

# gsLearn Troubleshooting & FAQs

gsLearn is GSUSA's new Learning Management System. GSNorCal is currently working on updating our volunteer training and migrating to gsLearn. In the near future, this new system will offer volunteer role training as well as several helpful courses to help you succeed in Girl Scouts. For now, most **volunteer role training must still be taken on our [Volunteer Learning Portal](#)**. However, there are currently several courses available on gsLearn for volunteers to explore. See the [gsLearn Learning Path/Course Listing](#).

## ***Who has access to gsLearn and how do I get in?***

All registered volunteers with an active volunteer role are able to log in through their MyGS/My Account log in.

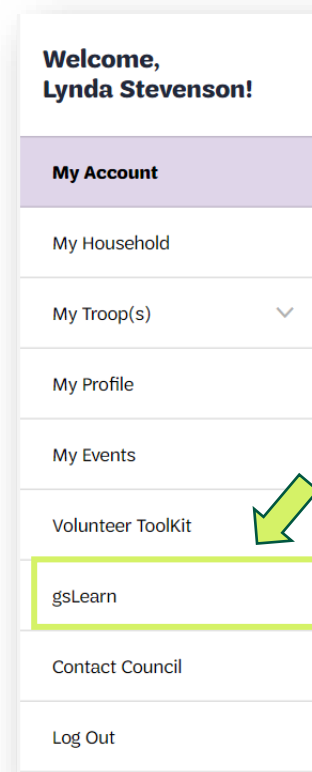
- Go to [gsnorcal.org](#), click on **MyGS** at the top.
- Login using the username and password you created when you set up your Girl Scout Member Account.
- Once logged in, click **My Account** in the upper right-hand corner of your screen.
- Select **gsLearn** from the left side menu

## ***I just registered today. When will I have access to gsLearn?***

You will have gsLearn access as soon as you receive your Welcome email with the link to set up your password and log into MyGS. Please allow for up to 60 minutes for courses to populate in gsLearn.

## ***Can I access gsLearn via a mobile app?***

No, you will need to access gsLearn through your MyGS login on a web browser (Chrome is recommended). Logging in through MyGS gives you single sign-on access to your member profile. Within My Account you can access not only gsLearn, but also My Household, My Troop (if you are a leader), My Profile, My Events, and Volunteer Toolkit.



## ***I am a registered volunteer but I am not able to access gsLearn, and/or I get an Access Denied Error.***

Some privacy settings on user devices are blocking the gsLearn and Volunteer Toolkit access. The following steps will walk you through the steps to resolve the issue.

Steps to resolve VTK / gsLearn access issues on a desktop/laptop:

- Clear browser cache and browsing history
- Ensure cookies are enabled
- Try a different browser (Microsoft Edge, Firefox, Chrome, Safari)
- Add [cdns.gigya.com](https://cdns.gigya.com) as a safe URL to any privacy/security extensions or settings on your device and/or browser.
  - Here are some tips to enable this URL as a safe/trusted URL on your device <https://effortz.com/add-website-browsers-trusted-sites-windows-os/>

If these steps do not resolve the issue, please reach out to the browser's customer support for additional assistance.

- On your computer, open a browser. (Google Chrome, Mozilla FireFox, Apple Safari, Microsoft Edge, etc)
- At the top right, next to the URL address bar, locate and click the browser dropdown menu
- Select Help and follow the instructions for troubleshooting and/or contact customer support

