

Girl Scout System Downtime Checklist for Members

Starting November 18 at 8:59 PM PST and going through early December, the following Girl Scout systems will be inaccessible while GSUSA performs planned enhancements: Volunteer Toolkit (VTK), myGS, Looker, background check processing, and membership renewal.

During this downtime, GSNorCal staff will also not be able to access data from these systems. We have been working for several months to prepare for this transition and are ready to support you. We appreciate your help in making sure your troop and family's experience is seamless!

Member Services can support you with:

- Girl Scout program support, including badges, awards, and activities
- Event registrations via DoubleKnot
- Girl Scout Shop inquiries
- Volunteer Learning Portal help
- Product Program questions
- Membership renewal

Member Services cannot support you with:

- Anything related to managing your troop or membership data in our systems, e.g. updating your contact information, troop transfers, troop banking, etc.

VOLUNTEER TOOLKIT (VTK)

- Troop leaders should download all meeting aids and/or resources needed for troop meetings or activities scheduled from November 18 through early December
- Troop leaders should consider any non-meeting or activity needs they may have during this time. For example, will you need your troop roster? Are you planning a visit to the council shop to purchase awards and badges? Remember to print your shopping list before November 18.
- Troop leaders should plan to utilize the [Troop Leader Blueprint](http://www.gsnorcal.org/blueprint) (www.gsnorcal.org/blueprint) and our [Events Calendar](http://events.gsnorcal.org) (events.gsnorcal.org) for Girl Scout programming and support during the downtime.



myGS

- ❑ All users should review and update their myGS account information before November 18
- ❑ Families should make sure [each caregiver has a unique email address](#) before November 18

myGS is becoming myAccount after the relaunch!

LOOKER

- ❑ Service Unit volunteers who use Looker should download a copy of the most recent/available data before November 21

BACKGROUND CHECK PROCESSING

- ❑ All volunteers who have received an invitation from the background check vendor to complete (or renew) their background check should submit their background check prior to November 14

It is important to note that results of background checks that have been submitted but have not completed processing and screening prior to the start of system downtime (November 18 at 8:59 PM PST) will be considered incomplete. Girl Scouts will have to postpone volunteer engagement for these individuals until post Go-Live when eligibility status can be confirmed. We kindly ask volunteers with pending background checks to submit their background check no later than November 14 to allow optimum time for processing and screening.

REGISTRATION & RENEWAL

- ❑ Current members should review their household memberships (in myGS) and complete any necessary renewals by November 18. If you must renew between November 18 and December 7, you can do so at www.gsnorcal.org/renew
- ❑ Volunteers who support new member registrations and/or renewals are encouraged to reach out to Member Services at 800-447-4475, ext. 3093 or info@gsnorcal.org for information and council guidance on supporting new member registration and renewals during this time

All members should watch for an email from Girl Scouts in early December announcing the debut of our refreshed member account management system, updated login information (including a password reset), and instructions on how to access their Girl Scout account!