



BOY SCOUTS
OF AMERICA

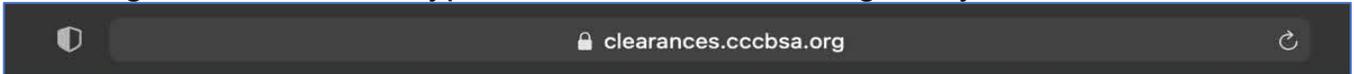
CHESTER COUNTY COUNCIL

Directions and FAQ for accessing the CCCBSA Clearance Portal

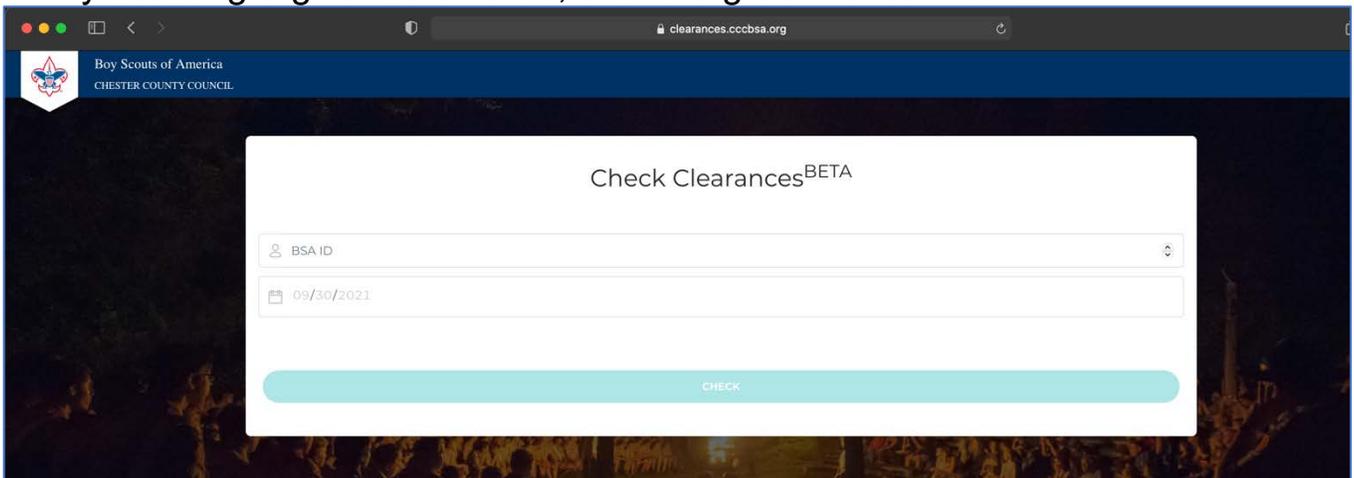
October 2021

This system will only work if you are already registered with the Chester County Council, BSA. If you are registering for the first time, all clearances and paperwork will need to be emailed to registrar@cccbsa.org or turned in at the council service center.

