



# Online Registration

For All Members

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A step-by-step guide on how to use the Online Registration System as provided by Girl Scouts Western Pennsylvania

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## Activating Your Account

In order to purchase any Girl Scout products, (membership, program, event, training, or camp registration) you must first activate your online account. Activating an account includes confirming your **contact information**, creating a **username** and **password** for your account.

The steps listed below have a prerequisite of having been registered to a program/event/training /camp, or a **Parent/Guardian of a member** in Girl Scouts Western Pennsylvania, and having a **valid email address**.

**NOTE:** *If you have never been a Girl Scout before, either as a girl or as an adult, refer to **Creating an Account for New Users** on page 4.*

If you have been a registered member of Girl Scouts Western Pennsylvania within the last four years, it is likely that you have a customer account and you should activate your account below. The customer accounts are attached to membership/customer information. If you create a new profile, you will not have access to your current data in the system.

**Troop Leaders should NOT activate accounts for their Troop Members.**

### **Important things to remember before activating an account**

Each member, even within the same family, should have her/his own account with a unique username and password, as each person has a unique record and GSUSA ID # in the system.

If you are a registered **Adult Member**, activate your own account first using the steps below. You may repeat the steps to activate your girl's account after you **logout** of your own account.

Members will be unable to activate their account if they do not have an email address OR if they attempt to use a different email address than what is already in the system.

**Troop Leaders** should not activate accounts for their Troop Members.

When opening a page within the Online Registration, you will see the "Login" section to the left of the page with the "UserName" and "Password" fields. Below the "Login" button, click **Create Login**.

From here, there are two methods of activating your account: by your **Customer/Membership ID** or by your **Name and Email Address**.

### **Activating Your Account By "Name & Email Address"**

1. Enter your **First Name** exactly as it appears on rosters given to Girl Scouts Western Pennsylvania. This includes hyphenated names and names that have spaces in them. (i.e. Mary-Ann or Savannah Joy)
2. Enter your **Last Name** exactly as it appears on rosters given to Girl Scouts Western Pennsylvania. This includes names that have hyphens or spaces in them. (i.e. Anderson-Baker or de la Garza)
3. Enter your **Email Address** that you provided on your membership registration form.

4. Click **Continue**.

**by Name & Email Address**

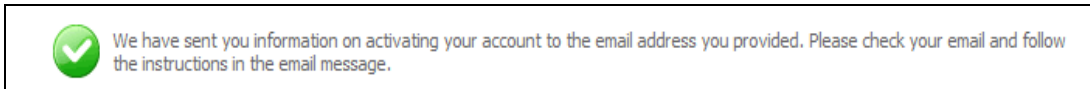
First Name:

Last Name:

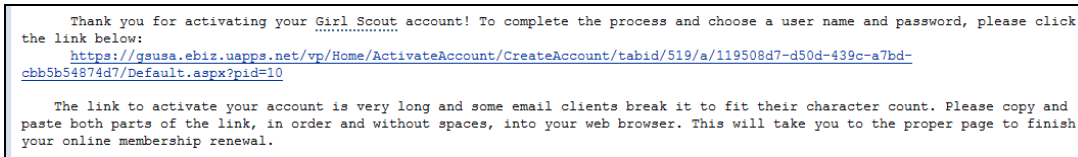
Email Address:

**Note:** If the system does not recognize your first name, last name, or email address, you can contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org

5. After clicking **Continue** and scrolling to the bottom of the screen, you will see the following message on your screen:



6. Open your email and then open the message with the subject of **Your Girl Scouts Account**. If the email is not in your inbox, check your spam folder. Click on or copy/paste the **link** provided within the email into your browser.



7. Create a unique **User Name** for your account. It can be a first/last name, an email address, or a unique word. This will become the “username” you will use to log in with from now on. Users can choose a username that is the same as their email address, or a username they use with other websites so it is easy to remember.
8. Create your **Password**. The password must be at least 7 characters.
9. Select a **Security Question** and fill in your **Answer**. This question can be used in case you forget your password.
10. Click **Create Account**.

Create User

User Name:

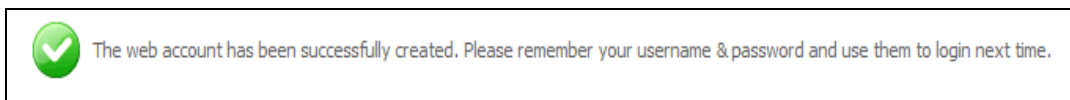
Password:

Confirm Password:

Choose a question:

Answer:

11. You will see a message that says the web account has been successfully created. You can see your name in the upper-right corner of the screen, confirming that your account is now activated and you are logged into Online Registration.



12. You will also receive an email confirming that your account has been created and which will include your username and password. It is recommended that you **print or save this email** for future reference.

13. If you have other family members that need to activate their online accounts, remember to **logout** of your account before repeating the steps above! Also, keep in mind that each family member should have his or her own **unique** User Name and Password.

## **Activating Your Account By “Customer/Membership ID”**

1. Enter your **12-digit Membership ID**, including all the leading zeros.
2. Enter your **Last Name** exactly as it appears on your membership registration form. This includes names that have hyphens or spaces in them. (i.e. “Anderson-Baker” or “de la Garza”)
3. Click **Continue**.

