of date you want added? If you want a date next to the signature, you can add it in the Attendance Note field when you create or edit the program (see example below). Please let us know at support@doubleknot.com if I've misunderstood what you're asking for.



Can you add a "C" complete column at the end of the Completion Reports with requirements?

Thanks for the suggestion! This has been added to the list of features under consideration for future development.

Where can I find the recording from last week's webinar?

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.

