

RENEWING YOUR GIRL SCOUT IS AS EASY AS 1-2-3!

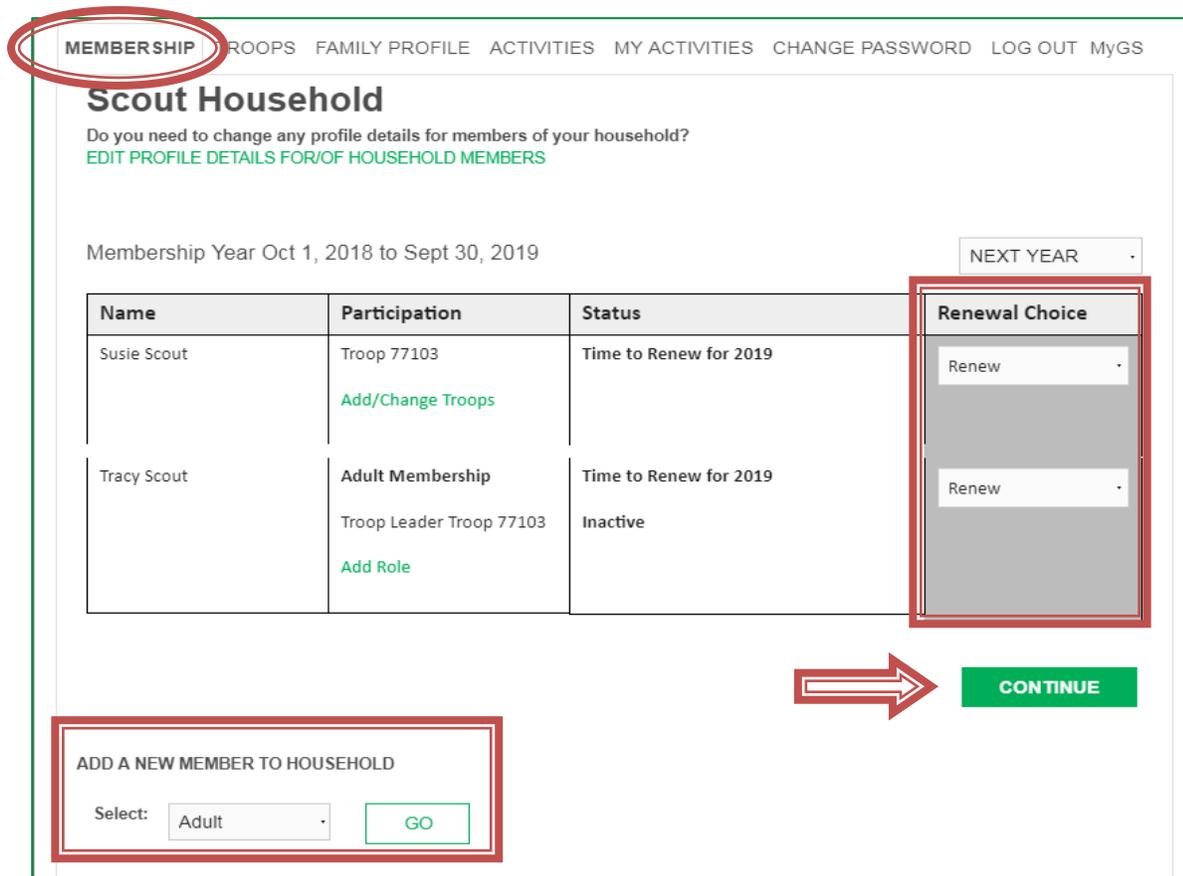
1. From our website (www.gshpa.org) login to your **Member Profile** under **MyGS** to view your family account.



Tip: Your Username is the e-mail address on your account. You can use the “Forgot Your Password?” button if you need to reset your password to login.

2. This will open to the **MEMBERSHIP** tab where you’ll see any girls or adults that were registered from your family last year or this year. Only individuals who are active for the 2017-2018 membership year will you be able to renew for next year.

NOTE: You can also register a new girl or adult member! At the bottom of the screen where it says “Add A New Member to Household,” simply select girl or adult and click GO!

A screenshot of the 'Scout Household' page. The top navigation bar is green with the logo and text 'girl scouts in the heart of pennsylvania'. Below this is a 'SIGN IN' button and a search box. A secondary navigation bar contains links for 'ABOUT GIRL SCOUTS', 'EVENTS', 'COOKIES', 'VOLUNTEER', 'CAMP', 'OUR COUNCIL', 'MUST SEE', and 'MY GS'. The 'MY GS' link is highlighted with a red circle, and its dropdown menu is open, showing 'Home', 'Member Profile' (highlighted with a red circle), and 'Volunteer Toolkit'. Below the navigation is a banner for 'Family Camp and our Daisy Leadership Weekend will open on Friday, February...'. The main content area is titled 'MEMBERSHIP' (highlighted with a red circle) and 'Scout Household'. It asks 'Do you need to change any profile details for members of your household?' and provides a link 'EDIT PROFILE DETAILS FOR/OF HOUSEHOLD MEMBERS'. Below this is a section for 'Membership Year Oct 1, 2018 to Sept 30, 2019' with a 'NEXT YEAR' dropdown menu. A table lists members: 'Susie Scout' (Troop 77103, Time to Renew for 2019) and 'Tracy Scout' (Adult Membership, Troop Leader Troop 77103, Inactive). A 'RENEWAL CHOICE' dropdown menu is highlighted with a red box, showing 'Renew' for both members. A red arrow points to a 'CONTINUE' button. At the bottom, there is a section 'ADD A NEW MEMBER TO HOUSEHOLD' with a 'Select:' dropdown menu (set to 'Adult') and a 'GO' button, both highlighted with a red box.