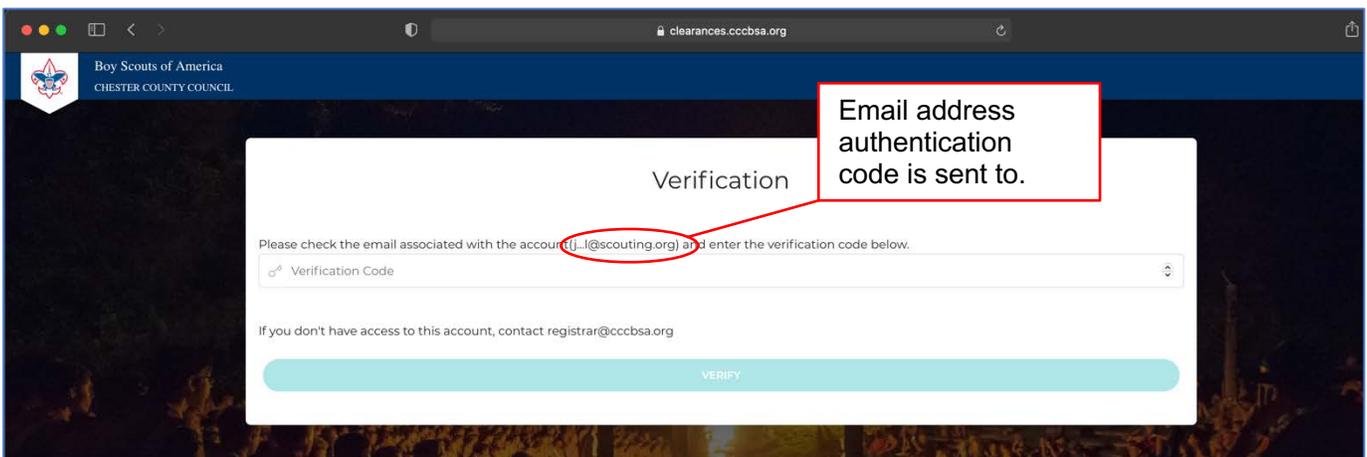
1. Using a web browser, type: clearances.cccbsa.org into your address bar.



2. Once on the site, you will need your BSA ID number and Date of Birth. Your BSA ID number can be found on your membership card or in your profile at my.scouting.org. Once entered, click the green “check” button.



3. Once you click the “check” button, an authentication email will be sent to the email address on file. This is displayed on the top text of the page. You will need to have access to that email account to enter the system. If you do not have access, please email registrar@cccbsa.org to update your record.



Verification Code



Chester County Council <no-reply@cccbsa.org>

To: [Redacted]

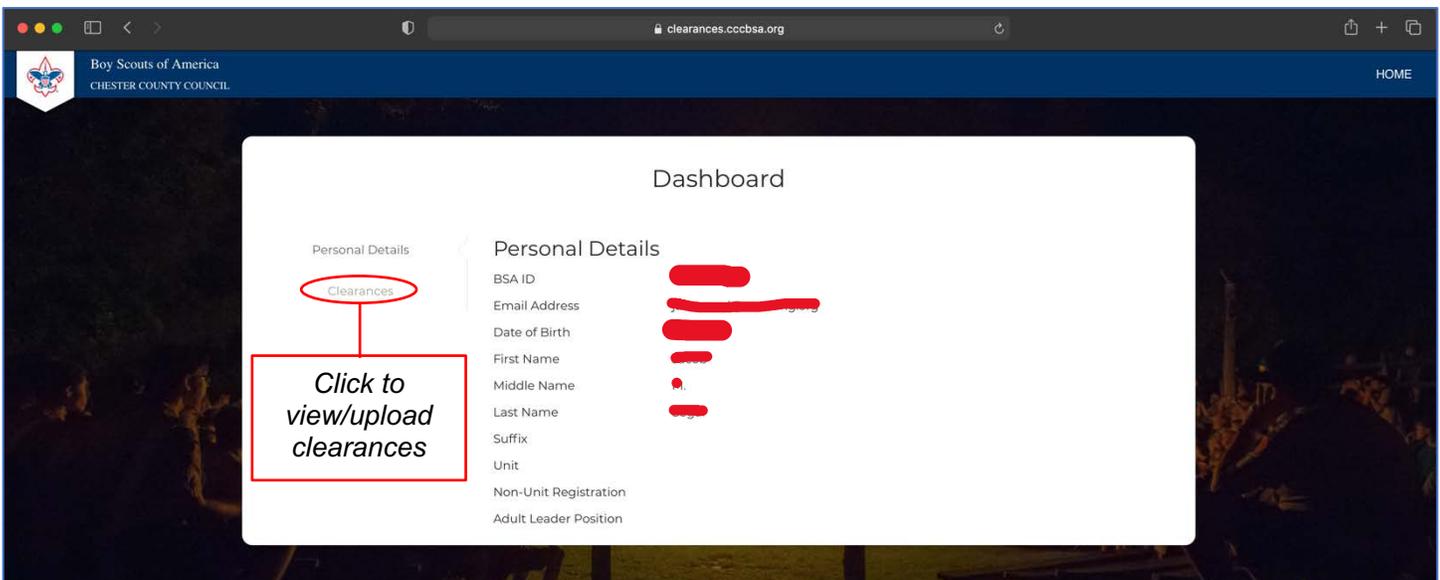
Below is the requested verification code:

