girl scouts
greater los angeles

Frequently Asked Questions (FAQ) For Membership Renewal

Families & 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** .

How do I login to MyGS to renew?
The renewal option for the next membership year will become available April 1.

- Go to www.girlscoutsla.org and click on the **MyGS** link in the upper right of the home page.
- Click on Login at the top of the page. Login using the email address where you receive other GS notifications. If you don't remember your password, click on **Forgot Password?**
- Once you're logged in, click on **My Account**.
- From there you can renew everyone in your household by clicking on the green box "Renew Now" upper right corner. You can renew membership and roles. For detailed instructions on how to renew: Individual Renewal Instructions.

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.

Membership: During Renewal (April 1- September 30) you will see the following status for

- *Active* 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)
- *Unpaid Pending* means new membership being purchased with financial assistance.
- *Renew as Adult* shows for a 12th grade/Ambassador girl so she can purchase adult membership for the upcoming year. This would include the option for Young Alum Lifetime Membership.
- *Pending* means either that her membership has been purchased for the upcoming year and her spot is secured in the troop.
- *Inactive* means lapsed members
- *Non-member* means this person is in your household but has no membership

Troop or Volunteer Roles: During Renewal (April 1- September 30) you will see the following status:

- *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 Oct. 1)
- *Screening is f*or 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 my girl or I did not participate in the current year, but would like to participate next year?
You will see 2 options so be sure you choose the correct year:

- Current year for membership only provides membership through 9/30/2025 for $45.
- Next year **membership for 2026-2027** year which begins 10/1/26 for $65.

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

- If the girl is **continuing with this troop until the end of the membership year (9/30)** but joining a different troop for the upcoming year, there are two options:
    - **Current Troop Pays**: The troop leader will renew the girl and later, the parent can click on **Change participation** in MyGS when she is ready to join new troop.
    - **Caregiver Pays**: Leader/caregiver can mark the girl **Not returning** in the current troop and caregiver can renew membership and click on **Add a Troop** to add the new troop for next year. This will keep the girl in the current troop until the end of the membership year and she will be pending in new troop until the new year starts 10/1.
- If the girl is moving to new troop NOW:
    - The caregiver will click on **Change participation** in MyGS. This will open the search window for finding a new troop.
    - Choose the troop and add the girl to the new troop. This will transfer the girl from the current troop to the new troop now instead of at the end of the current membership year (10/1).
    - Renew membership with the new troop.

How can I add a volunteer role for myself or another adult in my family?
In your My Account tab, scroll down to see the troops your household is associated with. For each troop, you will see any open roles listed for that troop and can click on the role to add it for yourself or another member of your household. If you don't see the role you are looking for or need assistance, contact customer care at (213) 213-0123.

How do I purchase a lifetime adult membership for my 12th grade graduating girl?
Graduating senior Girl Scouts will now be able to purchase the Young Alumnae Lifetime membership for $200 when renewing membership in MyGS under the **My Household** tab or troop leaders can also purchase from the **My Troop** tab. They must be 18-29 years of age in order to be eligible. If they will not be 18 before the end of the membership year, please contact customer care at (213) 213-0123.

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 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 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 Join 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.

More questions? Please contact customer care at (213) 213-0123