### **by Customer/Membership ID**

Customer Id:

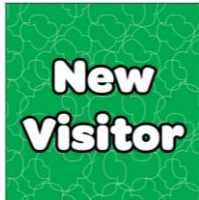
Last Name:

**Note:** If you do not know your Membership ID or are unsure of how your name is spelled within the system, you can contact the helpdesk at (800) 248-3355 x 1460 or [helpdesk@gswpa.org](mailto:helpdesk@gswpa.org)

4. Follow from **Step 5** under “...by “Name & Email Address” on page 2...

## Creating an Account for New Users

If you have never been a Girl Scout before, either as a Girl or as an Adult, it is more than likely that Girl Scouts Western Pennsylvania does not have a record of you in the system. In order to purchase any Girl Scout products, you must first create your online account. However, if you are a **Parent or Guardian** of a currently registered Girl (but are not active or currently registered yourself), it is possible that a record of you has been created and is tied to your girl's account. If this is the case, **try activating your account** by following the steps on page 2. This will help reduce any duplicate records that might be created.



### Important things to remember before creating an account

Each person, even within the same family, should create her/his own account with a unique username and password, as each person has a unique record and GSUSA ID# in the system.

Members will be unable to create their account if they do not have a valid email address.

Troop Leaders should not create accounts for their new Troop Members.

### **How to create an online account:**

1. On the Front page of the Online Registration website, click the green **Returning Visitors** button.



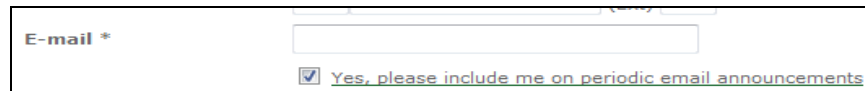
2. Scroll down to the section marked "Brand New Customers". Click **Create a New Account**.

If you are not a customer of Girl Scouts Western Pennsylvania Council, you can [create a new account](#). If you already are a GSWPA customer and you create a new account; you will have create a duplicate record, this will cause issues.

3. Fill in all required fields in the **Customer Profile Form**. All fields marked in **bold** are required.

**Important:** If you are creating an account for your **girl**, remember to fill in the required fields with **her information**.

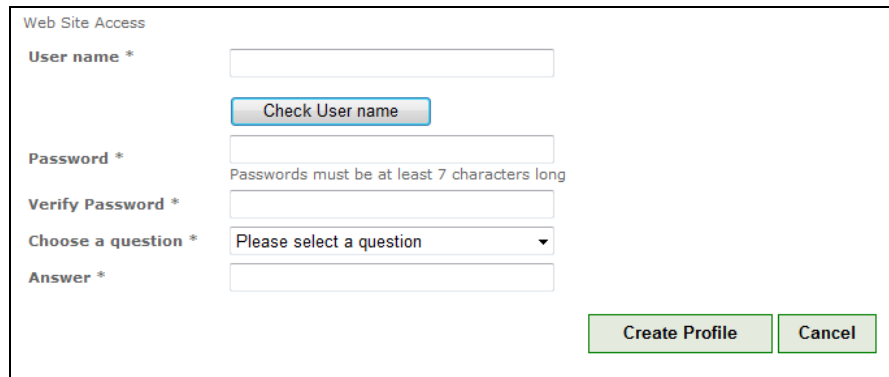
4. Regarding the **E-mail** field:



The screenshot shows a registration form with an "E-mail \*" field. Below the field is a checkbox labeled "Yes, please include me on periodic email announcements" which is checked.

If you choose to receive periodic email announcements, you will be automatically signed up to GSWPA's newsletter as well as receive announcements of Program Activities and Events of the appropriate age level. If you do not wish to receive updates and announcements, you can uncheck this option.

5. Fill in the required **Web Site Access** fields:



The screenshot shows a "Web Site Access" form with the following fields and buttons:

- User name \***: Text input field with a "Check User name" button below it.
- Password \***: Text input field with a note "Passwords must be at least 7 characters long" below it.
- Verify Password \***: Text input field.
- Choose a question \***: Dropdown menu with "Please select a question" selected.
- Answer \***: Text input field.
- Buttons: "Create Profile" and "Cancel".

Create a unique **User Name** for your account. It can be a first/last name, an email address, or a unique word. This will become the "username" that you will use to log in with from now on. Users can choose a username that is the same as their email address, or a username they use with other websites so it is easy to remember.

6. Create your **Password**. The password must be at least 7 characters.
7. Select a **Security Question** and fill in your **Answer**. This question may be used in case you forget your password.
8. Click **Create Profile**

You will see your name in the upper-right corner of the screen, confirming that your account is now activated and you are logged in to Online Registration.

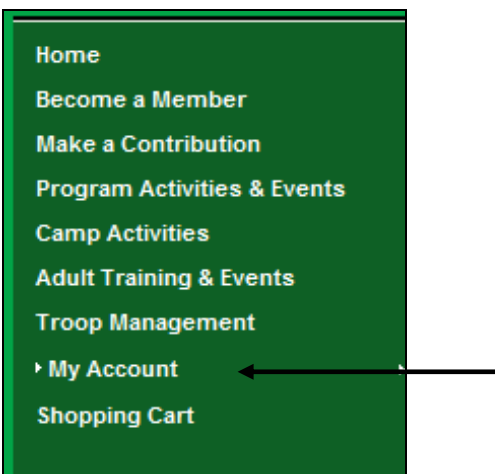


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**If you also need to create an account for your girl, remember to Logout and repeat the process using her information.**

## Working with “My Account”

Go to the page labeled **My Account**. You can do this in different ways:



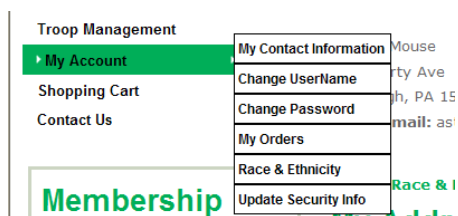
- If you are **not logged in**, go to the Online Registration website. The “Login” section is on the left side of the screen. Type in your **User Name** and **Password** that you created in the steps above and click **Login**. This will automatically bring you to the “My Account” page.
- If you are already **logged in**, click the link labeled “My Account” in the upper-left menu. You can also hover over “My Account” and select **Contact Information** in the pop-up menu. Another way is to click your **Name** in the upper-right corner of the screen.

