This document will provide troop leaders with instructions to renew your troop girls and adults during renewal season (April 1 – Sep 30). Visit GSNorCal’s renewal webpage [http://www.gsnorcal.org/renew](http://www.gsnorcal.org/renew) for more information on renewal rewards and resources. If you need any help logging in to your account or completing registration and renewal, please reach out to our Member Services Team at info@gsnorcal.org or call 800-447-4475 ext. 0, M-F 9am-5pm.

1. **Log in to Your Member Account**  
   - Log in to your MyGS Member Account by clicking on the MyGS link at the top of our website [www.gsnorcal.org](http://www.gsnorcal.org)
   - Click on My Troops to manage and update your troop members

2. **Update Troop Member and Meeting Info**  
   - Update troop meeting details
   - Update troop member details
   - Print Membership cards

3. **Purchase or Renew Troop Memberships**  
   - Purchase memberships for lapsed/non-renewed members
   - Purchase lifetime memberships graduating 12th grade girls
   - Renew girl/adult memberships during renewal time (April 1 – Sept. 30)

4. **Invite a New Troop Member To Join**  
   - Invite a friend to join Girl Scouts and your troop

5. **Add or Update Adult Volunteer Roles**  
   - Renew volunteer roles during renewal time (April 1 – Sept. 30)
   - Updating the Troop Catalog
   - Adding/removing volunteer roles
1 Log in to Your MyGS Member Account

Go to our website www.girlscoutsnorcal.org and click on the MyGS link at the top of the page or use the direct URL https://mygs.girlscouts.org/my-account. Log in with your email address and password. If you aren’t taken straight to your My Account portal, click the orange My Account button at the top of your screen.

A. MyGS. Click on MyGS.
B. Log in. Enter your email address and password and click Log In.
C. My Account. Click the My Account orange button in the upper right corner of your screen, if you aren’t immediately taken to your Account Portal.
D. My Troop(s). Click on My Troop(s).

Log in Troubleshooting:

If you need any help logging in to your MyGS member account, check out the Logging in to MyGS document or reach out to our Member Services team at info@gsnorcal.org or 800-447-4475 ext. 0, M-F 9am-5pm and they can help you.
Update Troop Member and Meeting Info

Click on My Troops from the left side navigation menu and then select the girls and adults that you wish to renew. If a member is registered for the current year or has renewed for next year, you will see Active Membership in the status column. During Renewal (April 1 – Sept. 30), you will see Renew Membership in the status column for non-renewed members ready to renew. Lapsed/Non-Members who are not currently registered will be greyed-out and family adults will need to purchase/renew their memberships through their My Household tab in their MyGS account. Adult roles will be listed as Active or Lapsed. Lapsed roles can be renewed by the troop leader.

UPDATE TROOP MEETING DETAILS.

A. My Troop(s). Make sure you are on the My Troop(s) tab. Then click on the troop you want to edit from the drop-down menu.

B. Edit Meeting Details. Click Edit Meeting Details. Review your troop’s current troop meeting details. It’s important to keep your troop meeting details up-to-date with current meeting location, date, frequency, and start and end time. Your troop meeting information is visible to troop adults from their troop account tab. It is also visible to potential troop members who are searching for a troop to join, if your troop is listed in the troop participation catalog.

C. Update Meeting Location and Logistics. Make sure to update your troop meeting location and date/time regularly or as soon as they change. You can change the name of the location, address of your meeting location, meeting date, frequency, start and end time.

Note: If you are accepting new girl/adult memberships and adult helpers, your troop will need to be opted in to the Troop Participation Catalog.

D. Save Changes. Click Save to save your changes.
UPDATE TROOP MEMBER DETAILS
Keeping troop member personal information up-to-date should be the responsibility of troop families, but you should make it a practice of reviewing troop member information and update if necessary.

A. My Troop(s) Make sure you are on the My Troop(s) tab. Then click on the troop you want to edit from the drop-down menu.

