



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

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 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!)

[2022 Girl Membership Form](#)

[2022 Adult Membership Form](#)

How do I login to renew my troop?

Go to www.girlscoutsla.org and click on the yellow [MyGS/My Account](#) link. 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. 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, 2021. When you first login, you will see "Time to Renew" status for every member of your troop who has a current membership.

Once everyone is current, you can select multiple members to start the renewal process. Do not choose "Not returning" 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 your family's membership is current or not or if it is time to renew your membership. During Renewal (April 1- September 30) you will see the following status for **Membership:**

- *Active Membership* 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)
- *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.
- *Membership pending* means either that her membership has been purchased the upcoming year and her spot is secured in the troop OR that financial aid approval is pending.
- *Lapsed member* means that the membership is expired.

During Renew (April 1- September 30) you will see the following status for **Troop or Volunteer Role:**

- *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 October 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?

They have 2 options this year:

- They can purchase the extended year membership for \$35 which provides membership from May 1,

2021 through September 30, 2022 (18 months of membership). Available this year only.

- They can renew membership for 2021-2022 year which begins Oct. 1, 2021.

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

If a girl is not returning for the upcoming year, select "Not returning".

The Renewal Choice column options are "Time to Renew" and "Not returning". You must choose an option in order to continue.

- If the girl is joining a different troop for the upcoming year, the parent can click on **Add a Troop** in **My Household** and search for the troop.

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 is available in the participation catalog by contacting **customer care** at (213) 213-0123.

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. Second year Ambassador Girl Scouts will be able to choose Lifetime membership as an option when renewing membership in MyGS/MyAccount under the My Household tab or troop leaders can also purchase from the My Troop tab.

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 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?

No, however you can invite new members by sending them an "Invite friends to join your troop email". An email with the Troop details will be sent to join directly into the troop.

How do I update my troop information?

When you're logged in to **MyGS/My Account**, 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 and join. Prospective members will see the day and time the troops meets and the approximate meeting location on a map, within a quarter mile.

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**. The Activities and My Activities pages are scheduled to go live after June 28, 2021.

I can't find the answer I'm looking for. What should I do now?

Please contact **customer care** at (213) 213-0123