

## RENEWING YOUR TROOP IS AS EASY AS 1-2-3!

1. From our website ([www.gshpa.org](http://www.gshpa.org)) login to your **Member Profile** under **MyGS** to view your troop roster. Any Troop Leader can renew their existing members:



*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. Navigate to the **TROOPS** tab to renew the girls and adults from your troop. You can click on the troop name to switch between multiple troops and switch between the CURRENT YEAR and NEXT YEAR. Only girls who are active for the 2017-2018 membership year will you be able to renew for next year.

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

Membership Year Oct 1, 2018 to Sept 30, 2019 NEXT YEAR -

Troop 77103

Select troop members to renew by updating "Renewal Choice" below. Select "Continue" to proceed.  
To request financial assistance, please email [your local Girl Scout council](#).

Girls			
Name	Participation	Status	Renewal Choice
Annie Mouse	Troop 77103	Time to Renew for 2019	Renew - Edit
Becky Gerhart	Troop 77103	Time to Renew for 2019	Renew - Edit

  

Adults					
Name	Participation	Status	Renewal Choice	CBC Expiration	
Adult22018UATA1 GML	Troop 77103 Troop Leader	In progress		2/20/2019	add   Edit
Anita Gerhart	Troop 77103 Troop Leader	Time to Renew for 2019	Renew -	2/28/2021	add   Edit
Marcy Mouse	Troop 77103 Troop Leader	Time to Renew for 2019	I'll decide later -		add   Edit
Tracy Scout	Troop 77103 Troop Leader	Renewed for 2019		2/23/2019	add   Edit

**CONTINUE**

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 girl will show up as Inactive and you will no longer be able to renew her for the 2018-2019 year. Use this status for girls who you know are not returning. If you're not sure, change it to "I'll decide later".*

**NOTE: If you are trying to renew a girl who has been previously registered and you are getting an error message**, please do not try to add her – call Customer Care at for assistance to avoid creating a duplicate record.

- 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 to enter a credit card and 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 Anita Gerhart?

Lifetime Membership (\$400)  
 Young Alumnae Lifetime Membership (\$200)  
 I do not wish to upgrade my membership at this time

Name	Item	Total
Annie Mouse	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Becky Gerhart	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Girl22018UATD1 GML	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Gracie Mouse	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Minnie Mouse	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Sue Mouse	Girl Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Anita Gerhart	Adult Membership (Valid 10/1/2018 - 9/30/2019)	\$25.00
Council Service Fee		\$60.00
<b>Total</b>		<b>\$235.00</b>

# How to Navigate the TROOPS tab in MyGS for Troop Leaders

**girl scouts**

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

Membership Year Oct 1, 2016 to Sept 30, 2017

Troop 11026

Switch between multiple troops you lead.

During Early Bird, use this box to switch between membership years.

Next Year

Select troop members to renew by updating "Renewal Choice" below. Select "Continue" to proceed.

To request financial assistance, please email [your local Girl Scout council](#).

**Girls**

Name	Participation	Status	Renewal Choice
Alyssa Jack	Troop 11026	Current	Edit
Elizabeth Braverman	Troop 11026	Current	Edit
Eloise Heck	Troop 11026	Inactive	Edit
Evelynn Smith	Troop 11026	Current	Edit
Lucy Abbott	Troop 11026	Time to Renew for 2017	Renew
Taylor Green	Troop 11026	Pending FA	

Click Edit next to a girl's name to update her family information.

Any girl who participated with your troop during the previous year will stay on your roster so you can renew her any time during the current year.

Parents have the option to request that their membership be paid for with Financial Assistance. This will show as pending until GSHPA receives an application to process and approves the request.

**Adults**

Name	Participation	Status	Renewal Choice	Action
Katie Barker	Troop 11026 Troop Leader	Current		add   Edit
Melanie Braverman	Troop 11026 Troop Leader	Current		add   Edit

Continue will allow you to pay for the renewal of any girls and adults that are showing a Renewal Choice of "Renew". In this situation, clicking CONTINUE would allow you to pay for Lucy Abbotts' membership.

Leaders can view/edit their Troop Meeting information at any time. This will update the Opportunity Catalog for troops that are open to new members.

VIEW/EDIT TROOP INFORMATION

ADD A NEW MEMBER TO TROOP

Select: Adult GO

Leaders also have the option to add a new Adult or Girl to their troop! When you click GO it will walk you through the registration screens for a new member. If the girl has been registered before, her previous leader or parent will need to complete the registration.

CONTINUE

Privacy Policy Terms and Conditions

## REMINDERS

- **Financial Assistance** can be requested online as part of the registration or renewal process; however this option is only available from the MEMBERSHIP tab on the parents account.
- You can update the girl's family information by clicking on the **Edit** button next to each girl's name.
- Leaders can also update **meeting information** and register **NEW** girls and adults from the bottom the TROOP tab!
- 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 [gsusacustomercares@girlscouts.org](mailto:gsusacustomercares@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](mailto:CustomerCare@gshpa.org) or **800.692.7816** for support.