MyGS
Frequently Asked Questions

GENERAL

1. **What is MyGS?** MyGS is the new Girl Scout web portal where you can manage your family membership and Leaders can manage their troops.

2. **How do I access MyGS?** If your family was registered in Girl Scouts prior to Dec. 1, you should have received an email on 12/14/16 from **Member Community <gsusacustomercare@girlscouts.org>** inviting you to join. The email was sent to the address you used when you registered your daughter for Girl Scouts. Click on the **Member Community** link embedded in the email message to create a password. New members receive access as part of their registration process.

3. **I didn't receive/can't find that e-mail. What do I do?** Contact Customer Care for assistance: info@girlscoutsccc.org or 800-822-2427

4. **How do I get back to MyGS?** Look for the MyGS or the SIGN-IN button on our website (www.girlscoutsccc.org). Click Member Profile.

5. **What are all the tabs in the MyGS section? Not all are active.** MyGS is a portal that serves all 112 Girl Scout councils throughout the US and certain features, like "Activities," are being phased in. The "Troops" tab is available only to Troop Leaders.

6. **What is VTK?** VTK is short for Volunteer Tool Kit. Leaders of GS Daisy, Brownie and Junior troops can use this section of MyGS to manage the Year Plan developed by the girls. (Leaders of all troop levels can access online resources in this section.) Parents can view the Year Plan. If you don't see anything yet, it just means that the Troop Leader has not yet set up the troop's Year Plan. We just launched this feature, so it is a new tool for everyone! Want to know more? Visit the Online Support for Volunteers page on our website for a video tour of VTK.

7. **I want to register for a Program Event. How do I do that?** Simple click on the **Events** tab to see a list of upcoming events and select the event you would like to attend. If the event registration is managed by Council, you will be redirected to the Event Registration portal (also known as eBiz). Otherwise, follow the registration instructions for the event.

8. **I'm new. How do I sign up for the Event Registration portal?** Follow the steps above to reach the portal. Create a New Online Account via the link in the upper right corner of this webpage. We recommend using the same email and password for the Event Registration portal that you use for MyGS. (NOTE: Your membership registration

needs to have been purchased approximately 24-48 hours before you are able to create an account in Events Registration. The two systems synch up at 3:00 pm daily. Contact Customer Care if you need help registering for an event (info@girlscoutsccc.org or 800-822-2427).

9. **I'm trying to sign up for an event, but I can't see my girl(s) in the Event Registration portal. What's up with that?** Most likely the Membership and Event Registration portals have not yet synched up. This occurs at 3:00 pm daily. Contact our Customer Care team for assistance: info@girlscoutsccc.org or 800-822-2427.

10. **I can't remember my Event Registration (eBiz) password. What do I do?** Contact Customer Care to reset your password (info@girlscoutsccc.org or 800-822-2427).   Our recommendation is to use the same user name (email) and password for both MyGS and eBiz.

VOLUNTEERS

1. **How do I volunteer to support my girl's troop?** Simply go to your member profile in MyGS and select "Add Role" under your membership information. Type in your five-digit troop number in the search box. Scroll down and check the box next to the position you want to select. Confirm your selection and click on the NEXT button. Once you select a position, the Volunteer Systems will check to see if you have an active background check recorded and, if not, you will receive an email letting you know to watch for another email from our background check vendor to start that process. (More on background checks below.)

2. **What positions may I volunteer for?** Each troop has a beginning standard set of volunteer positions: Leader/Advisor, Treasurer, Product Sales-Fall, Product Sales-Cookies, and Troop Friends and Family. Every troop needs at least two members to step into the Leader/Advisor role to begin meeting as a group. The Treasurer and Product Sales volunteers focus their attention on those activities. The Troop Friends and Family volunteer position encompasses all of the myriad of other ways you can support the troop from driving girls and chaperoning on field trips, to serving as the troop's outdoor specialist, to planning field trips and other activities, to assisting with a cookie booth. There are plenty of ways to support the troop and we encourage all parents/caregivers to participate.

3. **I already did a background check, but it isn't showing up or has an incorrect expiration date. How do I fix that?** Our prior background check vendor wasn't integrated with our membership system. We did our best to map background check information to the new system; however, it wasn't always possible to match up information. If your background check information is incorrect or missing, please contact our Customer Care team for assistance (info@girlscoutsccc.org or 800-822-2427).

