

FAQ for the new popcorn App

Where do I go for technical support?

teappsupport@trails-end.com

I can't remember my username and password what do I do?

The app has a reset function or you can contact teappsupport@trails-end.com

I downloaded the app and now I see an error message.

Delete the app and re-install it. If you still see an error message contact, teappsupport@trails-end.com

Where can I find training videos?

<https://app.trails-end.com/unit-training/>

Do I need to set-up a new account for the app?

If you have an existing TE account for your Scout you do not need to set up a new account. Use your existing username and password.

I can't set up my unit account?

The App is a portal for your Scouts & parents to record sales and manage their sale. All of the Popcorn Kernel functionality is available at <https://www.trails-end.com/login>

How can I get different square readers that are compatible with the new non-phone jack iPhones as well as the older style?

You can get a free square reader by setting up a new square account. Phone adapters and compatible and Bluetooth readers are available at a minimal cost through Amazon and Best Buy.

Are regular and manual card fees covered if we use the app or just regular swipe?

All fees are covered using the Trails-End App. They will not be covered using a third-party card reader. Be sure you are logged-in using the Trails-End App.

I can't set my Scout's goal or rewards.

This functionality is currently not available. The app will be updated soon!

Can parents, step parents, grandparents share the app? Can more than one person be logged in at the same time?

Yes, each Scout should only have one user name and log-in. Share this with all adults helping with their popcorn sale. More than one user can be logged in at the same time.

I have more than one Scout, do I need separate accounts?

Yes, each Scout should have their own account to track sales, incentives, and scholarships

How do I add a new user to our unit account?

1. Log in as a leader to www.trails-end.com
2. Click Unit Info on the left navigation menu
3. Expand the Unit Team Members section
4. Click the "+ New Leader" button

Can I issue a refund for a sale?

Yes, you can refund a storefront sale. It's under Sales Summary.

In the app, is there some way to manually credit the Scouts earnings for storefront sales?

In the kernel portal (or leader website) you can manually credit Scout for storefront sales.

I used a square reader last year for sales, but we weren't using the Trail's End app.

Can I transfer that reader over and use it with the app this year?

Any Square reader will work with the Trails-End app. Be sure you are using the Trails-End app and not a third-party app.

Can I take a credit card payment without the Square reader?

Yes, you can manually enter the customer's information in the app.

Can I use another credit card system (paypal, zell) with the app?

No, only Square readers work with the Trails-End app.

My Scout changed units how do I update his account?

You can switch units under the settings tab in the app.

The website does not have Lions as a rank to choose from. Will it be added?

The Lion rank will be included in a future update.

Does a Scout need to have an account to get credit for the prizes?

A Scout must be registered to assign sales and receive a gift card. A unit leader can create an account for a Scout who cannot.

Can I place an online order through the app?

To place an online order, the consumer will still need to go to www.trails-end.com to place the order (live). The online functionality within the App is limited to Scout profile updating and share features.