B. Edit Details. Review each member’s personal information by clicking Edit Details.

NOTE: Troop leaders, make sure to click on Edit Details for your name and update your personal information, especially your name, phone number, and email as this will be visible to troop adults and potential members if your troop is listed in the Troop Catalog.

C. Update Personal Information. Personal details that can be updated include: first and last name, nickname, address, and school attending. Note: Each girl’s household adult is able to update caregiver information and change the girl’s grade through the My Household tab.

D. Update Communication Preferences. Communication preferences that can be updated by the troop leader include: preferred language, spoken language, communication opt ins, and marketing preferences.

E. Save Changes. Click Save to save your changes.
VIEW/PRINT MEMBERSHIP CARDS

A. My Troop(s). Click My Troop(s). Select your troop from the drop-down menu.
B. View Membership Cards. Scroll down to the bottom of your screen and select View Household Membership Cards.
C. Print Membership Cards. Click Print Membership Card.
   Note: Clicking Print Membership card will only allow you to print one at a time.
D. Improve Printing. To improve printed look, try these tips:
   • Single card – print in landscape mode.
   • Multiple cards on one paper:
     o From the View Membership Cards screen use [Ctrl + P] or print screen feature to print the page.
     o Use your snipping tool (or similar screen grab tool) to take a snip or screenshot of each card and paste into a word doc, format to your liking, and print.
3 Purchase and/or Renew Memberships

Parents/caregivers can purchase and renew girl/adult memberships and pay with a credit card or request girl financial assistance from the Household tab in their MyGS account. Please share this chart/links and the MyGS Household Registration Steps with troop families who would like to purchase or renew memberships with product program reward card or to request girl/adult financial assistance.

<table>
<thead>
<tr>
<th>Payment Options</th>
<th>Girl Renewal</th>
<th>Adult Renewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Program Reward Card for Renewal</td>
<td>Renew using the [ Renew with Product Program Reward Card Form ]</td>
<td>Renew using the [ Renew with Product Program Reward Card Form ]</td>
</tr>
<tr>
<td>Product Program Reward Card for Young Alum Lifetime Membership</td>
<td>NA</td>
<td>Renew Using [ Young Alum Lifetime Membership Form ]</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>Register/Renew through your [ MyGS Member Account ]</td>
<td>Register/Renew using the [ Adult Annual Membership Financial Aid Request Form ]</td>
</tr>
<tr>
<td>Credit Card</td>
<td>Register/Renew through your [ MyGS Member Account ]</td>
<td>Register/Renew through your [ MyGS Member Account ]</td>
</tr>
</tbody>
</table>

PURCHASE MEMBERSHIPS

Note that only Head of Household adults will be able to purchase memberships for lapsed girls and adults.

A. Troop Families can purchase memberships for new or lapsed girls or adults in their household.

Non-member or lapsed members in a household will appear greyed-out. Head of Household adults can dick the Purchase Membership link next to each girl or adult to purchase/renew their membership for another exciting year in Girl Scouts.

B. Troop Leaders Purchase Lifetime Memberships

Troop families can purchase Lifetime memberships for the adults and graduating Ambassadors in their Household and Troop Leaders can purchase Lifetime Memberships for graduating 12th grade Girl Scouts in the troop. It is not appropriate for troops to purchase Lifetime Memberships for adults with troop funds.

SPRING RENEWAL

- During Spring Renewal (April 1 – Sept. 30), troop leaders can can renew girl and adult memberships for the next year via the My Troop tab in your MyGS Account.
- Every year on April 1st the renewal process is run annually by GSUSA. This process looks at all current members and generates renewals for them, enabling members to renew their memberships, troop affiliations, and volunteer roles for next year.
- Check our website [http://www.gsnorcal.org/renew](http://www.gsnorcal.org/renew) in March/early April for exciting early bird incentives, information, and instructions.
Troop Renewal Selections

Click on **My Troop(s)** from the left side navigation menu and then select all the girls and adults in your troop that you want to renew. The following process will show how to complete renewals through your MyGS Account for payment with credit card (girls/adults).

