



This document will provide troop leaders with instructions to renew your troop girls and adults. Visit GSNorCal's renewal webpage <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](mailto:info@gsnorcal.org) or call 800-447-4475 ext. 0, M-F 9am-5pm.

## 1 Log in to Your Member Account (P. 2)

- 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 (P. 3-5)

- Update troop meeting details
- Update troop member details
- Print Membership cards

## 3 Purchase or Renew Troop Memberships (P. 6-10)

- Purchase memberships for lapsed/non-renewed members
- Purchase lifetime memberships graduating 12<sup>th</sup> grade girls
- Renew girl/adult memberships during renewal time (April 1 – Sept. 30)

## 4 Invite a New Troop Member To Join (P. 11-12)

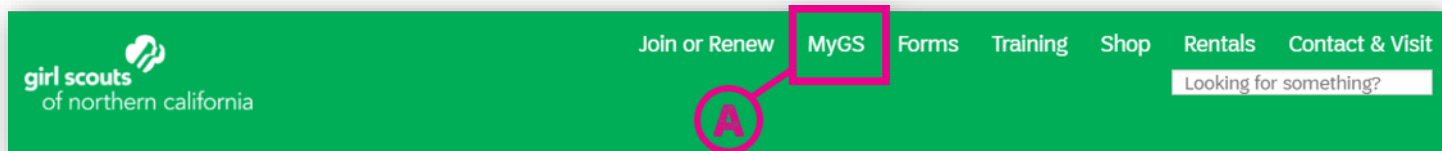
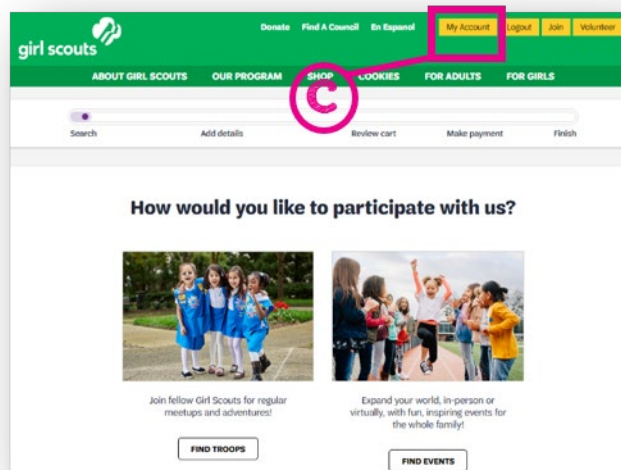
- Invite a friend to join Girl Scouts and your troop

## 5 Add or Update Adult Volunteer Roles (P. 13)

- 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

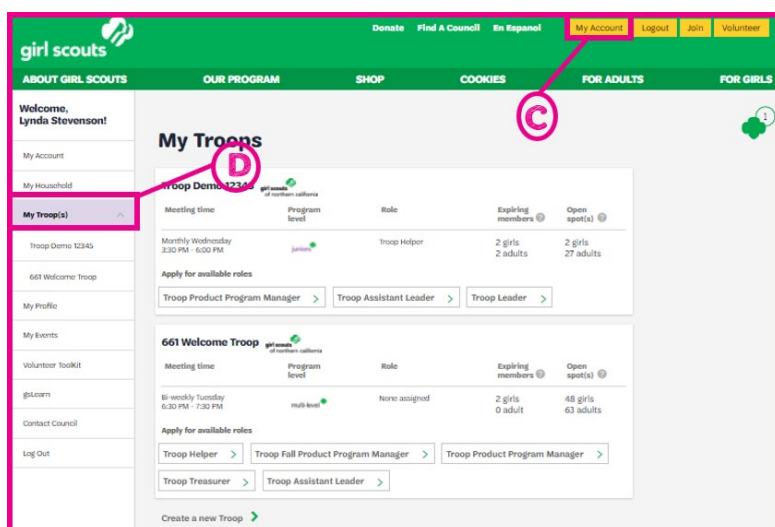
Go to our website [www.girlscoutsnorcal.org](http://www.girlscoutsnorcal.org) and click on the **MyGS** link at the top of the page or use the direct URL <https://mygs.girlscouts.org/my-account>. Log in with your email address and password. If you aren't taken straight to your My Account portal, click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

A screenshot of the 'Log In!' form. The form has a white background with a green 'LOG IN' button. The 'Email address' and 'Password' fields are highlighted with a pink box, and a pink circle labeled 'B' points to the 'Log In!' button.