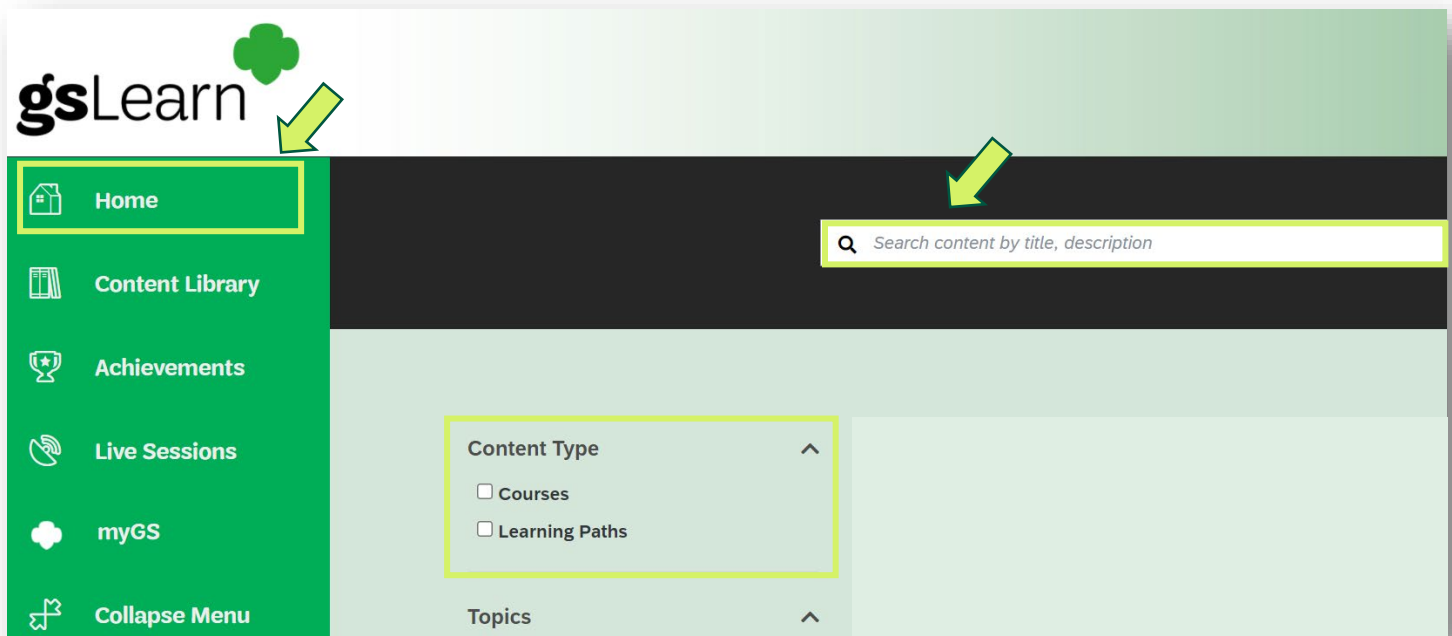
In most cases, these troubleshooting steps, help to resolve the login issue. If the problem still persists, please reach out to us at [info@gsnorcal.org](mailto:info@gsnorcal.org) or call 800-447-4475, ext. 0, Mon. – Fri. 9am-5pm.

### ***What if I do not see any content on my Dashboard or in the Content Library?***

If this is the first time you have logged in, please allow up to 60 minutes for the system to set up your account. Once your account is set up, you will see the **636 GSNorCal Online Learning** course in your Dashboard/Home. This course will provide information on current course offerings, resources, and links to our current Volunteer Learning Portal for volunteer role training.

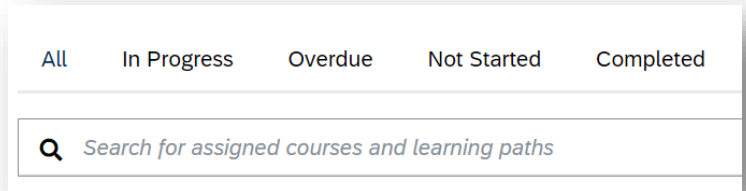
### ***How do I find available learning paths/courses?***

To find learning paths/courses, you will need to browse in the **Content Library**, the tab is on the left side of your menu. Use the search bar at the very top to enter in keywords. You can narrow your search by selecting the content type (course or learning path) and choosing the desired topics. Once you find your desired learning path/course, click on it to see the modules you will need to take. Once you click into one module, you will be “enrolled” in the learning path/course and it will now show up on your **Dashboard/Home**.



### ***Why don't I see a learning/path course that I have enrolled in on my Dashboard/Home?***

If you are not seeing a learning path/course that you should have, check under the other tabs on your dashboard; In Progress, Overdue, Not Started, and Completed. If you are still not seeing your courses you may have a duplicate account. Email [onlinelearning@gsnorcal.org](mailto:onlinelearning@gsnorcal.org) for help.



### ***What are those 3-digit numbers in the learning path/course title?***

gsLearn is an online learning management system that Girl Scout councils use nationwide. Those numbers differentiate which Council provided the content. Girl Scouts of Northern California's council code is 636. Some learning paths/courses are provided by GSUSA, and are typically indicated with GSUSA in the title.

### ***What if I have completed the entire course/learning path, but my completion was not tracked, what should I do?***

If you completed a module, course, or learning path and your completion was not properly tracked, please contact us at [onlinelearning@gsnorcal.org](mailto:onlinelearning@gsnorcal.org). Include the name of the module, course, or learning path and what device/browser you are using.

### ***I am having trouble in gsLearn with modules loading or a module getting stuck, what should I do?***

Try clearing your cache. Instructions below are for Firefox and Chrome.

#### **In Firefox**

1. Click the menu button and select Options.
2. Select the Privacy & Security panel.
3. In the Cookies and Site Data section, click Clear Data.
4. Remove the check mark in front of *Cookies and Site Data*. (You can keep this box checked if you would also like to clear this data)
5. With *Cached Web Content* check marked, click the Clear button.
6. Close the *about: preferences* page. Any changes you've made will automatically be saved.  
<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

#### **In Chrome**

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next "Cached images and files," check the box. Optional: check the box next to "Cookies and other site data".
6. Click Clear data.  
<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>