The page that opens will display the following items:

- Your current Address
- Your current Communication Methods
- Your girl’s Guardian Information (when logged into her account)
- Your current Position(s)
- Your current Membership Information (on the left-side of the screen)

You also have the ability to do the following in the pop-up menu:

- Change your User Name
- Change your Password
- View Orders you previously purchased
- Update your Race and Ethnicity
- Update your Security Information (the Question and Answer made when creating your account)



**Note:** If you (or your girl) are **not currently an active member**, you may encounter an error message toward the top of your screen. This message will remain until a current membership is purchased.

## Changing Your Address

If you have moved or just need to update the Address listed on your account, you can change it by one of the following ways:

- Editing your current address
- Adding a new address while keeping the current one on record

GSWPA asks that you use a **mailing address** when filling out address fields.

To **EDIT** your current address:

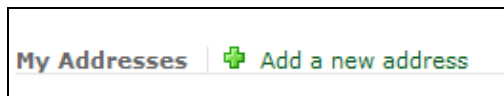
1. From the “Contact Information” page in “My Account”, click **Edit** under your current address.



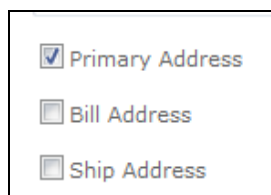
2. Update your address as appropriate.
3. At least one address on your account **MUST** have the boxes labeled **Primary Address**, **Bill Address**, and **Ship Address** checked to be able to order products online. These will also ensure that you will receive council mailings such as Program Activity and Events confirmations, camp publications, etc.
4. After updating, click **Save**. You will return to the “Contact Information” page and your changes will be reflected in your address.

To **ADD** a new address:

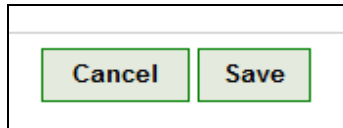
1. If the address you will be adding is going to be your primary address (i.e. where all council mailings will be sent to), you will need to **Edit** your current address, **uncheck** the “Primary Address”, “Bill Address”, and “Ship Address” options, and **Save**.
2. From the “Contact Information” page in “My Account”, click the green + **Add a new address** link above your current address.



3. Fill in all required fields. Remember that at least one address on your account **MUST** have the boxes labeled **Primary Address**, **Bill Address**, and **Ship Address** checked to be able to order products online.



4. Click **Save**. You will return to the “Contact Information” page and your new address will be shown above/below your old address. If you checked the boxes in the step above, the new address will be labeled with the Bill-to and Ship-to icons in the upper-right of the address box.



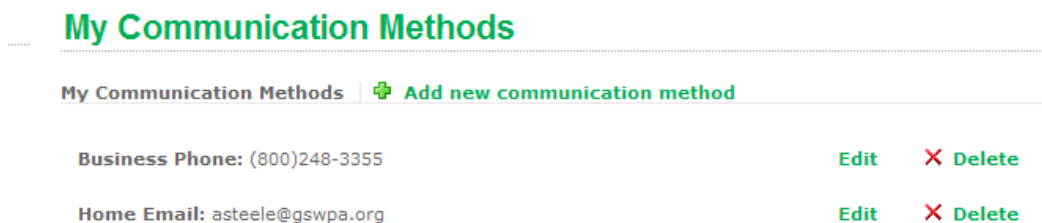
## Adding Phone Numbers and Emails

If you have recently added a new phone number or need to change an email, you can change it by one of the following ways:

- Editing an existing communication method
- Adding a new communication method by one of the following types:
  - Phone (Home, Cell, or Business)
  - Fax (Home or Business)
  - Email (Home or Business)

To **EDIT** an existing communication method:

1. From the “Contact Information” page in “My Account”, click **Edit** to the right of the communication method.



2. Make the necessary changes. If you do not wish to be contacted with that particular method, check the **Do Not Call** box.
3. After updating, click **Save**. You will return to the “Contact Information” page and your changes will be reflected in your communication methods.

To **ADD** a new communication method:

1. If the communication method you will be adding is going to be your Primary method, you will need to **Edit** your current primary method, **uncheck** the “Primary” option, and **Save**.
2. From the “Contact Information” page in “My Account”, click the green + **Add new communication method** link above your current methods.
3. Specify the new **Communication Type** as “Phone,” “Fax,” or “Email.”
  - a. DO NOT specify the communication Type as “Cell.”
  - b. If you have a cell phone, please use the Communication Type of “Phone.”
4. Specify the new **Communication Location** as “Home,” “Cell,” or “Business.”
  - a. DO NOT specify the Communication Location as “Home (secondary)” or “Cell (secondary).”
  - b. If you have an additional method that must be specified on your record, contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org

5. Fill in the required fields, and check the box labeled **Primary**, if desired.
6. Click **Save**. You will return to the “Contact Information” page and your new Communication Method will be shown with the changes you made in the step before.

## Viewing Your Positions

When logged into your own account, you will see the **My Positions** section below the “My Communication Methods” section. If you are a currently registered member, you will see:

**My Positions**

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Position:

Year:

Troop/SU/Area:  [Search](#)

Year	Troop/SU/Area	Position	Status
2011	GSWPA Staff	22 - Council Support Staff	Active
2011	Troop30087	01 - Leader/Advisor	Active
2011	Troop30087	14 - Member (No Assigned Position)	Active

The information under the gray-colored boxes displays the current position information on your record:

- **Year:** Displays the current membership year, if applicable
  - **Annual Members** will see the current membership year displayed on any and all lines of different positions they hold within that membership year.
  - **Lifetime Members** will see the year when their Lifetime Membership expires, as well as any positions they hold in the current membership year.
  - Those **not currently registered** will see an error message.
- **Troop/SU/Area:** Where the position is held
  - **Troops/ Service Units:** Where most positions are held.
  - **Area:** Not in use at this time.
- **Position:** A default position of **14- Member (No Assigned Position)** is assigned to an Adult record when they become a member. Some members may have a position of “RECIPIENT” for awards and committees they have received in the past.
- **Status:** Any position other than “14” that is added by the member will have a “Pending” status and must be approved by GSWPA.