There are three Renewal Choices: **Renew, I'll decide later**, and **Don't Renew**
Select the appropriate choice for each girl and adult and then click **CONTINUE**

Tip: If you select "Don't Renew" the individual will show up as Inactive and you will no longer be able to renew them for the 2018-2019 year. Use this status only for individuals who you know are not returning. If you're not sure, change it to "I'll decide later".

3. After clicking **CONTINUE** it will ask you to agree with the Girl Scout Promise and Law and click **CONTINUE** again. You're now at the Payment screen where you can review your payment summary and enter a credit card to purchase the renewed memberships for the upcoming year!

MEMBERSHIP TROOPS FAMILY PROFILE ACTIVITIES MY ACTIVITIES CHANGE PASSWORD LOG OUT MyGS

Payment

Please provide payment details for your membership renewal. Membership and fees are non-refundable and non-transferable.

Invest in a girl and you can change the world. Make a lasting impact on more girls by adding a tax deductible donation to your purchase today. 100% of your donation stays here at our council.

Your gift offsets program expenses and provides financial assistance so that any girl can join the fun. Gifts from friends like you provide "WOW!" experiences to thousands of girls throughout our council.

A gift of

\$35 helps put a girl in a program that could increase her self-confidence.

\$100 could provide more girls with OUTDOOR experiences and STEM exploration programs.

\$300 helps underwrite one girl's Girl Scout Experience for a year, putting her on the path towards developing courage, confidence and character.

Your gift will touch many lives throughout our council, including the girl you love most. How awesome is that!??

Yes, I'd like to donate to my local Girl Scout council:

\$35.00 \$50.00 \$100.00 \$200.00 \$300.00 \$500.00

Other (Minimum \$10.00) Not at this Time

Would you like to upgrade to a Lifetime Membership (\$400) for Tracy Scout?

Lifetime Membership (\$400)

Young Alumnae Lifetime Membership (\$200)

I do not wish to upgrade my membership at this time

Name	Item	Request Aid	Total
Susie Scout	Girl Membership (Valid 10/1/2018 - 9/30/2019)		\$25.00
Tracy Scout	Adult Membership (Valid 10/1/2018 - 9/30/2019)		\$25.00
Total			\$50.00

REMINDERS

- **Financial Assistance** can be requested online as part of the registration or renewal process. Just click on the box below Request Aid next to the membership and follow prompts.
- You can update your family information by clicking on the **FAMILY PROFILE** tab.
- Switching troops? Use the **Add/Change Troops** button to find the troop that she is participating with for next year!
- New this year- Graduating Seniors and Alumnae under 30 years of age can purchase the Young Alumnae Lifetime Membership for just \$200!

FREQUENTLY ASKED QUESTIONS

- 1. Why isn't my username working?**
 - a. Your username is typically your email address. If you have more than one email address, try each. You can also use the "Forgot Your Password?" link to send a reset email to your email address. If you're still having trouble, contact your council's Customer Care team.
- 2. Why aren't I getting the password reset emails?**
 - a. The password reset emails come from gsusacustomer@girlscouts.org, so please make sure it's added to your safe senders list. If you requested the reset email before marking our email address as safe, check your spam folder. If you're still not receiving the email, contact your council's Customer Care team to verify that your username/email address is correct.
- 3. How do I reset my password when I no longer have access to the email address associated with my account?**
 - a. Your council's Customer Care team can easily change your username/email address without requiring you to recreate your account.
- 4. Why can't I see my family when I log in?**
 - a. There are a couple reasons this could happen:
 - i. Another adult family member may be listed as the preferred contact on the account. That person must log in to renew. Contact your council's Customer Care team if you'd like to be listed as your household's preferred contact.
 - ii. You may have a second or duplicate account with a different email address. Try a different username. If that works, be sure to contact your council's Customer Care team to merge the two accounts into one.
- 5. Why can't I see my troop(s) when I log in?**
 - a. There are several reasons this could happen:
 - i. Troops are listed on a separate tab from your family. If you have more than one troop, look for the pull-down menu to change between them.
 - ii. Check your member profile to make sure you're listed as a volunteer in the troop.
 - iii. Not all troop volunteers can access the troop tab. Check with your council to see which volunteer roles they allow to access the tab.
 - iv. If your background check has expired, you may lose access until it is up-to-date.

Questions or need help? Contact us at CustomerCare@gshpa.org or **800.692.7816** for support.