

Renewal and Registration Guide for Troop Leaders

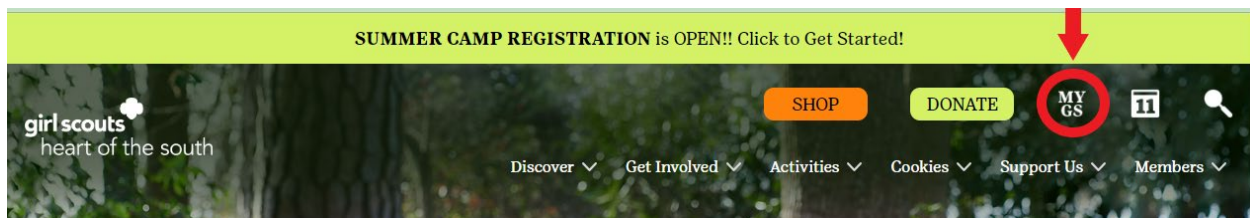
We're so happy that you and your girls will be returning for another year of fun! If you need assistance with membership renewal or have any questions as you work to complete this process on behalf of your troop members, please email info@girlscoutshs.org or call 800.624.4185.

Below you will find instructions on specific pieces of the troop renewal process. For more information and hands-on practice, we encourage troop leaders to complete the [Managing My Troops from My Account](#) course in gsLearn. Questions answered in this course include:

- What do I see under “My Account”?
- How does volunteer screening impact what I see under “My Troops”?
- How do I update meeting information for my troop?
- How do troop members register for open positions in my troop?
- What personal information can I update for my troop members?
- How do I renew members for next year or flag them as “Not Returning”?
- How do I register my troop members for events?
- How do I purchase lifetime memberships for troop members?
- How do I print membership cards for troop members?
- What can caregivers vs. troop leaders do from My Account?
- What troop information is integrated with the Volunteer Toolkit?

Membership Renewal

Troop Leaders can renew memberships for their household members and, *in a separate transaction*, they can also renew members of their troop. This all happens through the My Account portal. To access My Account, visit the council's website at www.girlscoutshs.org and select MyGS.



From there, you will log in using your email address and password. If you can't remember your password, you can select “forgot password” to have a reset email sent to you. If you do not receive this email and have confirmed it did not go to your spam/junk folder, please contact a member of our Customer Care team for assistance.

Close X

Welcome to Girl Scouts,

Log In!

Email address

Email address

① Email is required

Password

Password

① Password is required

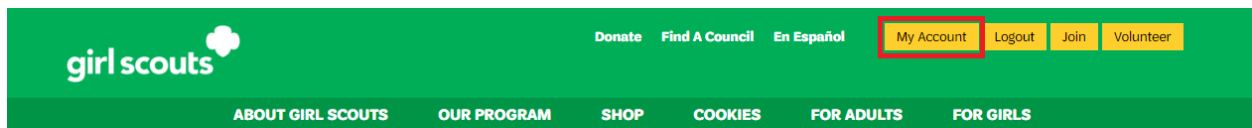
Remember me

[Forgot password?](#)

LOG IN

[Don't have an account? Sign up now](#)

Once you're logged in, you will select "My Account" in the top right hand corner to access both your household and troop information.



Renewal Incentives

Girls who complete their membership renewal on April 1st or April 2nd will receive \$20 off their 2025-26 Girl Scout Membership dues by using coupon code MY2620 on the "Review Your Cart" page during registration.

- Because verifying eligibility of Passport Bucks and completion of the membership purchase has to be done by staff, we will honor memberships using program credits (passport bucks) that were submitted on April 1st or 2nd and are ready for staff completion.
 - **PLEASE NOTE:** The GSHS Customer Care Team will be renewing memberships on April 1st and 2nd for girls who sold 600+ cookie boxes and met the initial order criteria for a free membership.
 - In order for these renewing members to have Passport Bucks applied to their membership dues, the "Program Credits" payment method must be selected and moved through the entire checkout process *on April 1st or 2nd*. More on this later.
- Memberships that do not have program credits available to cover their costs must be *fully purchased and completed* by selecting Credit Card as the payment option and entering coupon code MY2620 on the "Review Your Cart" page on April 1st or 2nd in order to receive the \$20 discount for girl membership dues.
- Financial Aid will not be offered during the April 1st and April 2nd membership discount promotion.