If an Adult would like to become an active Volunteer in Girl Scouts, there are several steps involved that occur outside of Online Registration and will require additional paperwork to be turned in to the council. If you would like to begin this process, contact registrar@gswpa.org.

For members who have already completed the process to become a Volunteer and wish to report their position, refer to page 11 and follow the steps for **How to Submit Your Volunteer Position**.

## Updating Your Girl's Guardian Information

When logged into your girl's account, you will see the **My Guardian Information** below the "My Communication Methods" section.

Important: If there is an adult already identified as a Parent/Guardian or the Emergency Contact and you need to **change** the record to a **different person** (not just edit the information such as address or phone number), **DO NOT** edit the information. The person listed has a unique record that is tied to the girl, and editing the information will change that person's record to a different name and address. Contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org for assistance and the correct adult record will be identified on the girl's record.

At least **one person must be identified** as a Parent or Guardian of the girl, and will be identified as "Guardian 1". (This person is *usually* identified as the Mother or female Guardian of the girl, but every family situation is unique and the Guardian identity is open for flexibility.)

All fields marked in **bold** are required.

A second Parent or Guardian (*usually* the Father or male Guardian, but again, open for flexibility) may also be identified as "Guardian 2", but is not required.

There is also an "Emergency Contact" section. It is recommended that you choose an adult that is **not** already identified as a Parent/Guardian.

## Updating Race and Ethnicity

We encourage you to voluntarily provide the following information on racial background and ethnicity. This information will be used for statistical purposes only, and is used by Girl Scouts of the USA to help improve outreach efforts and advance the Girl Scout Movement.

1. From the "Contact Information" page in "My Account", click **Update Race & Ethnicity** near the top of your screen.
2. Select as many **Race** options that apply to you.
3. Select the **Ethnicity** that applies to you from the drop-down menu.
4. Click **Update Race & Ethnicity** to save the updated information.

## Updating Security Settings

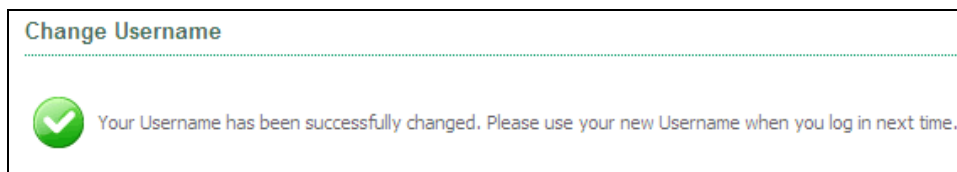
If at any time you wish to change your account security settings, you may do the following:

- Change your **Username**
- Change your **Password**
- Change your **Security Question**

To change your **Username**

1. Hover over "My Account" in the upper-left menu and select **Change UserName** in the pop-up menu.
2. Type in your current Password and new User Name.

3. After clicking **Change Username**, you will see the following message on your screen:



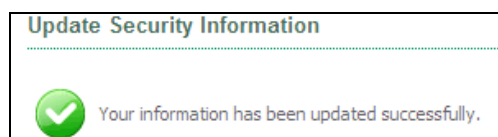
4. You will also receive an email with the subject of **Username was changed** confirming that your account has been updated. It will include your updated username. It is recommended that you print or save this email for future reference.

### To change your **Password**

1. Hover over "My Account" in the upper-left menu and select **Change User Name** in the pop-up menu.
2. Type in your current Password, your new Password, and confirm the new Password again.
3. Click **Change password**.
4. You WILL NOT receive a successful message or an email confirming your change of password. It is recommended that you keep your new password written down or saved in some fashion for future reference.

### To change your **Security Question**

1. Hover over "My Account" in the upper-left menu and select **Update Security Information** in the pop-up menu.
2. Select a **Question** from the drop-down menu.
3. Type in your **Answer**.
4. After clicking **Save**, you will see the following message on your screen:



5. You WILL NOT receive an email confirming your change of Security Information. It is recommended that you keep your new Question and Answer for future reference.

## Renewing a Girl Scout Membership

A Girl Scout **Annual Membership** is active or "currently registered" from October 1<sup>st</sup> to September 30<sup>th</sup> of the following year. Anyone can register at any point throughout the calendar year and would be considered to be an "active member" until their membership expires on September 30<sup>th</sup>.

Those who have purchased a **Lifetime Membership** do not need to renew their membership, but are encouraged to update their account details such as address and contact information as well as troops and position codes every year.

A person may also choose to register for the next membership year before the October 1<sup>st</sup> begin date. GSWPA calls this **early registration**. This option is generally available a few months in advance, usually occurring toward the end of the 9-month school year.

Both “regular” memberships and early memberships will be available to purchase online, and the steps to renew you and your girl’s membership will be described below.

Below are examples to highlight the differences you might see on your account between an early renewal and a “regular” renewal of membership registration. All of these examples presume that you had a Girl Scout membership in GSWPA **within the last year**:

## **Early Renewal**

- Only **currently registered members** will see this on their “My Account” page on the left side
- Occurs within the early registration period, usually occurring between the end of the 9-month school year and September 30<sup>th</sup>
- If you are currently registered **in another council** and need to transfer your membership to GSWPA, or have already purchased early registration in another council, contact registrar@gswpa.org.