542222

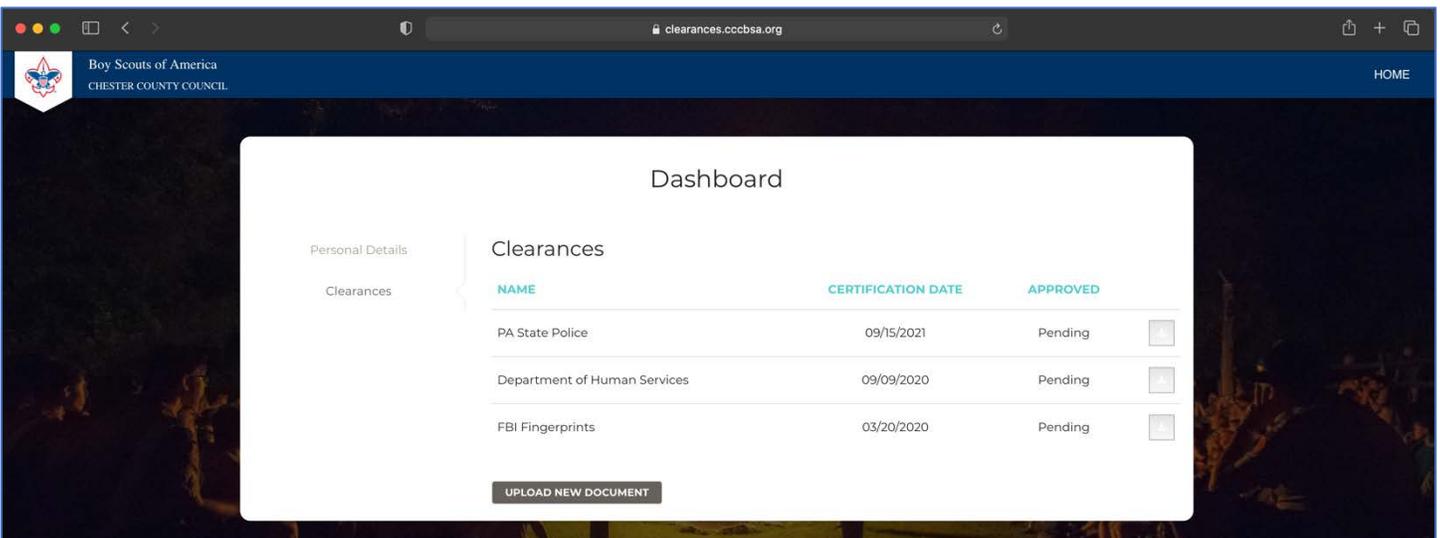
STOP. THINK. CLICK.

You will receive a system automated email that provides an authentication code for access into system. Note this is a single use code and will only work once and is valid for 10-minutes. If you do not receive an email, check which address the system sent to. (see above) If incorrect, email registrar@cccbsa.org with update.

