Frequently Asked Questions – Fall Product Program - Troops

Q: I do not see one of my girls listed in M2OS, but she's on my troop roster in MyGS; how do I add her?

A: The MyGS and M2OS (M2 Ordering System) systems are not linked. We uploaded girls who were registered as of a certain date (approximately a week before the start of the Fall Product Program). You will not be adding the girl but instead letting the parent do it with her/his daughter(s) as they set up an online account via www.gsnutsandmags.com/gsgla. The parent/girl will select the troop number from a list, and then select the "I Do Not See My Name" option. This latter part will provide a pair of fields – first name and last name. Once saved, the girl will be added to your list in M2OS. See the *M2OS Guide - Troops* for more information and further detail.

However, if it is at the end of the ordering period, and the girl who does not show on your list took orders on her order card, you will have an opportunity to add both the girl and the order at this time. How to do this is in the *M2OS Guide - Troops*.

Q: I did not get the email to sign up for M2OS, what can I do?

A: First check to make sure the message did not go into your spam folder. For Gmail users, check the Promotions tab, as some emails are being directed there.

If the message is not in your spam folder (or Promotions tab), contact your service unit fall product chair to make sure that the email address provided is correct. The person who completed the *Troop Fall Product Chair Agreement* was the person to whom the email was sent. If the email address is correct, the SU Fall Product Chair can resend the email or reset your password (which sends an email).

If the person who signed the form is *not* acting as the Troop Fall Product Chair, then:

1. The person who *is* taking on that role should complete the form (via GSGLA's website at www.girlscoutsla.org)
2. Then the service unit fall product chair will add the correct person as a user to M2OS.

Q: I have girls who don't want to (or cannot) do the online portion, how do they participate?
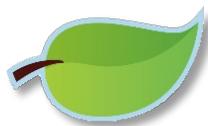
A: For girls who do not have access to a computer, M2OS is mobile optimized, so they will be able to set up their storefront – create an avatar, send emails, etc. – through a mobile device, such as a tablet or smartphone.

Girls can also take orders using the order card. You will be able to add girls through the Paper Order Entry link after the parent order entry deadline has passed (see your Troop Guide).

Please note, girls who do not participate in the online portion of the program will not earn the Personalized Patch, as they would need to set up an avatar and send 12 or more valid emails by the deadline date to qualify (in addition to the sales requirement). Also, they would not earn the Combo Patch, as to earn this patch, they would need set up the avatar and send 12 or more valid emails by the deadline date (in addition to the Fall Product Program and Cookie Program sales requirements).

Q: I am having issues logging in as a Parent / I am having issues logging in as a Troop

Parent users with no Troop user role: If your Girl Scout participated last season, be sure you are clicking ***Login****.**

If you are new to M2OS this season, you will need to click **Register** first and, with your Girl Scout, set up her profile, create an avatar, send emails, etc. When returning to M2OS on subsequent visits, you would click **Login**.

Parent user with a Troop user role: While the above applies to you as well, we further caution that you are selecting the correct login for the role you are trying access. If you are trying to access your Troop, be sure you are selecting **Volunteer**, which takes you to a secondary log in screen. Choose **Login To Administration Site**, to log in as a Troop user.

If you are trying to access as a Parent, you would select **Login** or, if at the secondary log in screen, select **Go To Campaign Site,** which takes you back to the primary log in screen, where you select **Login**.
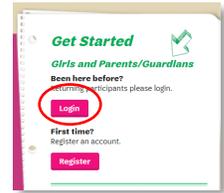
Does that mean I have to log out as one to access the other? Yes and no. Once you are *in* M2OS, you can get to the other role without specifically logging out. If in as a Troop user, you can switch from one role to another by selecting the TP in a orange circle icon. You will select **Visit Campaign Area**, which takes you to a login screen and you would log in as above. If you are a troop user logged in as a Parent, click the blue PG in a circle. Click **Visit Volunteer Admin Area**.

*If you/your Girl Scout participated in the previous season, but you are using a different email address this season, you will need to create a new account (previous season data, including uploaded email addresses will not transfer).