



This new system will give volunteers more just-in-time training, both online and in-person learning opportunities, and the ability to track all of your accomplishments! Learn at your own pace, access additional resources, and repeat info when you need it!

Frequently Asked Questions

Who will have access and how do I get in?

All registered volunteers with an active volunteer role (current Girl Scout membership **and** eligible background check) will be able to log in through the gsLearn website <https://gslearn.litmos.com> once they've set up a password.

TIP: Troop Leaders, SU Team Members, and Primary Account Owners can also log in directly through their My GS login. Instructions for signing in through My GS can be found [here](#).

All volunteers can use the link in the invitation sent to the email associated with your My GS account from system@litmos.com that will prompt you to create a password. Check spam or junk.

TIP: To make this easier to remember, make it the same password as your My GS Login. Instructions for setting a password and logging in through the gsLearn URL can be found [here](#).

I just registered today. When will I have access to gsLearn?

If you registered for a volunteer role, you will be receiving a link to complete a background check. You will have gsLearn access 24 hours after the background check clears.

How do I find my required training?

Active volunteers will be assigned the appropriate Learning Path or Course in gsLearn based off the volunteer role designated in your My GS account. For all other training and roles, volunteers must search in the Course Library.

What is a Learning Path?

A Learning Path is a group of Courses.

What is a Course?

A Course is a group of Modules or an in-person training.

What is a Module?

A Module can be a video, interactive tutorial, page of text, or a quiz.

Where do I register for my required troop leader in-person training?

Email your Volunteer Support Manager (VSM). If you have not been connected with your area's VSM, contact Customer Care to assist with your membership, background check, and let them know the city where you are starting a troop.

What trainings are currently available in gsLearn?

There are currently two training series available in gsLearn:

- The Successful Leader Learning Series: A set of five learning modules that gives an introduction to Girl Scouts and what you need to know as a leader. This training is geared towards new leaders, but is open to seasoned leaders as well.
- Volunteer Toolkit Tutorials: A four-part video series about the Girl Scout Volunteer Toolkit for troop leaders.

What if I have already taken my required training?

We encourage all leaders to complete the trainings and stay up to date.

Will GS Learn have a record of all my past training?

No, additional historical training records outside of what is listed above will not be reflected in gsLearn. At this time, we are focused only on making sure new troop leaders see their recent training reflected as they are the only volunteers being assigned a required learning path. This is not a historical database and all other training will be tracked only going forward.

Where can I find additional enrichment and high adventure training?

Additional training can be found on our website www.girlscoutsgccc.org

How long does the online Learning Path for Troop Leaders take?

You are required to complete your online training by the due date indicated on your Learning Path. Modules time varies; gsLearn will remember where you left off, even if you're in the middle of a module, so you are able to complete the series of modules at your own pace on your own schedule.

What is the timeline for a new volunteer?

The first thing a new volunteer should do is purchase their membership and select their appropriate volunteer role. They will then be sent a background check. Once their background check is approved, they will be assigned to their appropriate Learning Path based on their role. Other volunteers can search in the "Course Library" for appropriate training. A troop leader needs to complete their in-person training within a month and the online courses within three months from when they are assigned.

Do we have to complete the modules in order?

We recommend that new leaders start with the Successful Learning Series and do it in order.

How will my Service Unit Manager know when I've finished training?

Service Unit Managers can request a monthly report showing the training progress of everyone in their Service Unit.

Where do I direct my gsLearn questions?

Customer Care
800-822-2427
info@girlscoutsgccc.org