## **“Regular” Renewal**

- People who were members in GSWPA within the last year but are **not currently registered** will see this on their “My Account” page on the left side
- If you are currently registered **in another council** and need to transfer your membership to GSWPA, contact the registrar@gswpa.org.

**For those who have never been a Girl Scout before and/or do not see the “Renew” button, please refer to page 16, Purchasing a New Girl Scout membership.**

## **For Yourself**

1. Make sure you have **logged in to your own account** rather than your girl’s account.
2. From the “My Account” page on the left side of the screen, click **Renew** under the “Membership Information” section.
3. You will be directed to the **GSUSA Pay Renewal** shopping cart page.
  - a. Your **Name** and **GSUSA ID #** will be listed above the gray-colored boxes. Make sure you are in the right account before you continue.
  - b. Make sure that the correct type of membership is listed, which should be listed “Adult.” For those that were registered as **Girl Members that have graduated/will graduate high school** and need to renew their membership as Adults, either they can purchase a “new” Adult Membership elsewhere in the Online Registration website, or they can contact the [registrar@gswpa.org](mailto:registrar@gswpa.org).
  - c. Girls Members that have graduated/will graduate high school and wish to purchase a **Lifetime Membership** at the discounted price **MUST** submit paper forms and payment to the council no later than September 9<sup>th</sup>.

4. Toward the right-side of the screen under the **Additional Information** column:

- If **\*Add\*** is indicated, you **MUST** click to provide some mandatory information before the system will allow you to pay for your membership. The system will not allow you to check-out until the information has been added. All fields marked in **bold** are required.

Required fields for **Adult** Members only:

- **# of years in Girl Scouts as an Adult:** Since this is a *renewal* of membership, you have been in Girl Scouts at least 1 year as an Adult, and are now starting your next year in which case you would type in the next highest number. If you are not sure of the number, make your best guess.

Optional fields for **Adult** Members:

- **# of years in Girl Scouts as a Girl:** If you are not sure of the number, make your best guess. If you were not in Girl Scouts as a girl, please enter "0".
- **Employer/Occupation:** As you start typing in the Employer field, a pop-up window will open. Enter the company name, and it will give you a list of possible matches. Select the correct company and it will be added to your account. If you are **self employed**, select "Self Employed".

Type your job title or occupation in the **Occupation** field. If you are not currently employed, leave it blank.

- **Participation:** Check the options of how you will be participating in Girl Scouts for the next year. The available options and their meanings are:

*Volunteer-* I volunteer for the Girl Scouts

*Parent/Family-* my family member is participating in Girl Scouts

*Alumnae-* I was a Girl Scout in my youth

*Community Partner-* (contact GSWPA if you are unsure about this option)

*Staff-* I am employed by Girl Scouts

*Other-* (if you are participating in a manner not listed, you may type it here)

If you checked Volunteer, you must select the role(s) in which you will be serving. Please refer to page 18 for details of how to submit your Volunteer position(s).

- **Ways to Get Involved:** Girl Scouts offers more choices than before! Check the pathway options that interest you. **Hover your mouse** over the different options to see a brief description of each option.
- If-**Edit-** is indicated, no additional information is required to continue, but it is highly encouraged that you update your information as listed above.

5. Make all required or appropriate changes to your account information. Click **Save**.

6. When you return to the shopping cart page, there is an option to make a contribution to the Girl Scouts. If you would like to make a contribution, select the desired amount and click **Donate**.

7. Select the **Card Type** from the drop-down box, and fill in the **Card Number**, **Security Code**, **Expiration** of the card, and the **Name** on the Card being used.

If you wish to use a **payment other than credit card**, you must register your membership by submitting paper forms and your payment to council. Other payment types include: Scholarships, Program Reward Certificates, check, cookie dough or nut bucks.

8. Click **Process Payment**. Only click once to avoid double payment.
9. After the payment process, you will be directed to the **Order Summary** page. It is recommended to print this page to keep a record of your membership payment.

## **For Your Girl**

1. Make sure you have **logged in to your girl's account** rather than your own account.
2. From the "My Account" page on the left-side of the screen, click **Renew** under the "Membership Information" section.
3. You will be directed to the shopping cart page.
  - a. Your girl's **Name** and **GSUSA ID#** will be listed above the gray-colored boxes. Double-check you are in the right account before you continue!
  - b. Make sure that the correct type of membership is listed, either Girl or Adult. For those that were registered as **Girl Members that have graduated/will graduate high school** and need to renew their membership as Adults, either they can purchase a "new" Adult Membership elsewhere in the Online Registration website, or they can contact registrar@gswpa.org.
  - c. Girls Members that have graduated/will graduate high school and wish to purchase a **Lifetime Membership** at the discounted price **MUST** submit paper forms and payment to council no later than September 9<sup>th</sup>.
4. Toward the right-side of the screen under the **Additional Information** column:
  - If **\*Add\*** is indicated, you **MUST** click to provide some mandatory information before the system will allow you to pay for your girl's membership. The system will not allow you to check-out until the information has been added. All fields marked in **bold** are required.

Required fields for Girl Members only:

- **# of years in Girl Scouts:** Since this is a *renewal* of membership, your girl has been in Girl Scouts at least 1 year, and is now starting her next year in which case you would type in the next highest number. (If she is starting her second year, type "2", starting her third year, type "3", etc.) If you are not sure of the number, make your best guess.
- **School Grade:** If you are doing a "**regular**" renewal, put the grade that your girl is currently attending. If you are doing an **early** renewal, put the grade that your girl will be attending by October 1<sup>st</sup> of the next membership year.
- **School Name:** As you start typing in the School Name field, a pop-up window will open. Enter the school name, and it will give you a list of possible matches. Select the correct school and it will be added to your girl's account.
  - If your girl is home schooled, select "Home School".
  - If the school is not found, select "(School Not Reported)" and e-mail your girl's full school name and your girl's GSUSA ID# to the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org
- **Custodial Care:** Select the best option for who has legal custody of your girl from the drop-down box.

