

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

For assistance, contact [customer care](#) at (213) 213-0123.

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

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/My Account](#).

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

Go to [www.girlscoutsla.org](http://www.girlscoutsla.org) and click on the yellow [MyGS/MyAccount](#) link. Login using the email address where you receive other GS notifications. If you don't remember your password, click on the [Forgot Password?](#) link. Once you're logged in, click on [My Account](#).

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

The renewal option for the next membership year will become available after April 1. For detailed instructions, please see the [Individual Renewal Instructions](#) located on the [Renew](#) webpage under [Forms and Helpful Resources](#).

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

The Status column will tell you if your family's membership is current or not or if it is time to renew your membership. During Renewal (April 1- September 30) you will see the following status for **Membership:**

- *Active Membership* 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 OR it is time to renew membership for the upcoming membership year (begins October 1)
- *Renew as Adult* shows for a 12<sup>th</sup> grade/Ambassador girl so she can purchase adult membership for the upcoming year. This would include the option for Young Alum Lifetime Membership.
- *Membership pending* means either that her membership has been purchased the upcoming year and her spot is secured in the troop OR that financial aid approval is pending.
- *Lapsed member* means that the membership is expired.

During Renew (April 1- September 30) you will see the following status for **Troop or Volunteer Role:**

- *Active* means that the individual's troop or role is active for that year (yay!).
- *Time to Renew* means that member needs to renew their troop participation or volunteer role participation for that year OR it is time to renew for the upcoming membership year (begins October 1)
- *Screening is for* adults who have selected a volunteer role and their background screening needs to be renewed or is being processed.
- *Lapsed* means that that member is no longer in the troop or adult role

### What if a member did not participate in the current year, but would like to participate next year?

They have 2 options this year:

- They can purchase the extended year membership for \$35 which provides membership from May 1, 2021 through September 30, 2022 (18 months of membership). Available this year only.
- They can renew membership for 2021-2022 year which begins Oct. 1, 2021.

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

To add or change troops, click on the green [Add a troop](#) link under the member's information. You will be directed to our online troop catalog to search for a new troop. Search and select the troop, then submit a request to [customer](#)

[care](#) at (213) 213-0123 to end your daughter's participation in her previous troop. If you can't find the troop you are looking for try changing the filters. If you are still unable to find the troop, contact [customer care](#) at (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?**

If the girl is joining a different troop for the upcoming year, the parent can click on [Add a Troop](#) in [My Household](#) and search for the troop.

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

In your My Account under My Household, 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 changing your filters. If you are still unable to find the troop or volunteer role, contact [customer care](#) at (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. Second year Ambassador Girl Scouts will be able to choose Lifetime membership as an option when renewing membership in MyGS/MyAccount under the My Household tab.

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.

### **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. If you need to update your email address, log into [MyGS/MyAccount](#) and click on My Profile to update. Scroll down to the bottom to Save.

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

If you need to update your email address, phone number, or mailing address, log into [MyGS/MyAccount](#) and click on [My Household](#) to update. You can also update the communication preferences. Scroll down to the bottom to save.

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

If you would like to purchase membership for a new member of your household, then follow the instructions below.

- Go to My Household tab
- Scroll down to the bottom of the page and click on Register a new household member.
- In the Troop search, you can search for a troop or you can skip all the info and click on Search at the bottom of the page.
- If choosing a troop, then look for the troop and click on the + to add a girl or adult.
- If not choosing a troop, then scroll down to bottom and click on Apply to participate without a troop.
- In the Add Membership details page, you can add a girl participant or a caregiver to your household and purchase membership for them.

If you are not purchasing membership for an adult but want to add them to your household, please contact [customer care](#) at (213) 213-0123.

### **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](#). The Activities and My Activities pages are scheduled to go live after June 28, 2021.

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

Please contact [customer care](#) at (213) 213-0123