Girls who renew between April 1st - April 30th will receive a free patch. Financial Aid will be an option after April 2nd but may not be available for all requests and in some cases, partial Financial Aid may be awarded, depending on funding availability.

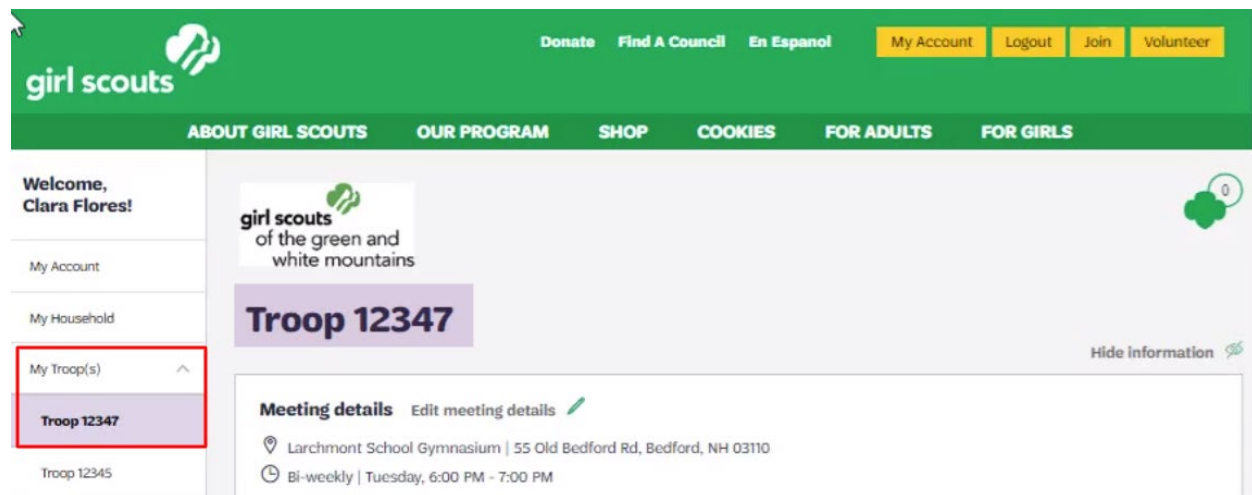
All Lifetime Members who are active volunteers are encouraged to log in during the Spring Renewal period and renew their positions for the upcoming year. Girl Scouts across our council benefit in countless ways each day from the lifetime of experience you bring to the Movement. Words cannot express how much your continued support and dedication mean to our organization.

Important Reminders

Troop renewals are available until September 30. Any members who have not renewed their membership before October 1 will become a lapsed member on that day. Troop leaders are unable to renew lapsed members, however adult members, volunteers, and primary caregivers can still renew members through their own account. Additionally, a troop member's place is "held" in the troop within the database through September 30, if the renewal has not been completed. On October 1, when the new membership year begins, the system will no longer "hold" that role or opening for volunteers or girls.

Renewing Members

To begin renewing girls and adults in your troop, click on "My Troop(s)" and select the troop you'd like to renew.



Once you have the correct troop selected, scroll down to view "Member Details". From here, you will be able to individually select the troop members you'd like to renew.

You can also select which girls will not be returning to the troop by checking the "Not Returning" box. It may be easier to mark girls who aren't returning first. Once you have checked girls as not returning, be sure to save the return status before beginning to renew members. You can then choose the option to hide all inactive and not returning members. From there, you will be able to use the "Select All" checkbox to mark all other girls to renew. As

long as the girls who aren't returning are hidden from view, they will be excluded when you opt to "Select All".

NEW for 2025!

If you have girls in your troop who have earned \$25 in Passport Bucks to apply toward their membership dues, you will need to register these girls in one transaction using Program Credits as the payment option.

You can register girls who HAVE NOT earned Passport Bucks to apply toward their membership dues in a separate transaction and selecting Credit Card as the payment option. The 2025 Early Bird Girl Renewal Membership \$20 discount can be applied to both of the above transaction types by entering coupon code MY2620 on the "Review Your Cart" page during checkout on April 1st and 2nd only. If you have NEW girls to register during the renewal period, you'll need to use coupon code NEW2620 and select the Extended Year Membership option. Additional information on this later.