- 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](mailto:info@gsnorcal.org) or 800-447-4475 ext. 0, M-F 9am-5pm and they can help you.



# 2

## Update Troop Member and Meeting Info

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).** Navigate to **My Troop(s)**, then click on the troop you want to edit from the drop-down menu.

**B. Edit Meeting Details**

**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.**

## 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. Navigate to 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**.

Welcome, Lynda Stevenson!

Member details

Girl

Select All

Hide inactive and not returning members

Carrie Stevenson Edit details

Participation Caregiver(s) Exp. date Program level Status

Troop Demo 12345 John Stevenson 09/30/2022 Juniors ACTIVE MEMBERSHIP Not returning

Lynelle Flores Edit details

Participation Caregiver(s) Exp. date Program level Status

Troop Demo 12345 Adult 2 09/30/2021 Juniors TIME TO RENEW MEMBERSHIP Not returning

Maria Flores Edit details

Participation Caregiver(s) Exp. date Program level Status

Troop Demo 12345 Clara Flores 09/30/2021 Juniors TIME TO RENEW MEMBERSHIP Not returning

**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.

Meeting details Edit meeting details

Girl Scout Office | 1650 Harbor Bay Pkwy, Alameda, CA 94502

Bi-weekly | Wednesday, 4:00 PM - 5:30 PM

Program Level

Juniors

Contact information

Troop Assistant Leader Troop Leader

Clara Flores Lynda Stevenson

(800) 447-4475 (800) 447-4475

vtk3@gsnorcal.org vtkaadult@gmail.com

Troop Demo 12345 remove

Personal details

Name

First name Last name Middle name (optional)

Carrie Stevenson

Nickname (optional)

Primary caregiver John Stevenson

Address

Street address Street address line 2

1650 Harbor Bay Pkwy Ste 100

City Alameda

Zip/Postal code 94502-3013

State/Province Country/Region

California United States

School Attending School 1 Home Schooled

Communication preferences

Preferred language Search language

Spoken language(s)