4. **My background check is expired and I need to renew. What do I do?** Council is granting volunteers that fall under this category a month's grace period. If you add or

renew a volunteer role, the automatic background check process will be triggered. We are also reviewing the list of recently expired/expiring background checks to manually trigger the process. Contact the Customer Care team if you continue to have questions about your background check (info@girlscoutsccc.org or 800-822-2427).

LEADERS

1. **How do I view my troop roster?** Log into MyGS and click on the Troops tab. If you are the Leader of more than one troop, use the dropdown menu to move between troops.

2. **Why are girls who are no longer in my troop showing up in my roster?** Girls who did not renew for the current membership year will appear in your roster for a period of time. The inactive members will eventually drop of the list. Not to worry, though, only active members will be included in emails you send to your troop and only active members will be counted in the Cookie program per girl average for troop incentives.

3. **I have more than one troop. Only one is displayed in MyGS. How do I see the other(s)?** There is a dropdown arrow on the right edge of the Troop number box. Click on the arrow to display additional troops.

4. **I see I can add members to my troop, but I can't transfer girls to other troops. Why is that?** Only the adult who is listed as the girl's profile manager may change her troop assignment. If a parent/caregiver has asked you to transfer her girl to a new troop, send an email to info@girlscoutsccc.org with a copy to the parent/caregiver. The Customer Care team will confirm the request and will process the transfer.

SERVICE UNIT TEAM

1. **When will I get an updated SU Roster?** Council will send new SU Rosters to SU Registrars/SUMs the second week of January 2017. After that, rosters will be sent every two weeks.

2. **SU Registrars are receiving email an email notification when a girl is transferred to a Placement troop (f.k.a. Waiting List).** We created four "Placement Troops" (one each for Daisy, Brownie, Junior, plus a combined Cadette, Senior, Ambassador troop) for each Service Unit. Each of these Placement Troops has two designated "Leader/Advisors:" the respective SU Registrar, and the GSCCC's Recruitment Director, Sylvia (Maria) Kuaea. When a girl is assigned to a troop, the parent/guardian *and* the troop leaders get an e-mail notification that is auto-generated by the MyGS system. SU Registrars may review their Placement Troops by logging into MyGS via www.girlscoutsccc.org.

3. **Troop Leaders are reporting that their troop doesn't have the correct girls listed. Why not?** Leaders should use MyGS to view their troop rosters. (Do not use any old

SU Rosters.) In MyGS, remember to use the **"View More"** button found at the bottom of the member listing, if there are more than five girls in the troop. Also, they may see additional members listed as "inactive." FYI: These "inactive" girls are NOT counted in the PGA for product sales.

5. **Our SU Registrar used to assign Troop Numbers to new troops. Why can't they continue to do that?** Our new member management system allows us to prepare a troop for online registration before recruiters meet with families. Consequently, we must issue the troop numbers at the council level. If you have a troop ready to form, request a number from DiscoverGS@girlscoutsccc.org.

6. **Why can't I just recycle a troop number from a troop that disbanded?** The new system stores historical information on troops. Recycling numbers interferes with that process.

7. **What if I have a group of girls already in a Placement Troop ready to begin meeting?** Send an email with the list of people to transfer to DiscoverGS@girlscoutsccc.org and we will provide a troop number and transfer members to the new troop.

8. **Who will answer DiscoverGS?** Sylvia Kuaea is the Director of Recruitment. She has an amazing team that covers all six counties. The team uses DiscoverGS@girlscoutsccc.org as its central email address. We highly recommend using this email as it is monitored every business day. This means that your requests and questions won't get stuck in an individual's email if she/he is out of the office.

9. **How do I transfer someone out of a troop?** Only the adult who is listed as the girl's profile manager may change her troop assignment. If a parent/caregiver has asked you to transfer her girl to a new troop, send an email to info@girlscoutsccc.org with a copy to the parent/caregiver and the current troop Leader. The Customer Care team will confirm the request and will process the transfer.

HAVE ADDITIONAL QUESTIONS?
CONTACT: Customer Care info@girlscoutsccc.org or 800-822-2427