

Essentials of Registration

2019-20 Online Registration Guide



Contents

RENEW A TROOP	1
RENEW A GIRL/FAMILY	2
ADDING A NEW FAMILY MEMBER	2
REGISTER A NEW GIRL MEMBER	3
REGISTER A NEW ADULT VOLUNTEER	4
REGISTRATION FAQs	5

RENEW A TROOP

If you're already registered as a troop leader, you can renew your troop members.

1. Visit the council website at girlscoutsgcnwi.org
2. Select **MY GS** on the homepage and choose **MEMBER PROFILE** to log in.
3. Select the **TROOPS** tab.
 - a. If you lead multiple troops, you can view each by clicking the box on the left.
4. Change current year to next year located in the top right corner.
5. You should see renewal choices in a drop box for each position showing as **"Time to Renew for 2020!"**
 - a. Choose **RENEW NOW** for any members that are continuing;
 - b. Choose **RENEW LATER** if you're not sure about a member or the parent will be completing the renewal (*This allows them to renew later*);
 - c. Choose **DON'T RENEW/CANCEL** if the member will not be returning to this position at all;
 - d. If there is no renewal box next to a troop member, contact the Registration Help Desk with detailed information.
6. Once you've made your selections, click **CONTINUE** to review your transaction, then select **CONTINUE** again to reach the payment screen
7. Enter your payment information and choose **CONTINUE**
8. That's it! You should receive a receipt in your email shortly. The troop leader will receive a confirmation email.



RENEW A GIRL/FAMILY

Parents and Caregivers, you can renew your family.

1. Visit the council website at girlscoutsgcnwi.org
2. Select **MY GS** on the homepage and choose **MEMBER PROFILE** to log in.
3. Select the **MEMBERSHIP** tab.
4. Change current year to next year located in the top right corner.
5. You should see renewal choices for each individual showing as **"Time to Renew for 2020!"**
 - a. Choose **RENEW NOW** for any position(s) you are continuing (*If you are renewing an adult, you must renew the bold **ADULT MEMBERSHIP**;*
 - b. Choose **RENEW LATER** if you're not sure (*You can renew later*);
 - c. Choose **DON'T RENEW/CANCEL** if you are never returning to this position;
 - d. To change troops, select **ADD A ROLE** for that member.
 - i. Search for your troop or service unit number
 1. If it does not show, select **UNSURE** and enter your number when asked "Why are you unsure?"
 2. Proceed to renew the "unsure" position.
 - ii. Or you can renew with your current troop and contact us to complete a troop transfer.
 - e. If there is no renewal box next to a family member, contact the Registration Help Desk with detailed information.
6. Once you've made your selections, click **CONTINUE** to review your transaction, then select **CONTINUE** again to reach the payment screen.
 - a. If you require financial assistance, check the box labelled **REQUEST AID** for each membership.
7. That's it! You should receive a receipt in your email shortly.

If you registered for a troop position which requires a background check you will receive an email from our vendor. Once you receive the approved background check from our vendor your account will change from in progress to active.

ADDING A NEW FAMILY MEMBER

1. On the **MEMBERSHIP** tab, select **ADD AN ADULT** or **ADD A GIRL**, then **GO**.
 - a. To prevent duplication when adding members, first review information listed in the **FAMILY PROFILE** tab.
2. Complete the form and select **CONTINUE**.
3. Search for the troop or service unit number. Do not delete the zip code. Doing this can place you in another council.
 - a. If it does not appear, select **UNSURE** and enter the desired troop number or position when asked "Why are you unsure?"
4. On the **BECOME A MEMBER** page, select the correct membership year at the top, and complete the form (*Our year runs Oct. 1 – Sept. 30*).
 - a. If you do select the wrong membership year, contact the Registration Help Desk immediately.
5. Once you have made your selections, click **CONTINUE** to review your transaction, then select **CONTINUE** again to reach the payment screen.
 - a. If you require financial assistance for a membership, check the box labelled **REQUEST FINANCIAL AID**.
6. That's it! You should receive a receipt in your email shortly. If you registered for a troop position which requires a background check you will receive an email from our vendor. Once you receive the approved background check from our vendor your account will change from in progress to active.

We are here to help! If you have any questions regarding registration, contact the

Registration Help Desk at **855-ILOVEGS(456-8347), ext. 6720** or RegHelp@girlscoutsgcnwi.org.

REGISTER A NEW GIRL MEMBER

If your family has never been registered for Girl Scouts, use the following directions.

