

## Troop Leader Frequently Asked Questions (FAQ) for Renewal

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

### 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 parent/caregiver 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!

[2026-27 Adult/Girl Membership-English](#)

[2026-27 Adult/Girl Membership-Spanish](#)

### How do I login to renew my troop?

Go to [MyGS](#) link on our website. 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](#). Then click on [My Troops](#). 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 April 1. You will see **RENEW NOW** to the right of **My Troops** for every member of your troop who has a current membership.

To select all current members for renewal, check the **RENEW NOW** box. If choosing **Not returning** you will remove the online renewal option for that member to renew by the troop leader but will allow the caregiver to renew them for other troops but not for this troop. Contact customer care if **Not returning** has been incorrectly chosen and needs to be reversed.

### 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 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.
- **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** 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?

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.

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

If you're sure the girl is not returning for the upcoming year, select **Not returning**.

For those who are unsure, uncheck box under **Participation** and she will remain in the **Time to Renew** status. Please note: If choosing **Not returning** you will remove the online renewal option for that member to renew by the troop leader but will allow the parent/caregiver to renew them for other troops just not for this 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, troop leaders have two options:
  - Troop can pay for the renewal and the parent/caregiver can **Change participation** when she is ready to join new troop
  - OR Leader can mark the girl **Not returning** and parent/caregiver can renew membership and click on **Add a Troop** to add the new troop for next year. This keeps the girl in the current troop until the end of the membership year. She will be pending in new troop until 10/1.

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

A troop leader can renew a lapsed role for an adult in the troop but to add a new role, the adult needs to do that from their account. The troop leader needs to verify that there are desired roles available in the participation catalog by contacting **customer care** at (213) 213-0123.

### **Can I renew a 12<sup>th</sup> 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 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.

### **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.

### **How can I update personal information for my troop members such as address changes?**

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

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

Click on **My Household** tab to update your family's information. You can also update the communication preferences. Scroll down to the bottom to save.

### **Can I Add New Members to my Troop?**

Leaders are unable to add girls themselves however you can invite new members by clicking on **Invite friends to join your troop** at the bottom of your troop roster in myGS. An email with the direct link to join your troop will be sent to them.

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

When you're logged in to **MyGS**, click on the **Troops** tab and then click to the right of the **Meeting details** to update, meeting location, address, day and time display for all troop meetings. The following information updates as soon as you click the **Save** button:

- *Meeting Day, Frequency, Start and End Time.*
- *Program Level, Desired Number of Girls in Troop.*
- Troop meeting information also displays in the troop's description in the Participation Catalog, where prospective members search for available troops to join. Prospective members will see the day and time the troops meets and the approximate meeting location on a map.

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