A. **My Troop(s).** Click on **My Troop(s).** As the troop leader, you can renew troop girls and adults for the next membership year. If you have more than one troop, click the first troop you want to renew, follow all of the renewal steps, then repeat the process for each additional troop(s).

B. **Membership Status.**
   - During Renewal Season **“Time to Renew Membership”** will appear in the status for girls and adults.
   - When renewing 12th grade girls, you will be prompted to **“Renew As Adult”**.

C. **Girl Renewal.**
   - **Select All.** Select All if you will be renewing multiple girls.
   - **Renew Troop.** Check the box to **Renew Troop** Affiliation.

D. **Adult Renewal.**
   - **Select All.** Select All if you will be renewing multiple adults.
   - **Renew Troop** Check the box to **Renew Troop** Affiliation.
   - **Renew Adult Roles** Check the box to **Renew the adult roles**, that will be continued next year. Leave roles unchecked that you don’t wish to renew. You can also add new roles, see Step 5 for instructions.

E. **Add Renewal.** When you are done making your renewal selections, verify that you have all the correct boxes checked, then click **Renew** to start the renewal process.

F. **Screening Status.** Adults who select a new role will be sent an email to complete a background check (if they don’t already have one on file or if it is expired). The status will show “screening” until the background check is processed. Once the background check is approved, the status will show as “Active”.

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Troop Renewal Process

Once you have made all your renewal selections and clicked **RENEW**, you will be taken to the Renewal Workflow to complete your renewals. The renewal workflow consists of four parts: Add Details, Review Cart, Make Payment, and Finish.

**ADD DETAILS**

**GIRL MEMBER DETAILS**

A. **Verify/Change Name.** Verify the girl’s name is correct or change if needed.

B. **Choose a Membership Year.**
   - Next Year (Oct 2021 – Sep 2022) - $25
   **Note:** $15 Council Service Fee will be added to all Girl Membership options at checkout.

C. **Choose Payment Type.**
   - Credit Card

D. **Next Participant or Submit Member Details.** Select the **Next Participant** and repeat the steps above until all girl member details have been confirmed. Once all member details have been confirmed click the **Submit Member Details** button.

**ADULT MEMBER DETAILS**

E. **Verify/Change Name.** Verify the adult’s name is correct or change if needed.

F. **Choose a Membership Year.**
   - Next Year (Oct 2021 – Sep 2022) - $25
   - Lifetime Membership - $200 discounted price for graduating 12th grade Girl Scouts.
   **Note:** Troop funds may be used to purchase lifetime memberships for graduating 12th grade Girl Scouts but should not be used to purchase Lifetime memberships for adults.

G. **Choose Payment Type**
   - Credit Card

H. **Next Participant or Submit Member Details.**
   Select the **Next Participant** and repeat the steps above until all adult member details have been confirmed. Once all member details have been confirmed click the **Submit Member Details** button.
REVIEW CART

REVIEW YOUR CART

A. Confirm Member Information. Confirm that you have the correct council (Girl Scouts of Northern California), troop, and member information for each member. If you need to change information click Edit. To remove a membership from your cart, click Remove.

Note:
- Girl Current/Next Year Membership are $40. The $15 Girl Council Service Fee is added to girl memberships at checkout. Adult Current/Next Year Memberships are $25.

B. Donate to GSNorCal. Troop leaders should skip the donation field by leaving the default settings and by not selecting a council.

C. Discount or Promotional Codes are not currently active.

D. Accept the Girl Scout Promise and Law. Click the checkbox to accept the Girl Scout Promise and Law.

E. Add Payment. Then click on Add Payment Details.
**MAKE PAYMENT**

**PAYMENT DETAILS**

A. **Payment Information.** Enter your payment information. Troop Leaders are encouraged to use their troop debit card to complete troop renewal. Select a billing address or use a different address.

