

## Renewal and Registration Guide for Troop Leaders

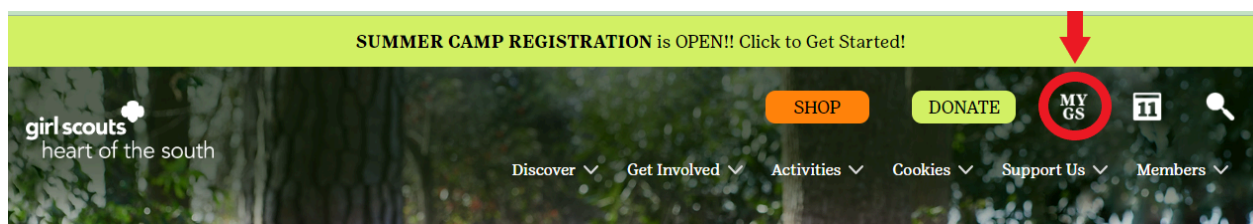
We're so happy that you and your girls will be returning for another year of fun! If you need assistance with membership renewal or have any questions as you work to complete this process on behalf of your troop members, please email [info@girlscoutshs.org](mailto:info@girlscoutshs.org) or call 800.624.4185.

Below you will find instructions on specific pieces of the troop renewal process. For more information and hands-on practice, we encourage troop leaders to complete the [Managing My Troops from My Account](#) course in gsLearn. Questions answered in this course include:

- What do I see under "My Account"?
- How does volunteer screening impact what I see under "My Troops"?
- How do I update meeting information for my troop?
- How do troop members register for open positions in my troop?
- What personal information can I update for my troop members?
- How do I renew members for next year or flag them as "Not Returning"?
- How do I register my troop members for events?
- How do I purchase lifetime memberships for troop members?
- How do I print membership cards for troop members?
- What can caregivers vs. troop leaders do from My Account?
- What troop information is integrated with the Volunteer Toolkit?

## Membership Renewal

Troop Leaders can renew memberships for their household members and, *in a separate transaction*, they can also renew members of their troop. This all happens through the My Account portal. To access My Account, visit the council's website at [www.girlscoutshs.org](http://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.

Close X


Welcome to Girl Scouts,

## Log In!

Email address

❗ Email is required

Password

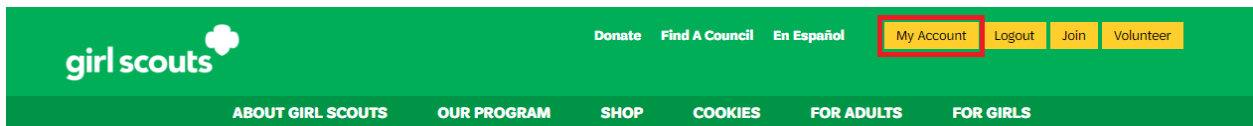
❗ Password is required

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 April 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

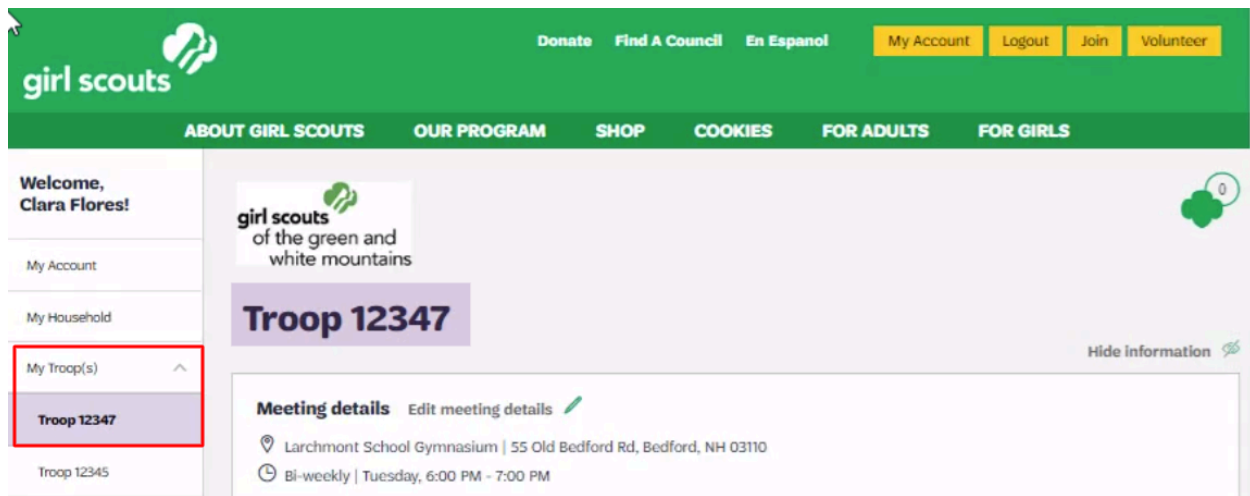
upcoming year has been renewed according to the incentive timeline.