Click the "Edit details" pencil icon beside each member's name and check to make sure all personal details are correct. At the bottom of the Member Details page, you'll see Communication Preferences. Below the preferred language, you'll find Communication Opt-Ins for SMS (text), Email, Phone and Photo. Please be sure to check all four of the Communications Opt In buttons as shown below. This helps us keep in touch with our membership via text and email and enhances our ability to document and share exciting Girl Scout news and updates! Thank you!

The screenshot shows a form for communication preferences. At the top, there are eight language options in a 2x4 grid, each with a plus sign: Hindi, Korean, English, Cantonese, Spanish, Sign Language, Vietnamese, and Tagalog. Below this is a section titled "Communication Opt Ins" with four checked checkboxes: SMS Opt In, Email Opt In, Phone Opt In, and Photo Opt In. At the bottom left, there is a link for "Marketing preferences" and at the bottom right, a green "SAVE" button.

Member details

SAVE RETURN STATUS RENEW

Girl

Select All Hide inactive and not returning members

Barbara Dominion Edit details

Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Troop 12347	Adrienne Dominion	09/30/2024	Leaders	• TIME TO RENEW MEMBERSHIP <input type="checkbox"/> Not returning

Selecting “Not Returning” to the troop will not prevent the member from renewing their Girl Scout membership. If a member is marked as not returning to a troop on accident or their plans change, the troop leader will need to contact Customer Care to have this reversed.

Any current member with the status of “time to renew membership” is eligible for renewal, and any lapsed member with the status of “lapsed membership” is eligible for renewal. Once you have all renewing members checked, you will need to scroll back up to the top to click “renew”.

Once you’ve selected the girls you’d like to renew, do the same for adults. They will be listed further down on the same screen.

Any current member with the status of “time to renew membership” or “time to renew” is eligible for renewal. Adults can be renewed in the same transaction as girls if the girls do not have Passport Bucks to cover their membership dues. Once you have all renewing members checked, you will need to scroll back up to the top to click “renew”. Please be aware that there is an update to the renewal process that differs from what is shown in the *Managing My Troops from My Account* training in gsLearn. Leaders will *not* need to review/confirm details for each renewing member. You will only need to confirm the payment type for each member. More on that in the checkout process section of this guide.

When you log in to renew members of your troop, if you see the status of “Unpaid Membership Pending”, this likely means that a parent or caregiver has already made the request for renewal of that troop member. You would not yet see “Active” as the status for this renewing member if the request was made to complete the renewal through program credits or financial aid. More on that later.

Adding/Changing Volunteer Roles and Troops

There are times where girls need to be moved from one troop to another, for example, when a girl bridges to a new grade level. Troop leaders will need to select “not returning” for any members who will not be returning to the troop they are renewing at that time. Leaders will *not*

be able to add a girl to her new troop, but can send the join link to the family to complete the process.


An easier way for girls to move from one troop to the other is to have the family complete the membership renewal. From the primary caregiver’s account, they should check the renewal box for the membership, but not the box for the current troop. From there, the “add a troop” selection should be made. This will then allow the troop search to appear so the new troop can be selected and the membership renewal can be completed.

Another option, which could prove better for troops that will be paying for a membership renewal is to complete the renewal to the current troop and request that a council staff member process a troop-to-troop transfer by contacting our customer care team. Please keep in mind the implications on troop spots available that this might have, in determining your best choice for completing troop member renewals.

The same process and options above also apply for volunteers who need to add/change a role or troop participation.

Lifetime Members


While lifetime membership renewal is free, active lifetime members must still renew their participation with Girl Scouts from year to year. This can be done by troop leaders during the troop renewal process. As you can see below, the membership status for lifetime members remains active but the individual roles are ready for renewal.

Participation	Caregiver of	Exp. date	CBC expiration	Status	
<input type="checkbox"/> Lifetime member		N/A	N/A	• ACTIVE MEMBERSHIP	
<input type="checkbox"/> Adult Members		09/30/2024	N/A	• TIME TO RENEW	
<input type="checkbox"/> Service Unit Manager		09/30/2024	03/30/2023	• TIME TO RENEW	
<input type="checkbox"/> Troop 38705		N/A	09/30/2024	N/A	• ACTIVE MEMBERSHIP
<input type="checkbox"/> Troop Co-Leader		09/30/2024	N/A	• TIME TO RENEW	


A troop may decide to use troop funds to purchase lifetime memberships for graduating girls or adults in their troop during spring renewal. To purchase a lifetime membership for a renewing member, troop leaders should select the “Purchase Lifetime Membership” option in the top right of an adult’s record when viewing the whole troop. From there, select the lifetime membership and payment method.