B. **Cart Summary.** Review your “Cart Summary”.

C. **Submit Payment.** Click **Submit Payment**.

**FINISHED**

A. **Order Confirmation.** You will receive a confirmation message when your order is complete.

B. **Print Receipt.** Click **Print Receipt** to print a copy of your receipt for your records.

C. **Manage My Account.** Click **Manage My Account** to see your newly purchased memberships in your “My Troops” tab in your MyGS account. **NOTE:** The system will need a few minutes to update before it is visible on your screen. You will also receive confirmation via email.
4 Invite New Members to Join Your Troop

**TROOP LEADER (INVITER) VIEW**

Troop leaders, you can now easily invite new girls or adults to your troop at any time of year.

A. **My Troop(s).** Select your troop from the **My Troop(s)** tab in the left navigation.

B. **Invite Friends to Join Troop.** Scroll to the bottom of your screen and click on the **Invite Friends to Join Your Troop** link.

C. **Enter Email Addresses.** Enter the email addresses for adults of the girls/adults that you want to invite to join the troop. 10 email fields will be initially available.

D. **Add More Friends.** If you need more than 10 email fields, click the **Add Another Friend** link and enter the additional email addresses.

E. **Submit Request.** Once you have entered all your email addresses, click **Submit Request.**

F. **Success Message.** Once your invite a friend emails have been sent successfully, you will see the “**Success your invites have been sent**” message.
ADULT/GIRL (INVITEE) VIEW

Adults who you have sent the invites to, will receive an email in their inbox. Make sure to let the adults know that you are sending them an invite to join the troop and to look out for the email from <registration@girlscouts.org> and follow these instructions to join your troop.

A. Open the Email Invite. Once the email invite is received, the invitee should click on the email to open it. The email will come from Girl Scouts Registration <registration@girlscouts.org>.

B. Click the Link to Your Troop. Here is a view of the email that they will receive. Adults should click on the link to your troop.

C. Share a Link For Others to Join the Troop. Another way for you or other adults to invite girls/adults to join your troop is by clicking the Share icon.
   ○ A message will pop up indicating that the link has been copied.
   ○ Paste the link in the body of your email message. Then send the email and link to your friend.

D. Add Girls/Adults. Adults who will begin the registration process, will proceed to enter the number of adults and girls who will join the troop. Adults should then follow the on screen prompts to complete their membership.

NOTE: Here are some helpful resources that you can share with any adult who is having trouble registering their girl or themselves to your troop.
   - Creating a MyGS Account
   - Logging in to MyGS
   - Registering New Girl/Adult Member
Renew Volunteer Roles

During renewal season (April 1 – Sept. 30), you will be able to renew adult volunteer roles in your troop for next year.

From your **My Troops** tab, go to the adult member you want to renew roles for.

A. **Renew Roles.** When you are renewing memberships, make sure either to **Select All** or check the following boxes in order to renew: your membership/troop affiliation (if renewing roles in the same troop), and check the box next to all volunteer roles you wish to renew. Make sure to uncheck any roles you do not want to renew.

B. **Add Renewal.** Click **Add Renewal** and follow the instructions in Step 3 – Troop Renewal Process – pages 8-10 in this document. **NOTE:** If the membership renewal is already paid, you will be prompted to select **Free Product** at checkout.

**LIFETIME MEMBERS NOTE:** While lifetime members do not need to renew their memberships, they do need to make sure they renew any volunteer roles they wish to keep for the next year during the renewal period. Lifetime members should also add any new roles, and remove any old roles as needed to keep their membership account information current.

**Adding/Removing Volunteer Role(s).**

Troop adults can add, remove, and renew volunteer roles via their **My Household** tab when they log in to their **MyGS** Account. For help, they should reference the **MyGS Household Registration Steps** for more information.

**Troop Roles and Troop Catalog Updates:**

Troop Leaders should make sure that the available troop roles and open spots for adult roles are current and up-to-date. Troop leaders can view their troop in the troop catalog and can update the troop details, open spots and volunteer roles by completing and submitting the **Troop Catalog Opt-In Form**.