- **Parent/Guardian Information and Emergency Contact:** The details of this section have been covered on page 12 in the “Updating Your Girl’s Guardian Information” section. Please refer to that page when completing this section.
  - Remember, if you need to **change** the record to a **different person** on the girl’s record, DO NOT edit the information as it tied to that person’s personal record. Contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org and the correct adult record will be linked.

Optional fields for Girl Members:

- **Pathway of Entry:** How did your girl start her participation in Girl Scouts for this membership year? Select one option from the drop-down box:
  - *Camp*- your girl participated in a camping experience
  - *Events*- your girl attended a one-time event
  - *Series*- your girl participated in a series of activities
  - *Travel*- your girl attended a travel opportunity
  - *Troop*- your girl is already participating in a Troop setting
  - *Virtual*- your girl was involved in a virtual experience through Girl Scouts
- **Ways to Get Involved:** Girl Scouts offers more choices than before! Check all the pathway options that interest your girl. **Hover your mouse** over the different options to see a brief description of each option.
- If **–Edit–** is indicated, no additional information is required to continue, but it is highly encouraged that you update your girl’s information as listed above.

5. Make all required or appropriate changes to your account information. Click **Save**.

6. When you return to the GSUSA Pay Renewal shopping cart page, there is an option to make a contribution to the Girl Scouts. If you would like to make a contribution, select the desired amount and click **Donate**.

7. Click Select the **Card Type** from the drop-down box, and fill in the **Card Number, Security Code, Expiration** of the card, and the **Name** on the Card being used.

If you wish to use a **payment other than credit card**, you must register by submitting paper forms and your payment to council. Other payment types include Scholarship, Program Reward Certificates, Cookie Dough, Nut Bucks or check.

8. Click **Process Payment**. Only click once to avoid double payment.

9. After the payment process, you will be directed to the **Order Summary** page. It is recommended to Print this page to keep a record of your membership payment.

## Purchasing a New Girl Scout Membership

Girl Scout **Annual Membership** is active or “currently registered” from October 1<sup>st</sup> to September 30<sup>th</sup> of the following year. Anyone can register at any point throughout the calendar year and is considered to be an “active member” until their membership expires on September 30<sup>th</sup>.

A person may also choose to register for the next membership year before the October 1<sup>st</sup> begin date. GSWPA calls this **early registration**. This option is generally available a few months in advance, usually occurring toward the end of the 9-month school year.

Both “regular” memberships and early memberships will be available to purchase online, and the steps to purchase membership for you and your girl will be described below. Those who are purchasing Girl Scout membership for the first time and those who have been Girl Scouts in the past and are **re-registering** (but cannot “renew” their membership as described in earlier pages) will need to follow the steps below.

### How to Purchase Membership

Important: Before purchasing membership, ensure that you are logged in to the correct account. If you are purchasing an **Adult Membership** for yourself, sign in under your Account. If you are purchasing a **Girl Membership** for your girl, sign in under her Account.

1. Either click the **Become a Member** option from the sidebar menu on the left side of the screen, or click **Join Now** under the “Membership Information” section from the “My Account” page.
2. If you clicked the “Become a Member” option, you will first be directed to the “Becoming a Member” page where it gives a brief description of what Girl Scouting is. From here, click the link to be directed to the **Membership Products** page.

If you clicked the “Join Now” option, you will be directed to the **Membership Products** page.

3. Click on the appropriate Membership Product, either the **Adult Membership** for yourself or the **Girl Membership** if you are signed in on your girl’s account.
4. The Product Detail page will display for the membership product.
5. Click **Add to Cart**.
6. A message will display stating that the membership product has been added to your shopping cart.

You will also see your **Mini Cart** has one item in it on the left-side of the screen in the sidebar.

7. From the Mini Cart, click **Checkout**.
8. You will be directed to the **Customer Profile** and **Member Profile** page.
  - a. From here, if you need to update your Customer Profile with additional phone numbers, emails, or to update your address, click “**Need to update profile? Click here.**”
  - b. For Adults: In the **Member Profile**, you are only required to fill in the **Number of years in Girl Scouting as an Adult Member** field, but you are highly encouraged to fill in the other fields such as Employer, Position, Gender, Education and Age Range. The explanation of how to fill out required and optional fields for adults, please refer to page 13.

- c. For Girls: In the **Member Profile**, you are required to fill in the **# of years in Girl Scouts, School Grade, School Name, Custodial Care**, and at least one **Parent/Guardian** fields. However, you are highly encouraged to fill in the other fields such as Pathway of Entry and Ways to Get Involved

For explanation of how to fill out required and optional fields for girls, please refer to page 15.

9. When you have finished updating the Customer profile and Member Profile, click **Save**.
10. You will be directed to the **Order Payment** page. From this point, you may follow **Step 7 on page 21** to complete the transaction.

## **Making a Contribution**

At Girl Scouts, we know that every girl who is given the opportunity can become a leader with the courage to act on her values, develop the ability to make clear decisions, and acquire the self-confidence to make a difference in the world around her.

Every dollar raised remains local and helps Girl Scouts Western Pennsylvania provide programs and resources to more than 10,000 girls and adult volunteers, including:

- Quality programs that provide leadership development and skill building
- Council-wide family events
- Community outreach programs for girls who otherwise might not benefit from Girl Scouting
- Maintenance for our program sites and camp properties
- Opportunity fund for girls needing financial assistance

## **How to Make a Contribution**

1. Click the **Make a Contribution** option from the sidebar menu on the left side of the screen.
2. The **Make a Contribution** page will open where it gives a brief description of how your contribution will help Girl Scouts. From here, **click the desired amount** that you would like to contribute.
3. You will be directed to the Product detail page, showing more details about the contribution amount you selected. Click the Add to Cart button.
4. After adding to your cart, you will see the Mini Cart on the left side of the screen with the updated amount.

