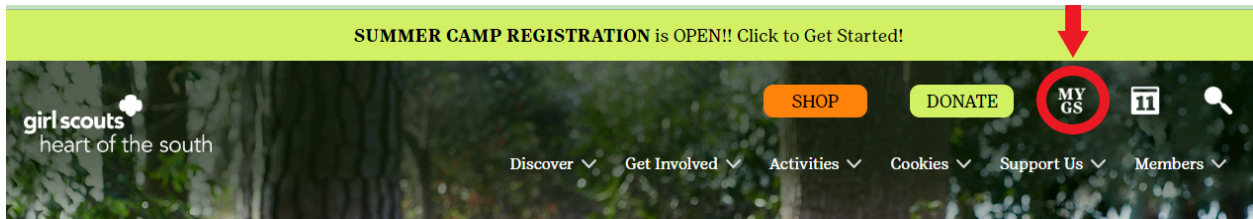


Renewal and Registration Guide for Families

We're so happy that your family will be returning for another year of fun! If you need assistance with membership renewal or have any questions as you work to complete this process, please email info@girlscoutshs.org or call 800.624.4185.

Membership Renewal

Adults can renew memberships for their household members through the My Account portal. To access My Account, visit the council's website at www.girlscoutshs.org and select MyGS.



From there, you will log in using your email address and password. If you can't remember your password, you can select "forgot password" to have a reset email sent to you. If you do not receive this email and have confirmed it did not go to your spam/junk folder, please contact a member of our Customer Care team for assistance.

Welcome to Girl Scouts, Close X

Log In!

Email address

❗ Email is required

Password

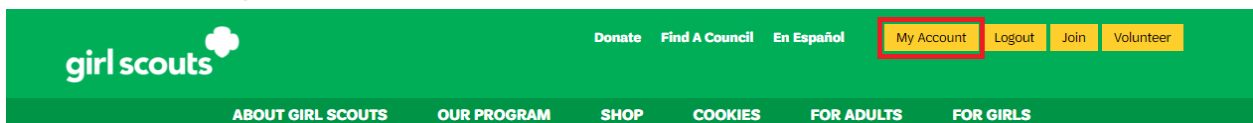
❗ Password is required

Remember me Forgot password?

LOG IN

[Don't have an account? Sign up now](#)

Once you're logged in, you will select "My Account" in the top right hand corner to access both your household and troop information.



Renewal Incentives

Girls and adults who complete their membership renewal on April 1st or 2nd will be emailed a link to submit their t-shirt sizes. Those who qualify for the incentive can expect to receive this email by April 30th.

- Because verifying eligibility and completion of the membership purchase has to be done by staff, we will honor memberships *using program credits or financial aid* that were started on April 1st or 2nd and are ready for staff completion.
 - These would include memberships being renewed through Passport Bucks and memberships being renewed through Cookie Incentives for girls who sold 600+ cookie boxes and met the initial order criteria.
 - In order for these renewing members to be eligible for the t-shirt, the “Program Credits” payment method must be selected and moved through the entire checkout process *on April 1st or 2nd*. More on this later.
- Memberships that do not have program credits available to cover their costs must be *fully purchased and completed* on April 1st or 2nd.
- Financial Aid may not be available for all requests and in some cases, partial Financial Aid may be awarded, depending on funding availability.

Girls who renew between April 1st - April 30th will receive a free patch.

Lifetime members qualify for renewal incentives as long as their volunteer participation for the upcoming year has been renewed according to the incentive timeline.

Important Reminders

Any members who have not renewed their membership before October 1 will become a lapsed member on that day. Troop leaders are unable to renew lapsed members; however, adult members, volunteers, and primary caregivers can still renew members through their own account. Additionally, a troop member’s place is “held” in the troop within the database through September 30, if the renewal has not been completed. On October 1, when the new membership year begins, the system will no longer “hold” that role or opening for volunteers or girls.


Renewing Members


To begin renewing your family, click on “My Household” and select the member(s) you’d like to renew. You will see adults first and girls below. If you’re renewing all members of the household and their troop participation and/or volunteer roles will remain the same, you can use the “Select All” box to simplify this process. You can also use this box to check everything and then uncheck a single option. You also have the options to mark a member as not returning to a troop and to hide any inactive members, making it easier to renew those who are active.



Member details

SAVE RETURN STATUS RENEW

Girl

Select All Hide inactive and not returning members 

Barbara Dominion Edit details 

Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Troop 12347 	Adrienne Dominion	09/30/2024		• TIME TO RENEW MEMBERSHIP <input type="checkbox"/> Not returning

For each member, check any box that you and your family members continue to renew for.

You can also select which household members will not be returning by checking the “Not Returning” box. It may be easier to mark family members who aren’t renewing first. Once you have checked everyone as not returning, be sure to save the return status before beginning to renew the remaining members. You can then choose the option to hide all inactive and not returning members. From there, you will be able to use the “Select All” checkbox to mark all other family members to renew. As long as any household members who aren’t returning are hidden from view, they will be excluded when you opt to “Select All”.