### **Important Reminders**

Troop renewals are available until September 30. 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 girls and adults in your troop, click on "My Troop(s)" and select the troop you'd like to renew.



Once you have the correct troop selected, scroll down to view "Member Details". From here, you will be able to individually select the troop members you'd like to renew.

You can also select which girls will not be returning to the troop by checking the "Not Returning" box. It may be easier to mark girls who aren't returning first. Once you have checked girls as not returning, be sure to save the return status before beginning to renew 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 girls to renew. As long as the girls who aren't returning are hidden from view, they will be excluded when you opt to "Select All".

**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		<ul style="list-style-type: none"> <li>TIME TO RENEW MEMBERSHIP</li> </ul> <input type="checkbox"/> Not returning

Selecting “Not Returning” to the troop will not prevent the member from renewing their Girl Scout membership. If a member is marked as not returning to a troop on accident or their plans change, the troop leader will need to 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”.

Once you’ve selected the girls you’d like to renew, do the same for adults. They will be listed further down on the same screen.

Any current member with the status of “time to renew membership” or “time to renew” is eligible for renewal. Adults can be renewed in the same transaction as girls. Once you have all renewing members checked, you will need to scroll back up to the top to click “renew”. Please be aware that there is an update to the renewal process that differs from what is shown in the *Managing My Troops from My Account* training in gsLearn. Leaders will *not* need to review/confirm details for each renewing member. You will only need to confirm the payment type for each member. More on that in the checkout process section of this guide.

When you log in to renew members of your troop, if you see the status of “Unpaid Membership Pending”, this likely means that a parent or caregiver has already made the request for renewal of that troop 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 or financial aid. More on that later.

### ***Adding/Changing Volunteer Roles and Troops***

There are times where girls need to be moved from one troop to another, for example, when a girl bridges to a new grade level. Troop leaders will need to select “not returning” for any members who will not be returning to the troop they are renewing at that time. Leaders will *not* be able to add a girl to her new troop, but can send the join link to the family to complete the process.


A simpler way for girls to move from one troop to the other is to have the family complete the membership renewal. From the primary caregiver's account, they 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 and the membership renewal can be completed.

Another option, which could prove better for troops that will be paying for a membership renewal is to complete the renewal to the current troop and request that a council staff member process a troop-to-troop transfer by contacting our customer care team. Please keep in mind the implications on troop spots available that this might have, in determining your best choice for completing troop member renewals.

The same process and options above also apply for volunteers who need to add/change a role or troop participation.

### ***Lifetime Members***


While lifetime membership renewal is free, active lifetime members must still renew their participation with Girl Scouts from year to year. This can be done by troop leaders during the troop renewal process. 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	

A troop may decide to use troop funds to purchase lifetime memberships for graduating girls or adults in their troop during spring renewal. To purchase a lifetime membership for a renewing member, troop leaders should select the "Purchase Lifetime Membership" option in the top right of an adult's record when viewing the whole troop. From there, select the lifetime membership and payment method.

