

FAQs – M2OS Access Issues

Q: I do not see one of my Girl Scouts listed in M2OS, but their name is on my troop roster in MyGS/MyAccount; how do I add the Girl Scout?

A: The MyGS/My Account and the M2 Ordering System (M2OS) systems are not linked. We uploaded Girl Scouts who were registered for the upcoming Girl Scout membership year as of a certain date (approximately two weeks before the start of the Fall Product Program).

You will not be adding the Girl Scout but instead letting the caregiver do it with their Girl Scout as they set up their M2OS storefront online via www.gsnutsandmags.com/gsgla. The caregiver/Girl Scout 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 Scout will be added to your list in M2OS.

However, it is important to note that if one or more of the following items *have not* been completed, the Girl Scout’s record will be placed in “holding tank” in M2OS until all these conditions have been met.

- Troop has not submitted their Year-End Financials.
- Troop has not submitted the [ACH Authorization](#) eform for the Fall Product Program.
- The troop fall product chair has not completed the [Troop Fall Product Chair Position and Responsibility Agreement](#) eform.
- the Girl Scout has not registered for the coming membership year (for example, for the Fall Product Program 2024, has not registered for the 2024-2025 membership year).

Once all the above has been completed, the Girl Scout will be released from the “holding tank” and will then show on your M2OS roster. See the *Troop M2OS Guide* for more information and further detail.

Note: If it is at the end of the ordering period, and the Girl Scout who is not shown on your list took orders on the order card only, GSGLA would then need to add the Girl Scout so you can enter their order.

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 (SUFPC) 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 SUFPC 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 (TFPC), then:

1. The person who *is* taking on that role should complete the form (accessed via GSGLA’s website at www.girlscoutsla.org/fallproduct).
2. Then the SUFPC will add the correct person as a user to M2OS.

Q: I have Girl Scouts who do not want to (or cannot) do the online portion, how do they participate?

A: For Girl Scouts 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.

Girl Scouts can also take orders using the order card. You will be able to add these Girl Scouts' orders through the Paper Order Entry link *after* the caregiver/Girl Scout order entry deadline has passed (see your *Troop Guide* and the *Troop M2OS Manual*).

Please note: Girl Scouts 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 18 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 18 or more valid emails by the deadline date (in addition to the Fall Product and Cookie Program sales requirements).

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



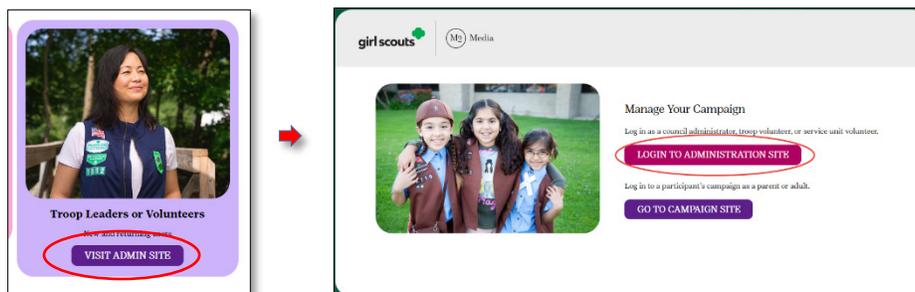
Caregiver users with NO Troop user role:

If your Girl Scout participated last season, be sure you click **LOGIN**.

If you are *new* to M2OS this season, you will need to click **CREATE AN ACCOUNT** 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**.

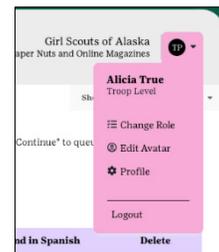
Caregiver user WITH a Troop user role:

While the above applies to you as well, we further suggest you are sure you are selecting the correct login for the role you are trying to access. If you are trying to access your Troop, be sure you are selecting **VISIT ADMIN SITE** (to the left in the image below), which takes you to a secondary log in screen where you will choose **LOGIN TO ADMINISTRATION SITE** (to the right in the image on page 2), to log in as a Troop user.