Selecting “Not Returning” will not prevent the member from renewing their membership. If a member is marked as not returning to a troop on accident or their plans change, please contact Customer Care to have this reversed.

Any current member with the status of “time to renew membership” is eligible for renewal, and any lapsed member with the status of “lapsed membership” is eligible for renewal. Once you have all renewing members checked, you will need to scroll back up to the top to click “renew”.

When you log in to renew members of your household, if you see the status of “Unpaid Membership Pending”, this likely means that your troop leader has already made the request for renewal of that family member. You would not yet see “Active” as the status for this renewing member if the request was made to complete the renewal through program credits. More on that later.

Adding/Changing Volunteer Roles and Troops


If a girl will not be returning to the same troop for the upcoming membership season, primary caregivers should check the renewal box for the membership, but not the box for the current troop. From there, the “add a troop” selection should be made. This will then allow the troop search to appear so the new troop can be selected.

For volunteers wanting to add a new role with the same troop, the membership renewal box should be checked, the box for any roles they will be continuing should be checked, and the “add a role” selection should be made. This will then allow the volunteer opportunities search to appear so the

new role can be selected. If a volunteer would like to add a new role with a different troop, the “add a troop” option should be used instead of “add a role”.

Lifetime Members



While lifetime membership renewal is free, active lifetime members must still renew their participation with Girl Scouts from year to year. As you can see below, the membership status for lifetime members remains active but the individual roles are ready for renewal.

Participation	Caregiver of	Exp. date	CBC expiration	Status
<input type="checkbox"/> Lifetime member		N/A	N/A	• ACTIVE MEMBERSHIP
<input type="checkbox"/> Adult Members		09/30/2024	N/A	• TIME TO RENEW
<input type="checkbox"/> Service Unit Manager		09/30/2024	03/30/2023	• TIME TO RENEW
<input type="checkbox"/> Troop 38705 	N/A	09/30/2024	N/A	• ACTIVE MEMBERSHIP
<input type="checkbox"/> Troop Co-Leader		09/30/2024	N/A	• TIME TO RENEW

Graduating Seniors

If a girl is in 12th grade during spring renewal season, her membership status will appear as “Renew as Adult”. When renewing a graduating senior, you will have two membership options: an annual adult membership or a discounted young adult lifetime membership.

Any graduating senior that does not turn 18 until October 1 or later will not see the option to purchase a young adult lifetime membership until that time. Any girl members that this applies to should complete the purchase of an annual membership if they would like to be eligible for renewal incentives, according to the communicated timeline. They should reach out to our customer care team after October 1 to request support in updating their membership from annual to lifetime.

Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Troop 12347 	Clara Flores	09/30/2024		• RENEW AS ADULT <input type="checkbox"/> Not returning

The renewal process for graduating seniors looks similar, however a volunteer position must be selected. If a graduating senior will not be volunteering with the troop, leaders should select “graduating senior” under the participation type.

Confirm member details



1. Lynelle Flores

Renew as Adult

Troop 12347



Participation type ?

Volunteer (Adults) ▾

Troop(s)

Troop 12347 ▾

Volunteer position(s) for Troop 12347

Volunteer position(s) ▾

First name

Lynelle

Last name

Flores

Renewing Lapsed Members

A renewing lapsed member is a person who had a membership in 2022-2023 and did not return for the 2023-2024 membership season.

Renewing lapsed members may also choose to purchase an annual membership for \$25.

Participation type ?

Adult member (Adults) ▾

Adult first name

Meg

Adult last name

██████████

Choose Membership

Current Year - 2024 \$25.00
October 2023 - September 2024

Next Year - 2025 \$25.00
October 2024 - September 2025

Choose a Payment Type

Payment type

Select Payment Type ▾

SAVE DETAILS

Remove participant ✕

Friendly reminder: you'll still be able to edit participant details before completing your purchase.

It's important to note the difference between "Current Year - 2024" and "Next Year - 2025" when selecting an annual membership for renewing lapsed members. The Current Year - 2024 membership will expire on September 30, 2024. The Next Year - 2025 membership will begin on October 1, 2024 and carry through September 30, 2025.

If a renewing lapsed member is planning to participate before August, it's recommended they purchase an Extended Year Membership so they are considered active members through summer. A Current Year Membership will not qualify for any Early Bird Incentives. If they will not be returning until August, the "Next Year - 2025" membership product may be the best option for them.