If you would like to **combine** the contribution amounts, you may repeat steps 1-3 to add the different amounts to your shopping cart to reach your desired total. If there is some other amount that you would like to make that cannot be made online, contact help desk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

If you are satisfied with the contribution amount, click **View Cart**.

5. Review the contributions, and click **Check Out**.
6. You will be directed to the **Order Payment** page. From this point, you may follow **Step 7 on page 21** to complete the transaction.

# How to Submit Your Volunteer Position

When a customer purchases a membership for the first time, or a registered member is renewing her current membership, every person is given a default **Position** in Girl Scouts. Girls hold the position of **Girl Member**, and Adults hold the position of **14-Member (No Assigned Position)**.

Adults may also hold more than one position if they choose to become a Volunteer. An example would be where an Adult is a Leader for two different Troops, as well as being a Service Unit Team Member for her Service Unit. Because Adults may become Volunteers at any time throughout the year, Online Registration gives the Adult a way to self-report on their new (or continuing) positions.

**Important:** Any position that requires paperwork and/or proper training must be approved by the council in order to be considered “Active” in that position. Keep in mind that self-reporting DOES NOT automatically add the active position to your record. You must have a membership for the year of which you are adding the position.

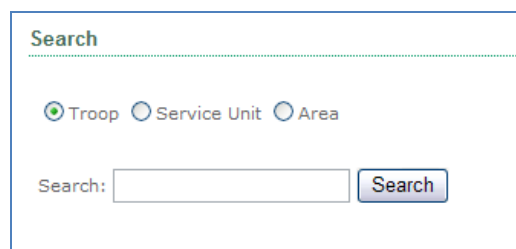
## How to add a position to your record

1. From the “Contact Information” page in “My Account”, scroll down to the **My Positions** section near the bottom of your screen.



Year	Troop/SU/Area	Position	Status
2011	GSWPA Staff	22 - Council Support Staff	Active
2011	Troop30087	01 - Leader/Advisor	Active
2011	Troop30087	14 - Member (No Assigned Position)	Active

2. Select the appropriate option from the **Position** drop-down menu.
3. Select the appropriate option from the **Year** drop-down menu.
4. In the **Troop/SU/Area** line, click **Search** and a pop-up screen will display.



5. Select the option where the new position will be held. You may only choose either **Troop** or **Service Unit**. Positions for **Area** are currently not in use in GSWPA.
6. In the **Search** box, type all or part of the name for the applicable Troop or Service Unit. Click Search.

- a. **Troops** follow the naming convention of “TroopXXXXX” – Troop followed by 5 digits with no spaces. Examples: “Troop00700” or “Troop00020”
- b. **Service Units** follow the naming convention of “SUXXXX” – SU followed by 4 digits with no spaces. Examples: “SU3601” or “SU3655”

If you are **unsure** of your Troop or Service Unit numbers, contact your Membership Specialist at the council.

7. Click **Search**. A list of possible matches will appear. Select the appropriate option.

- 8. Once all the fields are filled in, click **Add Position**.
- 9. You will see the added position on your record with a status of **Pending**. Only the council may approve any self-reported positions. Once approved, the status will change to “Active.”

Year	Troop/SU/Area	Position	Status
2011	GSWPA Staff	22 - Council Support Staff	Active
2011	Troop30087	01 - Leader/Advisor	Active
2011	Troop30087	14 - Member (No Assigned Position)	Active

If there was an error and a position was added, you may click **Delete** to the right of the new position and repeat the above steps to add the correct position.

## Registering for Activities, Events, & Trainings

Any Girl Scout member can participate in Activities & Events sponsored by the council. Having an active account online enables speedy registration and provides immediate payment opportunities.

While Girls may sign up for Program Activities and Events appropriate for their age level, Adults may also sign up for Trainings. **Remember** to sign in to the appropriate online account when registering online: the Girl account for Girl Activities and Events, and the Adult account for Adult Activities and Events or Trainings.

On the left-side of the screen in the sidebar, you will see options that redirect you to pages with filtered content based on the type of Activity.

If you know the name of the Activity or Training you are looking for, you may also use the **Search** feature at the top-right of the screen.

## How to Register

1. **Sign in** to your or your girl's online account, depending on the Activity.

If both you *and* your girl are attending the event together, remember to **sign out** of the first account, sign in under the other account, and **register again**. This will ensure that both you and your girl are registered for the Activity.

2. **Search** for the Activity, using either the sidebar on the left-side of the screen, or using the Search feature at the top-right of the screen.
3. A list of Activities will display. Each Activity will have at least the following items listed:

- **Age Level:** The name of each Activity product begins with the grade(s) the Activity is intended for. Examples would be "Grades K-1" would be for Daisies where "Grades 6-12" would be for Cadettes, Seniors, and Ambassadors.
  - Trainings intended for Adults **will not** have Grades listed, only the name of the training.
- **Name:** The Name of the Activity or Training
- **Date and Time:** The date will be part of the Activity product name. If the Activity lasts more than one day, the Activity product name shows the first day of the Activity.
  - The date is also repeated below the name and shows the begin time and end time of the Activity.
- **Brief Description:** A short paragraph describing the content of the Activity.
- **Last Day of Registration:** Usually in red, this is the last day someone can register and pay for the event.

You may also use the drop-down menu to filter search criteria, when available:

4. Click on the Name of the Activity to open the **Product Details** page. This page will show all details of the Activity, if they are specified:
  - a. All items that were on the previous screen will show.
  - b. **Availability:** How many registration spots are available? If you need to register more than the amount specified, contact registrar@gswpa.org with your issue, but there is **no guarantee** that you can register everyone to the Activity.

