If you’re new to the Volunteer Toolkit (VTK), you probably have some questions. We’ve put together a list of frequently asked questions to help you get started. Don’t see what you’re looking for? Contact our Member Services team at info@gsnorcal.org or call 800.447.4475, ext. 0 between 9am and 5pm Monday through Friday, with additional questions.

**What is the VTK?**
The Volunteer Toolkit (VTK) is designed to support troop leaders in planning and delivering program content through troop meetings to girls of all program levels. Now, the VTK is available for service units as well as Juliettes/Individually Registered Girls (IRG). The intent was to consolidate resources into one digital tool to save troop leaders time and assist them with year plans, meeting agendas, and troop management.

**How do I access the VTK?**
From our council homepage (www.gsnorcal.org), look for “MyGS” in the upper right corner—click on that to log in and then select “Volunteer Toolkit.” The VTK works best on Chrome. If you experience issues, be sure to clear your browser cache. VTK access is dependent on your membership status and role. You need to have current membership status for the upcoming membership year by June 30 to have uninterrupted access to the VTK, as well as having an active volunteer role assigned to you. Contact our Member Services team at info@gsnorcal.org for further support.

**Can co-leaders of the same troop access the VTK?**
Yes! VTK access is granted at the troop level, so all troop leaders/co-leaders have access to the same account. Because this is at the troop level, any edits/changes made by one leader will apply to and be visible by all the other leaders—so coordination between leaders is important.

**Can VTK be used for someone who leads 3 different troops?**
Yes! The troop leader can toggle between troop accounts.

**If I have a Multi-level troop, can all leaders view the VTK?**
Yes. VTK defaults to the program level identified at the time of registration; it’s based on the troop number. If one large troop is working in patrols at the grade level with just one troop number, one VTK account is to be shared amongst all troop leaders.

**Why don’t administrative volunteers, including service units, have access to the VTK?**
They do! As of July 2019 councils have the ability to allow service unit volunteers access to the VTK, as needed. Each volunteer will have their own VTK account that cannot be edited by anyone else.

**Do parents/guardians of individually registered girls (IRG) have access to the VTK?**
As of July 2019, councils will have the ability to allow Juliette/IRG caregivers access to the VTK. Only the girl needs to be registered to get access to the VTK.
What if a Juliette/individually registered girl (IRG) is placed in a troop after setting up her VTK?
The family will need to download any information they would like to keep, such as achievement records or their Year Plan. Once they are moved into the troop, access to their IRG account in VTK will be disabled.

What can parents/guardians of girls in a troop view in the VTK?
Parents/guardians can log in to their online account using the “MYGS” tab on our website and view parts of the VTK, although they cannot make any changes. They can view the year plan, most of the meeting plans, the troop finance report, and view and search for resources. Using the Troop tab, parents can view membership, but cannot see other girls’ information. They can also view their girl’s attendance and achievements, if the troop leader is tracking it. Parents/guardians can use their online account to make changes to their Girl Scout’s information (contacts, membership, family profile), but cannot change the troop information.

If I don’t have internet at my home and/or meeting place, how will I access the VTK?
If you don’t have internet at home, libraries are great resources— you can print meeting plans or download them onto an electronic device (computer, tablet, smartphone) to use without internet access at your meeting.

What program levels can access the VTK?
The VTK has pre-selected or build your own track options for all program levels, grades k-12.

Can VTK users view program content for program levels besides their own? Older girls need to see younger girl content, especially for LIA.
Yes. VTK users can access digital program content on the VTK for all program levels. Once you have your own program level’s year plan selected, go to “YEAR PLAN,” click “Add Badge/Journey,” and you’ll be prompted to search categories.

What are some additional resources in the VTK for multi-level troops?
If your troop is listed as a multi-level troop in our registration system, you are now able to access multi-level content. If your troop is listed as a specific level (Daisy, Brownie, Junior, Cadette, Senior, Ambassador), you are able to access all meeting plans and add meetings from other program levels by clicking “Add Badge/Journey” from the “YEAR PLAN” tab. To combine two meetings of different levels into one meeting date: ensure your meeting schedule has been set. Add your desired meetings to the year plan. Next, open “MANAGE CALENDAR” in your “YEAR PLAN” tab. Click on the calendar symbol by one of the applicable meetings, select “COMBINE MEETINGS,” and check the meetings you wish to combine. By clicking “CONTINUE,” you will select the new date for the applicable meetings & save your selection.

Are volunteers able to upload their own resources to VTK?
No. Volunteers can’t upload their own resources to VTK. However, they can add a custom activity to the year plan. For example, a field trip to the fire station or a council event, can be added to the troop year plan by clicking “ADD ACTIVITY” from the “YEAR PLAN” tab. Troop leaders can also edit and customize an existing meeting plan as needed. For example, if they wanted to add additional meeting aids available in the VTK or adjust the time needed for various agenda items, they are able to do that.
Can I register for programs, camp, etc. through the VTK?
No. You can only register or renew membership through the “MYGS Member Profile” function. To register for camp, programs, and learning opportunities, visit gsnorcal.org, click on the “EVENTS” tab, and use the Activity Finder to find and register for the program or camp that you would like to register for.

What is not in the VTK?
Council activities are not presently integrated into the VTK. Continue to use the Activity Finder on our website or The Guide for more info. Information on Highest Awards, bridging, safety awards, and additional badges and awards are not included in the VTK. Refer to the Girls’ Guide to Girl Scouting.

Why can’t I view my year plan for the upcoming membership year? Example: My troop bridged from Brownie to Junior and now I want to view/add the Junior Year Plan options.
Year plan change over in the VTK is around July 1, depending on where in the week the date falls. At that time, Year Plans for 2019–2020 will be archived and the 2020–2021 year plans will become available. Archived plans can still be viewed by troop leaders; they cannot be edited, however. You must be registered for the next membership year to access the VTK after July 1st.

How do I find out all the badges and Journeys available?
The award logs and badge charts for all grade levels have been updated to include all the newly released badges and Journeys. You can print out the newly updated award logs and badge charts to replace the existing logs and charts in your Girl’s Guide to Girl Scouting. This is a quick and easy way to view all the badges and Journeys available for your program level.

Will a Journey leader guide be printed for the new program content, or do they have to use VTK?
There are no printed leader guides for the new Journeys. Volunteer resources supporting the new Journeys are available in the VTK and for purchase through our council and online stores.

How do we involve girls in planning their year while using the VTK?
Leaders will still be able to keep their troop girl-led by involving girls in the decision-making process. Start by downloading the Badge Chart from our website to see what’s available. Learn more specific details about each badge by using GSUSA’s Badge Explorer. View the VTK Tip Sheet: New Journeys and Badges to learn what’s new and the VTK Tip Sheet: Choosing and Customizing Your Year Plan to learn how to involve girls in this decision. Discuss and share all the options with your girls. Once they have decided you can select their chosen year plan in the VTK.

What is the Global Button on the VTK?
Like the Outdoor Button, which provides alternative outdoor options for some activities on the VTK, the Global Button offers girls and their leaders the option to approach an activity with a global perspective. For example, Brownies on the Wonders of Water Journey might be asked to explore different ways girls collect water around the world. This year the Global Button is available in the three classic Daisy, Brownie, and Junior Journeys and will be added to additional Journeys in future years.