Hmong Japanese Other German

Mandarin French Somali Italian

Russian Arabic Creole Portuguese

Hindi Korean English Cantonese

Spanish Sign Language Vietnamese Tagalog

Communication Opt ins

SMS Opt In Email Opt In Phone Opt In Photo Opt In

Marketing preferences

SAVE

## VIEW/ PRINT MEMBERSHIP CARDS

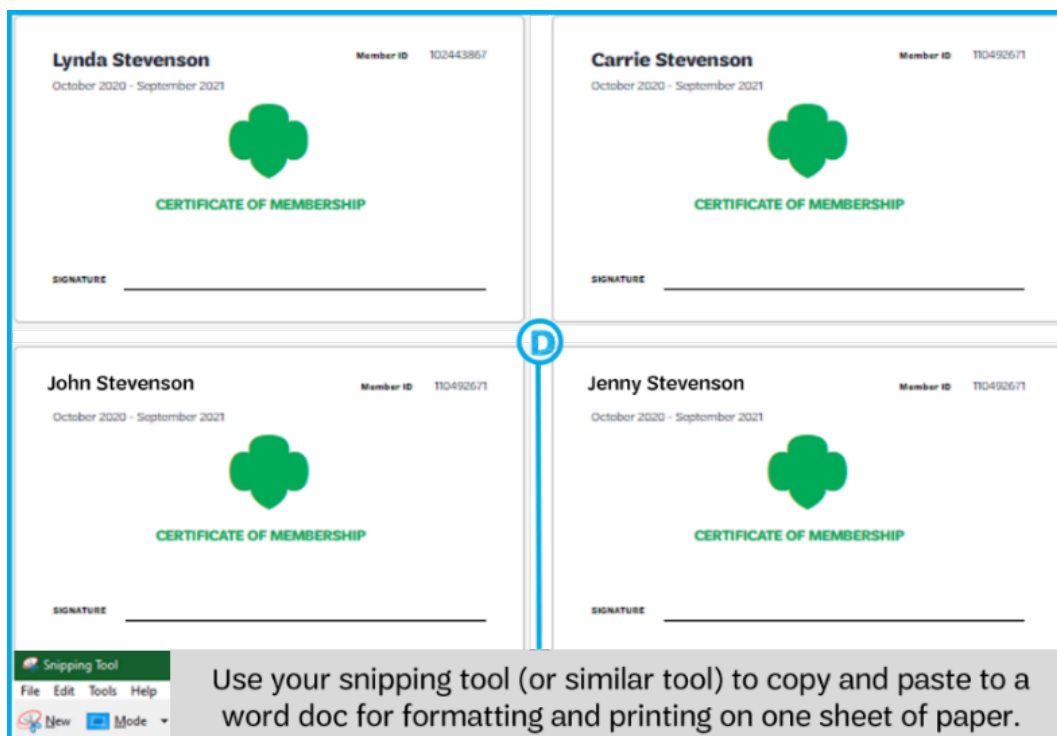
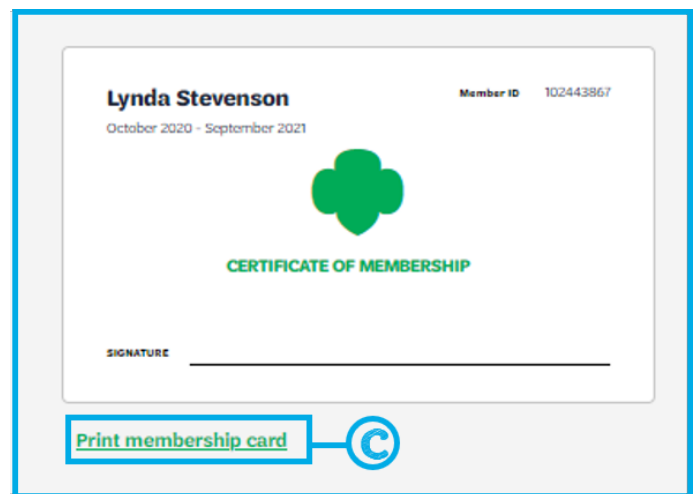
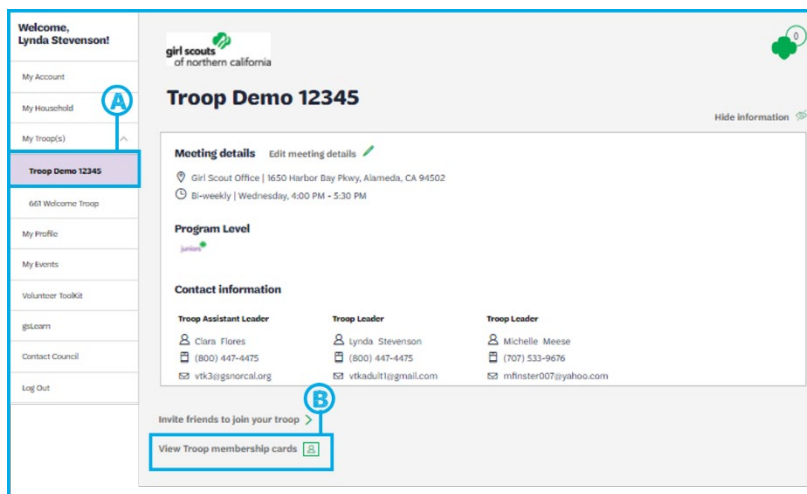
- A. **My Troop(s).** Click **My Troop(s)**. Select your troop from the drop-down menu.
- B. **View Membership Cards.** Scroll down to the bottom of your screen and select **View Household Membership Cards**.

- 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:**
  - From the *View Membership Cards* screen use [Ctrl + P] or print screen feature to print the page.
  - 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.