Janice Wilson Edit details 



[Purchase Lifetime membership](#)

Participation	Caregiver of	Exp. date	CBC expiration	Status
<input type="checkbox"/> Troop 12347 	Destiny Wilson	09/30/2024	N/A	• TIME TO RENEW MEMBERSHIP <input type="checkbox"/> Not returning
<input type="checkbox"/> Friends and Family Volunteer		09/30/2024	N/A	• TIME TO RENEW

Choose a Membership year

- Lifetime Membership**  \$400.00
Are you a Girl Scout for life? Become a Lifetime member today.
- Adult 2026 Membership** \$30.00
October 2025 - September 2026

Choose payment type

- Credit Card
- Apply for financial aid 
- Program Credits 



SUBMIT MEMBER DETAILS

Remove participant 

Friendly reminder: you'll still be able to edit participant details before completing your purchase.

Graduating Seniors

If a girl is in 12th grade during spring renewal season, her membership status will appear as "Renew as Adult".

Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Troop 12347 	Clara Flores	09/30/2024		• RENEW AS ADULT <input type="checkbox"/> Not returning

The renewal process for graduating seniors looks similar, however a volunteer position must be selected. If a graduating senior will not be volunteering with the troop, leaders should select “graduating senior” under the participation type.

Confirm member details



1. Lynelle Flores Troop 12347 ^
Renew as Adult

Participation type ⓘ Troop(s)

Volunteer (Adults) v Troop 12347 v

Volunteer position(s) for Troop 12347




Volunteer position(s) v

First name Last name

Lynelle Flores

When renewing a graduating senior, you will have two membership options: an annual adult membership or a discounted young adult lifetime membership. If purchasing a lifetime membership, you will have the option to select that the membership is a gift. Checking this box ensures that the girl receives an email notifying her of the gift, the leader receives an email confirming the gift was sent, and the graduating senior does not receive an order confirmation for the purchase.

Review your cart

Council	Participation	Details	Price
	Troop 12347	Lynelle Flores Friends and Family Volunteer Edit  Remove 	\$200.00
			<input type="checkbox"/> This is a gift
Prepare a girl for a lifetime of leadership.			


Any graduating senior that does not turn 18 until October 1 or later will not see the option to purchase a young adult lifetime membership until that time. Any girl members that this applies to should complete the purchase of an annual membership if they would like to be eligible for renewal incentives, according to the communicated timeline. They should reach out to our


customer care team after October 1 to request support in updating their membership from annual to lifetime.

Renewing Lapsed Members

A renewing lapsed member is a person who had a membership in 2023-2024 or earlier and did not return for the 2024-2025 membership season.

Renewing lapsed members may choose to purchase an extended year membership for \$63. Girls who are lapsed members are eligible to apply the 2025 Early Bird Girl Membership \$20 discount by using coupon code NEW2620 on April 1st and 2nd only.

Participation type 

Adult member (Adults) 

Adult first name

Adult last name

Choose Membership


Extended Year **\$63.00**
Current Year - September 2026

Choose a Payment Type

Payment type

Select Payment Type 

SAVE DETAILS

Remove participant 

Friendly reminder: you'll still be able to edit participant details before completing your purchase.

Extended Year Membership includes Girl Scout Membership from the day of purchase through September 2026.

Please be sure you're paying careful attention to the different membership options. *Remember, Girl Scout memberships are not refundable.*

Checkout Process

There are three payment types in the membership system: credit card, financial aid, and program credits. Please note that financial aid is not an option for troop renewal by leaders. Any requests for financial aid must be made by the family, therefore their memberships will have to be purchased/renewed through their own account. The financial aid payment option will not be available during the Early Bird promotion period of April 1st and 2nd.



When the credit card option is selected, the payment is processed immediately. The membership status should show as “Active Member” for any of these members and their spot in the troop has been secured. The exception to this is any volunteer that has an expired, missing, or pending background check. Their membership will not appear active until their background check is completed.