1. Visit the council website at girlscoutsgcnwi.org
2. Select **JOIN** on the homepage and then **CONTINUE**.
3. Fill out the inquiry form (your email address will become your username) and select **CONTINUE**.
4. Enter the desired troop or service unit number and expand the search radius.
 - a. If the troop is not found, select **UNSURE** and enter the desired troop number when asked “Why are you unsure?”
5. Keep your zip code in the search box (Other councils use the same troop numbers, and you don’t want to accidentally register in another state).
6. Select the correct membership year, complete the form and **CONTINUE** (*Our membership year runs Oct. 1 – Sept. 30*).
 - a. If you do select the wrong membership year, contact the Registration Help Desk immediately.
7. Review your membership selections before choosing **CHECK OUT**.
 - a. You can also choose **ADD ANOTHER MEMBERSHIP** button if you wish to register more girls or adults in your household.
 - b. If you require financial assistance for a membership, check the box labelled **REQUEST FINANCIAL AID**.
 - c. At checkout you may also choose to give a donation; these funds go to our Family Partnership program, which provides critical funding to girls in our area.
8. Once you’ve carefully read through the options, select **CONTINUE** to proceed with payment
9. That’s it! You should receive a receipt in the inbox of the email you provided
 - a. This email includes a link that will allow you to set up your **MEMBER COMMUNITY** profile, where you can register other family members and renew when the time comes. The troop leader will receive a confirmation email.



REGISTER A NEW ADULT VOLUNTEER

If your family has never been registered for Girl Scouts, use the following directions.

1. Visit the council website at girlscoutsgcnwi.org
2. Select **VOLUNTEER** on the homepage and then **CONTINUE**.
 - a. If you wish to volunteer directly with a troop, select **VOLUNTEER WITH A TROOP**.
3. Fill out the inquiry form (your email address will become your username), select **I WANT TO JOIN AS A VOLUNTEER**, and then **CONTINUE**.
4. Enter the desired troop or service unit number.
 - a. If the troop is not found, select **UNSURE** and enter the desired troop number when asked “Why are you unsure?”
5. Keep your zip code in the search box (Other councils use the same troop numbers, and you don’t want to accidentally register in another state).
6. Select the correct membership year, complete the form and **CONTINUE** (Our membership year runs Oct. 1 – Sept. 30).
 - a. If you do select the wrong membership year, contact the Registration Help Desk immediately.
7. Review your membership selections before choosing **CHECK OUT**.
 - a. You can also choose **ADD ANOTHER MEMBERSHIP** button if you wish to register more girls or adults in your household.
 - b. If you require financial assistance for a membership, check the box labelled **REQUEST FINANCIAL AID**.
 - c. At checkout you may also choose to give a donation; these funds go to our Family Partnership program, which provides critical funding to girls in our area.
8. Once you’ve carefully read through the options, select **CONTINUE** to proceed with payment
9. That’s it! You should receive a receipt in the inbox of the email you provided
 - a. This email includes a link that will allow you to set up your **MEMBER COMMUNITY** profile, where you can register other family members and renew when the time comes
 - b. If you registered for a troop position which requires a background check you will receive an email from our vendor. Once we receive the approve background check from our vendor your account will change from in progress to active.



REGISTRATION FAQs

Q. I cannot find my daughter's school.

A. To find the correct school enter a shorter version of the name.

For example: William Murphy → Murphy

Q. I am a leader and cannot find the financial aid box.

A. Financial Aid must be requested through the family online account.

Q. I have a new member that cannot find our troop.

A. Your troop has either reached the maximum you desired, or it is not displayed in the catalog. Contact the registration help desk to display the troop.

Q. Why does my account list "In process"?

A. Your background check has not completed the process. Either you did not submit it, or it has not returned from our vendor. Once we receive the background check your role will become active.

Q. How can I get a new background check link?

A. You can get a new background check link by calling or emailing the registration help desk.

Q. When I click on Join it says the system recognizes me, but I haven't been a member.

A. You have a household listed in our registration system. Once you have a family member in Girl Scouts you will need to register through MYGS located in the top right corner of the homepage. Your email is your user name.

Q. I keep trying to register, but it won't work.

A. Please contact the registration help desk for assistance. We can help you register over the phone.

Q. I moved and cannot figure out how to register.

A. As families move they must request a transfer of the records to the new council. Please contact the registration help desk.

Q. I am a lifetime member. Is there anything I need to do annually?

A. Yes, all lifetime members should log into their online account and renew the adult role each year. This allows the years of service to keep up to date.

Q. I have two daughters and I want to participate in two troops. Do I need to pay twice?

A. No, each member of Girl Scouts pays one annual membership per year. You can volunteer with several troops or roles.

Q. I registered my daughter and cannot figure out how to get into my account.

A. When you completed the registration you were sent an email containing a password reset link from the member community. Please click on the link to set up your password. If you cannot find the email contact the registration help desk and we can resend it to you.

We are here to help! If you have any questions regarding registration, contact the

Registration Help Desk at **855-ILOVEGS(456-8347), ext. 6720** or RegHelp@girlscoutsgcnwi.org.