Payment Options	Girl Renewal	Adult Renewal
Product Program Reward Card for Renewal	Renew using the <a href="#">Renew with Product Program Reward Card Form</a>	Renew using the <a href="#">Renew with Product Program Reward Card Form</a>
Product Program Reward Card for Young Alum Lifetime Membership	NA	Renew Using <a href="#">Young Alum Lifetime Membership Form</a>
Financial Assistance	Register/Renew through your <a href="#">MyGS Member Account</a>	Register/Renew using the <a href="#">Adult Annual Membership Financial Aid Request Form.</a>
Credit Card	Register/Renew through your <a href="#">MyGS Member Account</a>	Register/Renew through your <a href="#">MyGS Member Account</a>

## PURCHASE MEMBERSHIPS

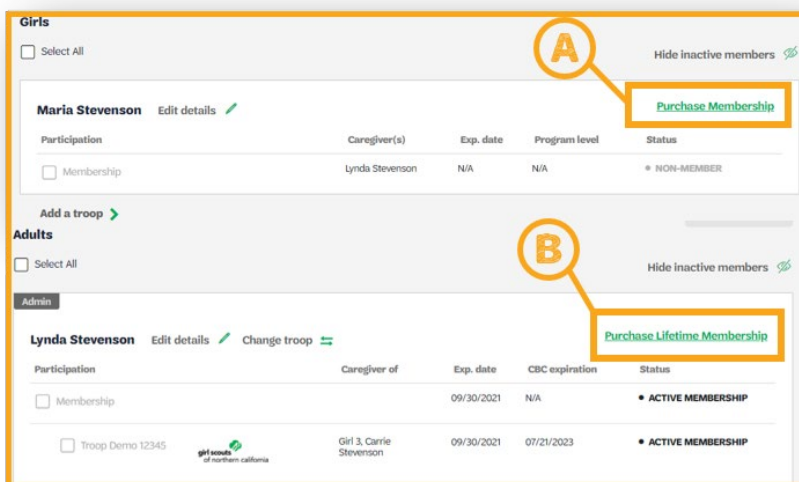
Note that only *Head of Household* adults will be able to purchase memberships for lapsed girls and adults.

### 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 click 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 12<sup>th</sup> grade Girl Scouts in the troop. It is not appropriate for troops to purchase Lifetime Memberships for adults with troop funds.



## MEMBERSHIP RENEWAL

- During Membership Renewal, troop leaders can renew girl and adult memberships for the next year via the My Troop tab in your MyGS Account.
- Every year on April 1<sup>st</sup> 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> in 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 12<sup>th</sup> 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”.

This screenshot shows the 'Member details' page for a troop leader named Lynda Stevenson. On the left, a navigation menu has 'My Troop(s)' highlighted. The main area shows a list of girls: Carrie Stevenson (ACTIVE MEMBERSHIP), Lynelle Flores (TIME TO RENEW MEMBERSHIP), and Maria Flores (TIME TO RENEW MEMBERSHIP). A red box labeled 'A' highlights the 'Troop Demo 12345' selection box for each girl. A red box labeled 'B' highlights the 'TIME TO RENEW MEMBERSHIP' status for Lynelle and Maria.

This screenshot shows the 'Member details' page with the 'Girl' section expanded. It shows 2 members selected. The 'Troop Demo 12345' box is checked under 'Participation' for all girls. A red box labeled 'C' highlights the '2 member selected' text. The 'Adult' section shows 1 member selected, Clara Flores, with 'Troop Assistant Leader' checked under 'Participation'. A red box labeled 'D' highlights the 'Troop Assistant Leader' role. A red box labeled 'E' highlights the 'RENEW' button. A red box labeled 'F' highlights the 'SCREENING' status for Jaime Cruz.

# 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 - \$25

**Note:** \$25 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 - \$25
- Lifetime Membership - \$200 discounted price for graduating 12<sup>th</sup> grade Girl Scouts.