If you are trying to access as a Caregiver, 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 M2OS as a Troop user, you can switch from one role to another by selecting the TP in the orange circle icon and selecting the correct option. While not shown in the screen, you will see an option **Visit Campaign Area**, which takes you to a login screen and you would log in as detailed above. If you are a troop user logged in as a Parent, click the blue PG in a circle in the upper right, and select **Visit Volunteer Admin Area**.



Please note, you will need to use the same email address and password for both roles and, if you are returning from the previous season, use the same email address and password as that previous season. Most login issues are tied to trying to use a different username and/or password to create each account.

If you are using a different email address for the caregiver role this current season, none of your Girl Scouts' previous season data, including email contacts, will transfer. If it is necessary to use a new email address, reach out to our Customer Care department at 213-213-0123 and they will relay the information to the appropriate Product Programs staff person.

If you choose to use different email addresses for your Troop (or SU) and Parent roles, you will not be able to toggle as noted above and will have two separate accounts.

If, when logging in for the current season for the first time, you are prompted to set a password, be sure to use the same one for the other role when you are setting that one up.

Q: I do not have access to M2OS as a Troop and/or a Caregiver; why is that?

A: There are several reasons you may not have access to M2OS:

Troop Fall Product Chairs:

1. You have not submitted your Troop Fall Chair Agreement. This eform is located at: www.gsglavolunteerapps.org/trpfallchairagreement/
2. You have not or your troop leader/troop treasurer has not submitted the ACH Debit Authorization eform. This eform is located at: www.gsglavolunteerapps.org/achdebitautho/
3. You have not or your troop leader/troop treasurer has not submitted the Year-End Financial report. This eform is located at: www.gsglavolunteerapps.org/yereport/
4. Your troop has not registered for the upcoming membership year. Only troops who have completed the membership registration via MyGS – adults registering or renewing their membership, the troop leader or parent registering or renewing a Girl Scout's membership – will be permitted to participate in the Fall Product Program.

If one or more of these are true, the troop/Girl Scouts were not added to M2OS.



Caregiver: If one or more of the above are true for the troop your Girl Scout is a member of, no Girl Scouts were added to M2OS. If you have not registered or renewed your Girl Scout's membership for the upcoming season, log in to MyGS to complete this process.

If your troop is planning to participate in the Fall Product Program, you may visit www.gsnutsandmags.com/gsgla and you and your Girl Scout can start the participation process

(setting up her avatar, queuing up her emails, etc.). If you do not see the troop and/or her name listed, there are options at each step for this. Once you and your Girl Scout complete the M2OS set up process, you will receive an email that advises your Girl Scout's membership will need to be verified. Once GSGLA has verified her membership, you will receive another email that advises you this has happened. Keep in mind that, if the troop has not completed steps 1-4 above, the validation process will not be complete.

Q: My Girl Scout and I set up her storefront, but I received an email about membership needing to be verified. What does this mean?

A: If a troop *has not* been added to M2OS (see the question above), you will not see the troop number as you are going through the initial steps of setting up the storefront. You also will not see your Girl Scout's name. Even though you can complete the storefront set up in M2OS by clicking the "I Do Not Know My Troop Number" box and entering your Girl Scout's name, the emails will not be released and sent to customers until we have verified membership (provided the troop has completed any required forms and/or their year-end financial report).

If a troop *has* been added, you may see the troop number, but not see her name. This can be for several reasons:

1. Your Girl Scout was not registered by our cut-off for being uploaded – typically two weeks before the program starts, so you would need to add her via the steps noted above.
 - a. If you have not registered her or renewed her membership in MyGS, you will need to so we can validate her membership status.
2. Was your Girl Scout in a different troop and recently changed to another troop? Sometimes a girl might be in a troop prior to our cut-off date, and she is loaded with that troop number, but in the time after our upload, she changed troops. We will validate her membership in the current troop to release her from the "pending" (or "holding tank") status.
3. If your Girl Scout was registered in MyGS with her full name – for example, Katharine – but you are looking for Katie, you will not see her as Katie. However, the system does prompt you if it detects a girl with a similar name and you can choose it if it is correct.

These are the most typical scenarios for which you will receive the "verification" email. Once your Girl Scout's membership has been validated, you will get a follow up email advising you of that and that the emails are now being sent to the contacts selected.