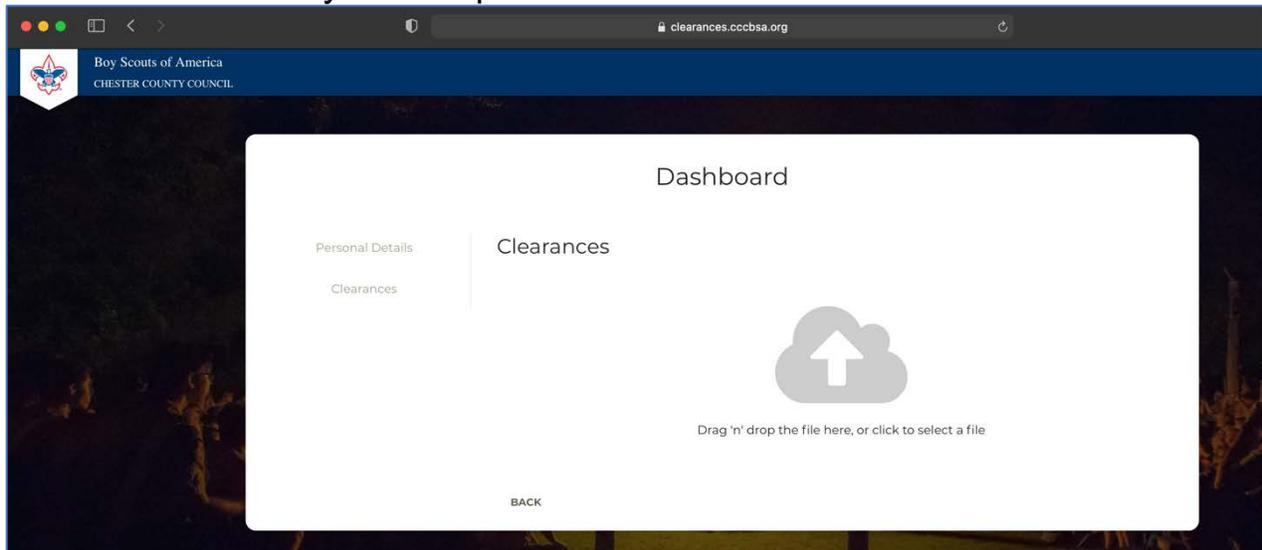
- Once logged in, you will be directed to the dashboard which will show your current contact information and registrations. To access your clearances, select the “Clearances” tab on the left of the screen.



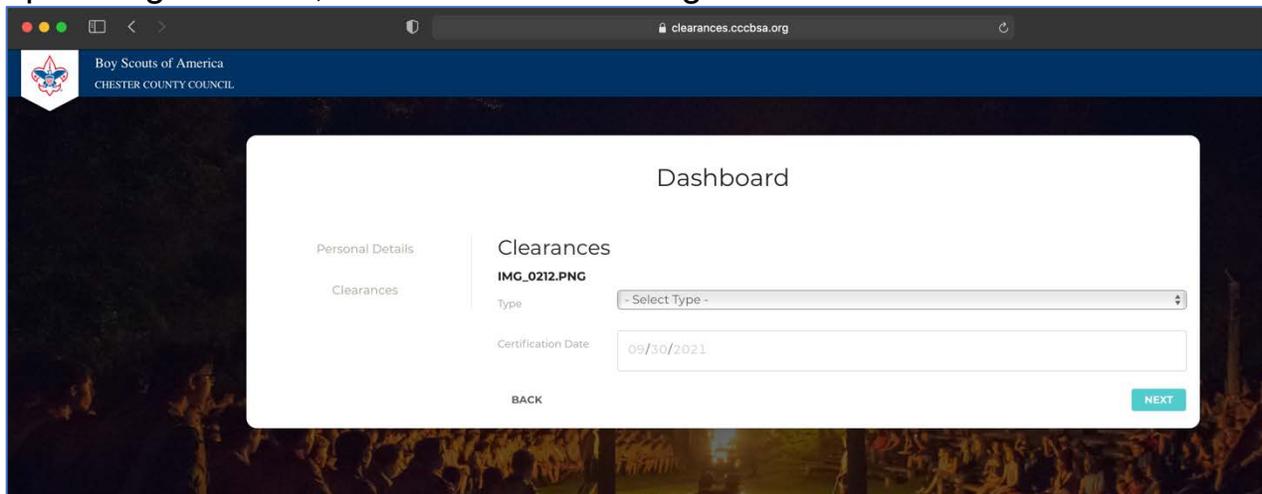
- Once in the clearance tab, you will see your clearances currently on-file. You will see the certification date and whether they are approved or pending. All clearances are reviewed individually so they will remain in the pending status until processed. To upload a new clearance, select **UPLOAD NEW DOCUMENT** button.