**Note:** Troop funds may be used to purchase lifetime memberships for graduating 12<sup>th</sup> 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

[< Back](#)

Search

Add details

Review cart

Make payment

Finish

### 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 is \$50. This fee includes the \$25 Council Service Fee that is added to girl membership at checkout. Adult Current/Next Year Membership is \$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**.

### Review your cart

Council	Participation	Details	Price
girl scouts of northern california	Troop Demo 12345	Lynda Stevenson Troop Leader	\$25.00
girl scouts of northern california	Troop Demo 12345	Carrie Stevenson Troop member	\$25.00
		Council fees*	\$15.00

Prepare a girl for a lifetime of leadership.

Help her join Girl Scouts.

Yes! I support the next generation of female leaders.

☐ \$35
 ☐ \$75
 ☐ \$150
 ☐ \$250
 ☐ Other

Council:

Where your donation goes

Discount or promotional code

Donation amount	\$0.00
Outstanding balance	\$0.00
<b>Total amount</b>	<b>\$65.00</b>

Please note that Membership fees are non-refundable.

Your membership fees power life-changing experiences for girls, locally and nationally. Membership is not refundable or transferable to another person.

\*Council fees help power amazing experiences for girls in your community and are non-refundable.

#### Girl Scout Promise and Law

##### Girl Scout Promise

On my honor, I will try:

To serve God\* and my country,

To help people at all times,

and to live by the Girl Scout Law.

##### Girl Scout Law

I will do my best to be

honest and fair,

friendly and helpful,

considerate and caring,

courageous and strong, and

responsible for what I say and do,

And to

respect myself and others,

respect authority,

use resources wisely,

make the world a better place, and

be a sister to every Girl Scout.

\*Members may substitute the word God in accordance with their own spiritual beliefs.

☒ I agree to the Girl Scout Promise and Law (required)

ADD PAYMENT DETAILS

## MAKE PAYMENT

Back Search Add details Review cart **Make payment** Finish

## 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**.

**Payment details**

**Payment method**

VISA AMEX DISCOVER

Cardholder first name: Carrie Cardholder last name: Stevenson

Credit/debit card number: Expiration date: 01/2022 CVV: 321

Your credit card information is **secure**. GSUSA does not save your billing information.

**Select a billing address**

☒ Lynda Stevenson  
1650 Harbor Bay Pkwy Ste 100  
Alameda, CA, USA 94502-2013

☐ Use a different address

**Cart Summary**

1. Carrie Stevenson Troop member Troop Demo 12345

Membership \$25.00

Council fees \* \$15.00

2. Lynda Stevenson Troop Leader Troop Demo 12345

Membership \$25.00

**Total amount** 65.00

**Amount to be charged** \$65.00

**SUBMIT PAYMENT**

\*Council fees help power amazing experiences for girls in your community and are non-refundable.  
\*\*Your order total shows the cost of your event(s) before financial aid is applied. Once financial aid is approved, the total will be adjusted and reflected in your order and credit card payment.

## FINISHED

Search Add details Review cart Make payment **Finish**

**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.

### Payment confirmation

**Order #0000008**

**\$65.00**

Receipt sent to:  
**norcalgirlscout@gmail.com**

**Print receipt**

Thanks so much for continuing to be a role model for girls!  
Please allow a few minutes for your renewal to appear in your account.  
In the meantime, make yourself at home by customizing your settings.