If there is a **Wait List** option, a person may sign up and be added to the Activity in the event someone else cancels their registration.
  - c. **Location:** If you are unsure, contact help desk at helpdesk@gswpa.org or 800-248-3355 x 1460.
  - d. **Price:** The cost of the event, usually separated by Girl and Adult prices.
  - e. **Detailed Description:** Any details about the event that were not covered in the Brief Description on the search page.
5. If the Activity is the one you wish to purchase, click **Add to Cart** on the lower-right corner of the screen.

6. You will be directed to your **Shopping Cart**.

- a. **Ship To:** This is the person who will be registering for the Activity. Ensure that you are signed into the correct online account!
- b. **Add to Wish List:** This will keep the Activity in your Shopping Cart, but you may pay at a later point in time. This does not “reserve” your registration and anyone else may pay for their registration before you.
- c. **Continue Shopping:** To add more Activities to your cart before purchasing.

7. When your order is complete, click **Check Out**.

If you encounter an **Invalid Product Issue** stating that an Activity can only be purchased by members, you must buy a Girl Scout Membership in order to purchase that Activity.

Girls will need additional information, select the ADD button to enter allergies, special needs and emergency contact information.

8. Review order for accuracy, and enter the **Payment Information**.

If you wish to use a payment **other than credit card**, you must register by submitting paper forms and your payment the council. Other payment types include: Scholarships, Program Reward Certificates, Cookie Dough, Nut Bucks or check.

If there are other special circumstances regarding your registration, contact registrar@gswpa.org.

9. Click **Process My Order**. Only click once to avoid double payment.

10. After the payment process, you will be directed to the **Order Summary** page. If you wish to keep a printed record of your payment, click Print.

## **How to see a list of your Activities/Trainings**

While it is encouraged that you print any payments that you make, Online Registration also keeps a record of your orders made online.

1. Hover over “My Account” in the upper-left menu and select **My Orders** in the pop-up menu.
2. The **My Orders** page will display, showing the Activities and Trainings that were previously ordered.
3. To review or print a specific order, click on the **Order Number** and the **Order Summary** page will display.

# Frequently Asked Questions

## ...With My Account

**Q.** *I'm trying to create a record but it says a duplicate customer already exists. What should I do?*

**A.** You may be trying to create a record when you already have a record in our system. If you know you already have a record, you should click **Create Login** in the sidebar to the left. Follow the steps shown on page 2 to activate your account. You must also have a valid email address on file. If you do not have a valid email on file, you will need to contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org

**Q.** *I forgot my user name and/or password. I am trying to reset it, but the system is not accepting my answer to the hint question.*

**A.** You will need to contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org they will assist you in resetting your username and/or password.

**Q.** *The site says my girl does not have an active membership when I know she does, and I do not see the option to renew like the manual said I would see. What is going on?*

**A.** A new account was likely created for her instead of activating her existing account. This makes her a "new" customer with no history of current or past memberships. This can easily be fixed by activating her proper existing account. If you need additional assistance, contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org

**Q.** *How do I know if my membership is current?*

**A.** Click the link labeled "My Account" in the upper-left menu. Below the menu is the Membership Information box. If you are currently active, it will show your Membership Status as "Active." If your membership is not current, the box will say "You have no active memberships."

**Q.** *I am an adult member and just switched jobs. How do I change my employer and occupation?*

**A.** Contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org Have your new Employer's full name, your new Occupation, and your GSUSA ID# ready so that your record may be updated with the new information.

**Q.** *I am a Lifetime member, and I am receiving error messages while editing Race/Ethnicity.*

**A.** The changes that you are making are actually being recorded. GSUSA is currently working to fix this issue of the error messages.

**Q.** *I've made changes to my information...Why isn't it showing up?*

**A.** Some information in the system takes 24 hours to update once it has been changed. If your changes still do not show after 24 hours, contact the helpdesk at (800) 248-3355 x 1460 or helpdesk@gswpa.org

**Q.** *The "Member Since" date on my account is wrong.*

**A.** Please, ignore this field! It is a system-generated field that does not actually apply to Girl Scouts. Having the field removed from the system would be a costly customization to the software.

## **...With My Orders**

**Q.** *Can I register both my girls for an Activity at the same time?*

**A.** No, you will need to sign into each girl's individual account to register them for an Activity.

**Q.** *The Leader of my girl's Troop registered her for an Activity online. Is there a way that I can see that registration when I login to her account?*

**A.** Unfortunately, no. Your girl can only see the registrations that were paid for when signed in to her personal account. Troop registrations are paid for by the Troop.

**Q.** *In the shopping cart, I get an error message that "all qualified rate code capacities are maxed out", yet the site says the Activity has spots that are still available. Why can't I register for this event?*

**A.** If it is a Girls-only program and you tried to register on your account instead of your girl's, the system will not allow Adults to register for the Activity.

If the Activity allows both Girls and Adults, it means the price rate you are registering for is not available to order, but the other price rate still has openings. An example would be that there are Girl spaces available, but all Adults spaces are taken, or vice versa.

If you have further questions about registering for a full/almost full Activity, contact registrar@gswpa.org but there is no guarantee that you can register everyone to the Activity.

**Q.** *Why does the print button on Order Summary page not work?*

**A.** This is mostly likely an issue with your computer and not an Online Registration issue. If the print button does not work, it is recommended that you press the Print Screen button on the keyboard or copy/paste the information into an application such as Microsoft Word and print from that application.

**Q.** *When I check out I get a grade restriction error.*

**A.** Her grade may not have been reported or updated on membership. The girl must be in required grade to register. If you experience this error you must contact help desk at helpdesk@gswpa.org or 800-248-3355 x 1460.