



## Frequently Asked Questions (FAQ) For Membership Renewal For Families and Individuals

### Will our Troop Leader renew our memberships for us?

If you are part of a troop, check with your Troop Leader. Your Leader may be planning on renewing the troop members. If so, she may need to collect membership dues from you. If the Leader will not be renewing your troop, please renew your family by logging in to MyGS.

### How do I login to MyGS to renew?

Go to [www.girlscoutsla.org](http://www.girlscoutsla.org) and click on the yellow MyGS link, and then click Member Profile. Login using the email address where you receive other GS notifications. If you don't remember your password, click on the Forgot Your Password link. Once you're logged in, go to the Membership tab.

### How do I renew for the next membership year?

The renewal option for the next membership year will become available after April 1 for early renewal. When you first login, you will see the CURRENT YEAR and will see "Current" status for every member of your family who has a current membership. You must renew for the CURRENT YEAR before registering for NEXT YEAR.

Once everyone is current, click the drop down next to CURRENT YEAR and select NEXT YEAR, and continue with the renewal process. You must select "Renew Now", "Renew Later", or "Don't Renew-Cancel" for each member to continue. It is recommended to choose "Renew Later" if you are unsure about renewal as choosing "Don't Renew-Cancel" will remove the online renewal option so you will be unable to renew at a later time.

### What does the Status column mean on my roster?

The Status column will tell you if your family's membership is current or not.

- *Current* means that the individual's membership is active for that year (yay!).
- *Time to Renew* means that member does not have a membership for that year.
- *In Progress* may mean that the Troop Leader has started the membership process, but has not yet finished it. For adults who have selected a volunteer role, it can also mean that their background screening is being processed.
- *Payment Pending* means the member has not completed the payment.
- *Inactive* means that that member is no longer in the troop.

### How do I select a new troop for my daughter?

To add or change troops, click on the green [Add/Change Troop](#) link to the right of the girl member. You will be directed to our online catalog to search for a new troop. Search and select the troop, then submit a request to [customercare@girlscoutsla.org](mailto:customercare@girlscoutsla.org) to end your daughter's participation in her previous troop. If you can't find the troop you are looking for try expanding your radius. If you are still unable to find the troop, contact [customercare@girlscoutsla.org](mailto:customercare@girlscoutsla.org) or call (213) 213-0123.

### If my daughter is bridging to a new troop next year, do I renew our membership with the current troop or the new troop?

We recommend that you renew her membership with the current troop and request a transfer for the new troop by contacting [customercare@girlscoutsla.org](mailto:customercare@girlscoutsla.org) or calling (213) 213-0123 and providing the reason for the transfer and the membership year to be transferred.

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### **How can I add a volunteer role for myself or another adult in my family?**

To add a volunteer role, click on the green [Add Role](#) link for the appropriate adult member. You will be directed to our online volunteer catalog. Search for the troop and select the desired role. If you can't find the troop you are looking for try expanding your radius. If you are still unable to find the troop or volunteer role, contact [customercare@girlscoutsla.org](mailto:customercare@girlscoutsla.org) or call 213 213-0123.

### **How do I purchase a lifetime adult membership for my 12<sup>th</sup> grade graduating girl?**

Graduating senior Girl Scouts will now be able to purchase the Young Alumnae Lifetime membership for \$200. They must be 18-29 years of age in order to be eligible and can purchase it by going to this site: <http://www.girlscouts.org/LTM>. Parents or leaders wishing to purchase Young Alumnae Lifetime Membership as a gift for the graduating senior may also use this link.

Young Alumnae Lifetime Membership is only available to adults who are Girl Scout alumnae between the ages of 18-29. After the age of 29 or for any non-alumnae adults, the Lifetime Membership cost is \$400.

### **If I start the renewal process but don't finish it, can I go back later?**

Yes! When you log back into your account, you should receive a prompt asking if you would like to continue or start over. Please keep in mind that if you start the renewal process but don't pay, it will prevent the troop leader from being able to renew your daughter unless you contact the customer care for assistance.

### **What happens after I renew?**

You will receive an email notification. If your Troop Leader renews your daughter, you will receive an email notification of her renewal. Please take a few minutes to [login to MyGS](#), and update your contact information if needed.

### **How do I update my contact information?**

After logging in to MyGS, click on the Family Profile tab to update your family's information.

### **How do I add a member to my household?**

If you would like to add a member to your household, click on the Membership page, and scroll down to where it says Add a New Member. Choose from the drop down to select whether you would like to add an adult or a girl, and then click Go.

### **What are the Activities and My Activities pages?**

The Activities and My Activities pages are not currently active for our council. Please register for camp, events, and training through [eBiz](#).

### **I can't find the answer I'm looking for. What should I do now?**

Please contact Customer Care, [customercare@girlscoutsla.org](mailto:customercare@girlscoutsla.org), (213) 213-0123.