When a family applies for financial aid, the girl’s renewal will be in pending status until it has been approved by the council. Until then, there will be notice of a balance due in the family’s account and her spot in the troop remains open until her registration is complete. The status of the pending membership will show as “Unpaid Membership Pending”. Once the request for financial assistance has been approved, the “balance due” message will disappear and the member’s status updates to “Active Member”. Girls who need to request Financial Aid for their membership can renew between April 3rd and April 30th and still qualify to receive an Early Bird patch but they will not be able to take advantage of the \$20 Girl Membership discount.

Program Credits is an all-encompassing term that may be used whenever a member has credit to spend, including Passport Bucks, or the free girl membership incentive for 600+ boxes of cookies sold in the initial order from the 2025 Cookie Program. **PLEASE NOTE:** The GSHS Customer Care Team will be renewing memberships on April 1st and 2nd for girls who sold 600+ cookie boxes and met the initial order criteria for a free membership. The program credits option works the same as financial aid, in that the person’s membership will not be complete until the availability of program credits has been verified and the transaction has been completed by council staff. Memberships renewed with Program Credits or Financial Aid DO qualify for Early Bird Renewal incentives if fully submitted during the specified campaign dates. If there is any remaining balance due after applying program credits, a member of the council customer care team will call the parents to take the remaining balance due by credit card payment over the phone.

- Adults can expect a phone call from the customer care team to fully complete the purchase of memberships, covering any “balance due” by credit card payment after program credits or financial aid have been applied.
- Troop leaders that begin the process of renewal for someone in their troop can expect an email notification or phone call from one of our staff members when program credits have been applied and a balance due has been created.

Choose payment type

- Credit Card
- Apply for financial aid 
- Program Credits 

NEXT PARTICIPANT

Remove participant 

Friendly reminder: you'll still be able to edit participant details before completing your purchase.

When renewing a troop, leaders will have the opportunity to select a payment method for each renewing member. Therefore, it is possible to have some memberships paid for by credit card and others by program credits in the same transaction. However, you will only be able to put in one credit card for each transaction, even those involving multiple renewals. Please be aware of this as you begin the renewal process for your troop. ****We recommend renewing girls who qualify for program credits in one transaction and renewing girls who don't have program credits in an additional, separate transaction paid by credit card to ensure accuracy of discounts and/or payments.**

TIP: When renewing multiple members at once, be sure to review your cart to confirm you don't have someone included who shouldn't be. *Remember, Girl Scout memberships are not refundable.*

Once you have reviewed your cart, you will need to agree to the Girl Scout Promise and Law before proceeding to checkout.

Girl Scout Promise and Law

Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
and to live by the Girl Scout Law.

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,

And to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

** Members may substitute the word God in accordance with their own spiritual beliefs.*

agree to the Girl Scout Promise and Law (required)

Once your transaction is complete, you will review a payment confirmation both on your screen and in your email. You can use this payment confirmation to print your receipt. Please be aware that it may take a minute or two for the information to update in My Account.

Payment confirmation

Order #02512014	\$195.00 ▼
Receipt sent to: clara.flores@mailinator.com	Print receipt

Thanks so much for continuing to be a role model for girls!
Please allow a few minutes for your renewal to appear in your account.
In the meantime, make yourself at home by customizing your settings.

[MANAGE MY ACCOUNT](#)

Background Screening for Volunteers

For the safety of all members, Girl Scouts Heart of the South requires background screening for all volunteers. New volunteers will have the volunteer role status of “Screening” until their background checks are complete. While in this status, their online access is limited. When logged in to My Account, they will only see members of their own household.

Once complete and accepted by the council, their volunteer status will update to “Approved”. This will elevate their access to their troop online, giving them the ability to:

- Update troop meeting information

- See all troop members
- Edit troop member information
- Complete spring renewals

Background checks are good for two years. Volunteers will start seeing reminders 3 months before their current background check expires, prompting them to complete a new background check. If a troop leader does not renew their background check in time, it will expire, and they will lose online access to their troop(s). They will also lose access to the Volunteer Toolkit.

We strongly encourage all troop leaders to confirm they have a current background check prior to Monday, April 1st. Troop leaders with expired background checks will not be able to renew members and therefore may miss the two-day Early Bird timeframe.

It's important to keep in mind that any volunteer with an expired background check is no longer considered eligible to volunteer. To remain eligible, background checks should always be renewed prior to their expiration date. As the troop leader, you are able to see the screening status of all volunteers with your troop, as well as their expiration dates, under My Troop(s) in My Account.