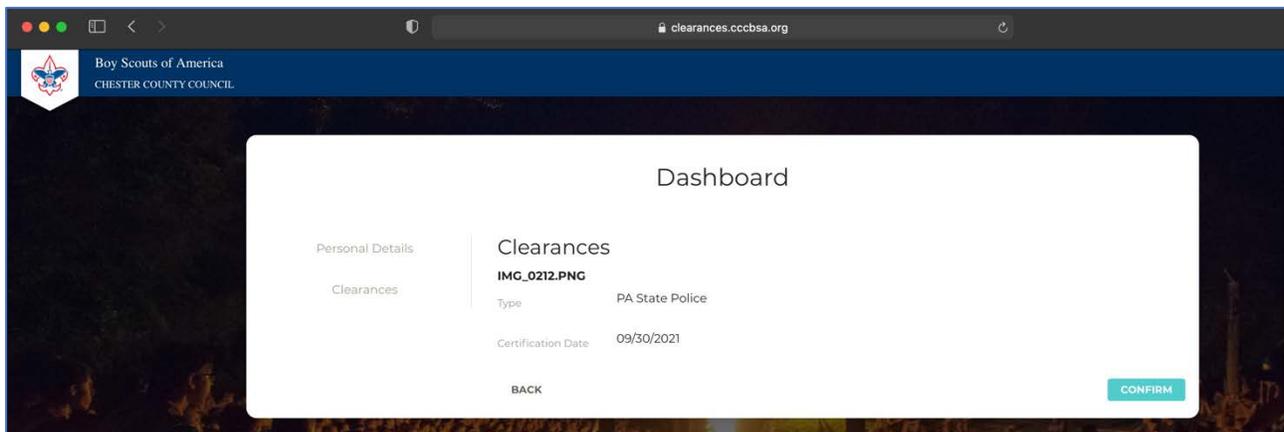
6. Select the file from your computer.



7. Once you choose a file, you will be asked to choose which clearance it is and what the certificate date is. This date is located on each clearance. If you are uploading a waiver, use the date it was signed.



8. Once you have filled out the two required fields, click next and confirm. The system will then take you back to the clearances page and you can either upload more clearances or to exit close the tab. Once your clearances are approved, you will receive a confirmation email.



Frequently Asked Questions

Q: How quickly will clearances be approved?

A: Clearances are typically reviewed within two business days.

Q: Why does the system need to email me an authentication code?

A: In order to protect your personal information, the code is a second step of authentication so someone cannot access your account.

Q: How will I know when my clearances are expiring?

A: You will receive an email 30, 60, and 90 days before your clearance expires.

Q: Can I download a copy of what I uploaded?

A: Yes, once uploaded, you will be able to log back in and download the original files.

Q: I am a unit leader; how will I know if someone from my unit uploaded clearances?

A: Unit leaders are emailed reports quarterly to their unit distribution list.
(packXX@cccbsa.org, troopXX@cccbsa.org, crewXX@cccbsa.org)

Q: If my email address on file can no longer be accessed, how can I update?

A: Email registrar@cccbsa.org with your new address.

Q: What types of files can be uploaded?

A: PDF, JPG, PNG.

Q: My clearance(s) was mailed to me. How do I upload it?

A: Take a photo of the document on your phone. Then login to the system using directions above and upload from your device. Should you not have access, you can always bring a copy to your unit and someone there may be able to digitize it for you, or you can drop off at the Council Service Center (PARC) in Exton.

Q: Why does the file I uploaded say pending?

A: All files are reviewed manually for accuracy.

Q: What if my file is rejected?

A: You will receive an email with why your file was rejected and how to resolve.

Q: What web browsers are supported for use?

A: Google Chrome and Safari.