



Frequently Asked Questions (FAQ) for Renewal and Roster For Troop Leaders

How should my troop renew?

It is now easier than ever to renew all of the girls and adults in your troop online using the Troops tab! Direct your parents to fill out and print the paper registration form and collect the membership dues from them (or use the product sales proceeds to pay for memberships!)

[2021 Girl Membership Form](#)

[2021 Girl Membership Form Spanish](#)

[2021 Adult Membership Form](#)

[2021 Adult Membership Form Spanish](#)

How do I login to renew my troop?

Go to 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 Troops tab. If you have multiple troops, there will be a drop down menu to view each troop.

How do I renew for the next membership year?

The renewal option for the next membership year will become available after April 1 for renewal although GSGLA Early Renewal is May1-June 30. When you first login, you will see the CURRENT YEAR and will see "Current" status for every member of your troop 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. It is recommended to choose "Renew Now" or "Renew Later" for each member. Do not choose "Don't Renew- Cancel" as this will remove the online renewal option for that member to renew at a later time or with another troop.

What does the Status column mean on my roster?

The Status column will tell you if a membership is current or not.

- *Current* means the membership is active for that year (yay!)
- *Time to Renew* means the member does not have a membership for that year.
- *In Progress* may mean that the parent has started the membership process but has not yet finished it. For adults that 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 your troop.

What if a member did not participate in the current year, but would like to participate next year? If they did not participate for the year, please contact Customer Care at customercare@girlscoutsla.org or (213) 213-0123.

What if a girl is not returning next year? Or I'm not sure if she is returning yet?

The Renewal Choice column options are "Renew Now", "Renew Later", and "Don't Renew-Cancel". You must choose an option in order to continue.

- If the girl is joining a different troop, we recommend that she renew her membership with the current troop and request a transfer for the new troop by contacting customercare@girlscoutsla.org or calling (213) 213-0123 and providing the reason for the transfer and the membership year to be transferred.
- If you choose not to renew her or you are unsure if a member is returning, select "Renew Later" and submit a transfer request. Do not choose "Don't Renew-Cancel" as this will remove the online renewal

option for that member to renew at a later time or with another troop.

Frequently Asked Questions (FAQ) con't

One of the parents volunteered to help with the troop! How can I add his or her volunteer role?

If the parent is already a registered member and in your roster, you can now add a volunteer role for them. Click on the green **add** link in the far right column next to the parent's name. If the parent is not listed on your roster, use the Add a Member feature at the bottom of your Troops page.

Can I renew a 12th grade graduating girl as an adult or purchase a lifetime membership for her?

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 may prevent the parent from being able to renew her/his daughter unless customer care is contacted for assistance.

What happens after I renew the troop?

You will receive a notification email. The parent of each girl will also receive renewal notification email(s), and the email will also ask the parent to update contact information if needed.

Have any of your members moved?

You can update basic contact information and the school attended for your troop members through the Troop Roster tab! Just click on the green **edit** link to the right of each member's name.

How do I update my contact information?

Click on the Family Profile tab to update your family's information.

How do I use the Add a New Member feature?

If you would like to add a member to your troop, make sure you are on your Troops page. If you try to add a member to your troop while you are on the Membership page, you will be adding them to your family household instead of the troop! This feature is best used to add an adult to your troop, usually a parent of one of the girl members. If you would like to open up your troop to new girls, the best way to do this is to display your troop in the online opportunity catalog.

How do I update my troop information?

When you're logged in to MyGS, click on the Troops tab and then click on the green link **VIEW/EDIT TROOP INFORMATION** at the bottom of the page. Please update all of the information. The following information updates as soon as you hit the green Save button: *Meeting Day, Frequency, Start and End Time.*

- *Program Level, Desired Number of Girls in Troop, Meeting Location Name and Address* are submitted to council to review and update manually. Please allow 3-5 business days. If you have questions, please contact registration@girlscoutsla.org.
- Meeting Location Name is displayed publicly so potential members can get a general idea of where your troop meets. The exact street address is not shown – it is for internal purposes only.

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 at customercare@girlscoutsla.org or (213) 213-0123.