Please be sure you're paying careful attention to the different membership options. *Remember, Girl Scout memberships are not refundable.*

Checkout Process

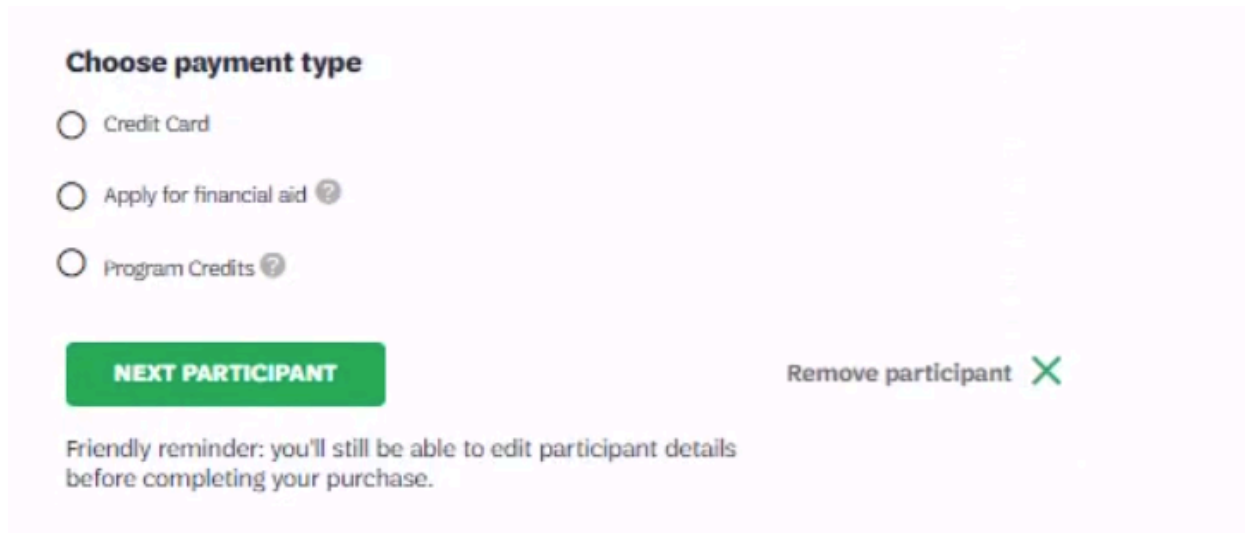
There are three payment types in the system: credit card, financial aid, and program credits. Please note that financial aid is not an option for troop renewal by leaders. Any financial aid requests must be made by the family, therefore those memberships will have to be purchased/renewed through the family's own account.

When the credit card option is selected, the payment is processed immediately. The membership status should show as "Active Member" for any of these members and their spot in the troop has been secured. The exception to this is any volunteer that has an expired, missing, or pending background check. Their membership will not appear active until their background check is completed.

When a family applies for financial aid, the girl's renewal will be in pending status until it has been approved by the council. Until then, there will be notice of a balance due in the family's My Account and her spot in the troop remains open until her registration is complete. The status of the pending membership will show as "Unpaid Membership Pending". Once the request for financial aid has been approved, the "balance due" message will disappear and the member's status updates to "Active Member".


Program Credits is an all-encompassing term that may be used whenever a member has credit to spend, including Passport Bucks, or the free girl membership incentive for 600+ boxes of cookies sold in the initial order from the 2024 Cookie Program. This option works the same as financial aid, in that the person's membership will not be complete until the availability of program credits has been verified and the transaction has been completed by council staff. Memberships renewed with Program Credits or Financial Aid DO qualify for Early Bird Renewal incentives if fully submitted during the specified campaign dates. If there is any remaining balance due after applying program credits, a member of the council customer care team will call the parents to take the remaining balance due by credit card payment over the phone.


- Adults can expect a phone call from the customer care team to fully complete the purchase of memberships, covering any “balance due” by credit card payment after program credits have been applied.
- Family members that begin the process of renewal for someone in their household can expect an email notification or phone call from one of our staff members when program credits or financial aid have been applied and a balance due has been created.




Choose payment type

Credit Card

Apply for financial aid 

Program Credits 

NEXT PARTICIPANT

Remove participant 

Friendly reminder: you'll still be able to edit participant details before completing your purchase.

When renewing a family member, adults will have the opportunity to select a payment method for each renewing member. Therefore, it is possible to have some memberships paid for by credit card and others by program credits in the same transaction. However, you will only be able to put in one credit card for each transaction, even those involving multiple renewals. Please be aware of this as you begin the renewal process for members of your household.

TIP: When renewing multiple members at once, be sure to review your cart to confirm you don't have someone included who shouldn't be. *Remember, Girl Scout memberships are not refundable.*

Once you have reviewed your cart, you will need to agree to the Girl Scout Promise and Law before proceeding to checkout.

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.*

agree to the Girl Scout Promise and Law
(required)

Once your transaction is complete, you will review a payment confirmation both on your screen and in your email. You can use this payment confirmation to print your receipt. Please be aware that it may take a minute or two for the information to update in My Account.

Payment confirmation

Order #02512014	\$195.00 ▾
Receipt sent to: clara.flores@mailinator.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](#)