Janice Wilson [Edit details](#)

[Purchase Lifetime membership](#)

Participation	Caregiver of	Exp. date	CBC expiration	Status
<input type="checkbox"/> Troop 12347 	Destiny Wilson	09/30/2024	N/A	<b>• TIME TO RENEW MEMBERSHIP</b> <input type="checkbox"/> Not returning
<input type="checkbox"/> Friends and Family Volunteer		09/30/2024	N/A	<b>• TIME TO RENEW</b>

### Choose a Membership year

<input checked="" type="radio"/> <b>Lifetime Membership</b> <span>\$400.00</span> Are you a Girl Scout for life? Become a Lifetime member today.	<input type="radio"/> <b>Adult 2025 Membership</b> <span>\$25.00</span> October 2024 - September 2025
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### Choose payment type

- Credit Card
- Apply for financial aid ?
- Program Credits ?



**SUBMIT MEMBER DETAILS**

Remove participant ✕

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

### Graduating Seniors

If a girl is in 12th grade during spring renewal season, her membership status will appear as "Renew as Adult".


<b>Lynelle Flores</b> <a href="#">Edit details</a>				
Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Troop 12347 	Clara Flores	09/30/2024		<b>• RENEW AS ADULT</b> <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** Troop 12347 ^  
*Renew as Adult*

Participation type  Troop(s)

Volunteer (Adults) ▼ Troop 12347 ▼

Volunteer position(s) for Troop 12347




Volunteer position(s) ▼

First name Last name

Lynelle Flores

When renewing a graduating senior, you will have two membership options: an annual adult membership or a discounted young adult lifetime membership. If purchasing a lifetime membership, you will have the option to select that the membership is a gift. Checking this box ensures that the girl receives an email notifying her of the gift, the leader receives an email confirming the gift was sent, and the graduating senior does not receive an order confirmation for the purchase.

## Review your cart


Council	Participation	Details	Price
	Troop 12347	<b>Lynelle Flores</b> Friends and Family Volunteer	\$200.00
Edit    Remove    <input type="checkbox"/> This is a gift			
<b>Prepare a girl for a lifetime of leadership.</b>			


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.

### 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 choose to purchase an annual membership for \$25.

Participation type 

Adult member (Adults) 

Adult first name

Adult last name

### Choose Membership


<input type="radio"/> <b>Current Year - 2024</b> \$25.00 October 2023 - September 2024	<input type="radio"/> <b>Next Year - 2025</b> \$25.00 October 2024 - September 2025
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### 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 a Current 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 and will qualify for Early Bird incentives, if purchased during the Early Bird Renewal promotion dates.

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 membership system: credit card, financial aid, and program credits. Please note that financial aid is not an option for troop renewal by leaders. Any requests for financial aid must be made by the family, therefore their memberships will have to be purchased/renewed through their 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 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 assistance 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. The program credits 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 or financial aid have been applied.
- Troop leaders that begin the process of renewal for someone in their troop can expect an email notification or phone call from one of our staff members when program credits 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 troop, leaders 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 your troop.

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	<a href="#">Print receipt</a>

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](#)

#### ***Background Screening for Volunteers***

For the safety of all members, Girl Scouts Heart of the South requires background screening for all volunteers. New volunteers will have the volunteer role status of “Screening” until their background checks are complete. While in this status, their online access is limited. When logged in to My Account, they will only see members of their own household.

Once complete and accepted by the council, their volunteer status will update to “Approved”. This will elevate their access to their troop online, giving them the ability to:

- Update troop meeting information
- See all troop members
- Edit troop member information
- Complete spring renewals

Background checks are good for two years. Volunteers will start seeing reminders 3 months before their current background check expires, prompting them to complete a new background check. If a troop leader does not renew their background check in time, it will expire, and they will lose online access to their troop(s). They will also lose access to the Volunteer Toolkit.

**We strongly encourage all troop leaders to confirm they have a current background check prior to Monday, April 1st.** Troop leaders with expired background checks will not be able to renew members and therefore may miss the two-day free t-shirt incentive.

It's important to keep in mind that any volunteer with an expired background check is no longer considered eligible to volunteer. To remain eligible, background checks should always be renewed prior to their expiration date. As the troop leader, you are able to see the screening status of all volunteers with your troop, as well as their expiration dates, under My Troop(s) in My Account.