**MANAGE MY ACCOUNT**

# 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.

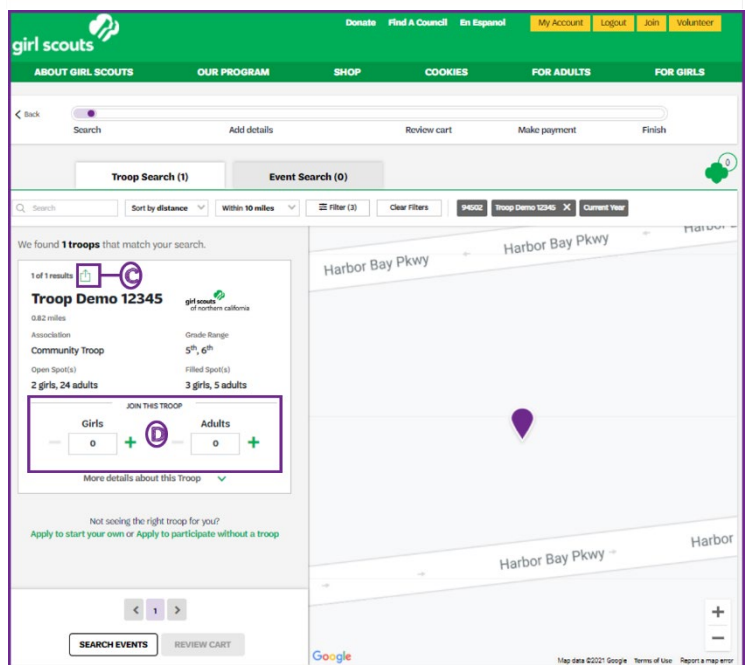
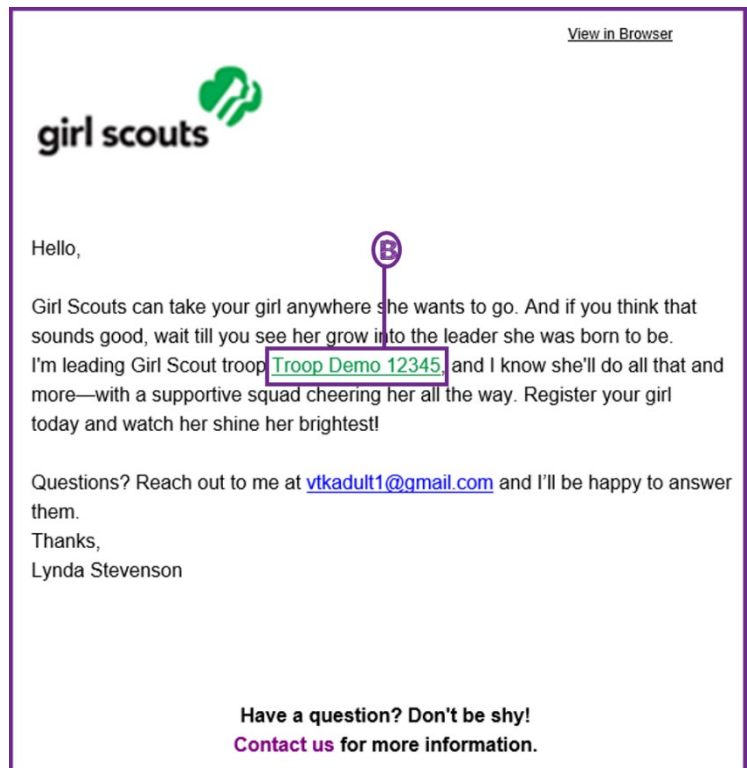
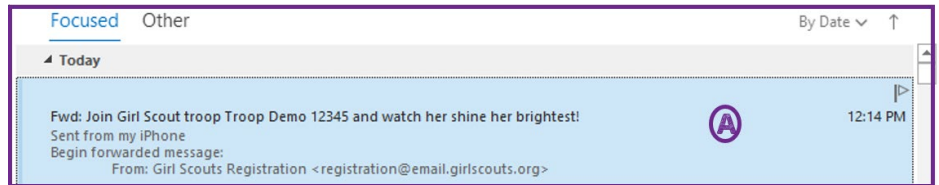
## ADULT/GIRL (INVITEE) VIEW

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](#)



# 5 Renew Volunteer Roles

## Renew Volunteer Roles

During membership renewal, 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.

Participation	Caregiver of	Exp. date	CBC expiration	Status
<input checked="" type="checkbox"/> Membership		09/30/2021	N/A	• IN CART
<input checked="" type="checkbox"/> Troop Demo 12345	Maria Stevenson, Carrie Stevenson, Jenny Stevenson	09/30/2021	07/21/2023	• IN CART
<input type="checkbox"/> Troop Treasurer		09/30/2020	N/A	• LAPSED
<input checked="" type="checkbox"/> Troop Leader		09/30/2020	N/A	• IN CART

- 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](#).