



Online Registration

For Troop Leaders

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

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What is Online Registration and What can it Do for Me?

Online Registration is a collection of online tools and functions that allow you, the customer, to take advantage of online registration via the web. The system will improve Girl Scouts Western Pennsylvania's technical capabilities and make it possible for GSWPA and its members to work together at maintaining and organizing valuable data.

With Online Registration, a customer will have access to

- The latest Program Activities and Events provided by the council
- Listings of Program Activities and Events they've attended in the past
- Records of Adult Trainings they received

With Online Registration, a member will be able to

- Manage their member profile with up-to-date information
- Renew their Girl Scout membership
- Register for Program Activities and Events
- Pay for Camp sessions
- Make a contribution to the Girl Scouts
- Sign-up for Adult Training opportunities

With Online Registration, a Troop Leader can

- Manage her Troop Member's addresses and contact information
- Update her Troop Meeting location and time
- Print up-to-date Troop Rosters
- Print Girl Scout membership cards for her Troop Members
- Email all Troop Members with a few clicks
- Register her girls for upcoming Program Activities and Events
- Register her adults for the next available Adult Training opportunities

...And so much more!!

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, she 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 when 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 Adults 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.

Search

Troop Service Unit Area

Search:

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 number for the applicable Troop or Service Unit. Click Search.
 - a. **Troops** follow the naming convention of five digits with no spaces. Examples: “00700” or “00020”.
 - b. **Service Units** follow the naming convention of four digits with no spaces. Examples: “3601” or “3655” or type part of the name and search.

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.

Search

Troop Service Unit Area

Search:

72 record (s) found matching criteria

Name

Type to filter within result...

- Troop00112
- TROOP00191
- TROOP00192
- TROOP00193

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 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

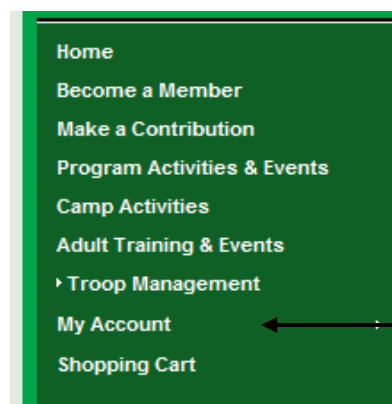
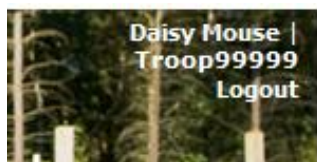
If there was an error and a position was added, you can click **Delete** to the right of the new position and repeat the above steps to add the correct position.

The “Troop Management” Page

Once you have been approved as a Troop Leader, you will notice a few changes on your account:

- Your position of “01” will be reported as **Active** on your “My Account” page.
- You will see your **Troop number** at the top-right of the screen next to your name.
- An additional option to the menu on the left side of the screen in the sidebar.

01 - Leader/Advisor	Active
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With the active position, you will be able to access the Troop Management page from the menu.

From here, you will be able to:

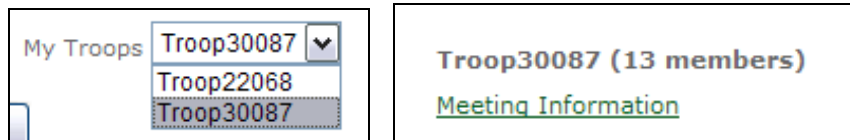
- Manage your Troop Member’s addresses and contact information
- Update your Troop Meeting location and time
- Print up-to-date Troop Rosters
- Print Girl Scout membership cards for your Troop Members
- Email all Troop Members with a few clicks
- Register your girls for upcoming Program Activities and Events
- Register your adults for the available Adult Training opportunities

Updating the Troop Meeting Information

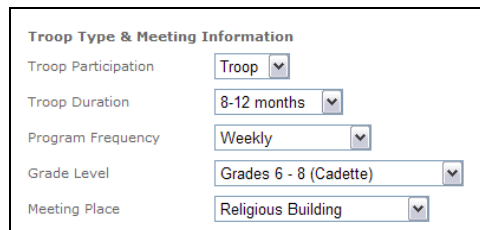
One of the features offered by Online Registration is the ability to update troop meeting information. Key volunteers and council staff regularly rely on this information supplied by the Troop Leader.

It is recommended that meeting dates and meeting times, as well as the **full and complete address** where your meetings are located, be entered.

1. On the Troop Management page, select the appropriate Troop (if you have more than one Troop) and click on the Meeting Information link below the Troop name and number of members.

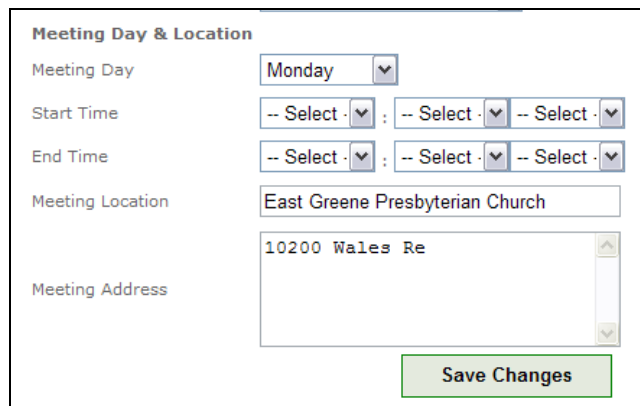


2. You will then be directed to the Meeting Information page.
3. Under the Troop Type and Meeting Information section, you are encouraged to fill out all fields:

A screenshot of a form titled "Troop Type & Meeting Information". It contains five rows of dropdown menus:

- Troop Participation: Troop
- Troop Duration: 8-12 months
- Program Frequency: Weekly
- Grade Level: Grades 6 - 8 (Cadette)
- Meeting Place: Religious Building

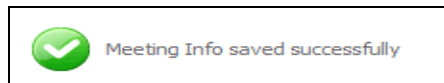
- a. **Troop Participation:** Selection Troop
 - b. **Troop Duration:** Troops typically meet throughout the year and 8-12 months would be the best option to select
 - c. **Program Frequency:** Select the best option that represent how often your Troop meets
 - d. **Grade Level:** Select the option that represents the majority of the girls in your Troop
 - e. **Meeting Place:** Select the option that most closely represents where your Troop meets. Please keep in mind the differences between the Public Facility options versus the other distinct options. Some examples would be a Library being a "Public Facility" whereas the Boys & Girls Club would be "Other Organization Facility".
4. Under the Meeting Day & Location section, you are encouraged to fill out all fields:

A screenshot of a form titled "Meeting Day & Location". It contains five rows of input fields:

- Meeting Day: Monday
- Start Time: Three dropdown menus, each with "-- Select"
- End Time: Three dropdown menus, each with "-- Select"
- Meeting Location: East Greene Presbyterian Church
- Meeting Address: 10200 Wales Re

At the bottom right of the form is a green button labeled "Save Changes".

- a. **Meeting Day:** Select the day on which your Troop most often meets
 - b. **Start Time & End Time:** The stated time that your meeting begins and ends, in increments of 15 minutes. Make sure to specify if it is AM or PM.
 - c. **Meeting Location:** It is recommended that you type out the full name of the meeting place if it is a public location. If the meeting takes place within a home, please type the last name of the homeowner followed by the word "Home". An example would be "Smith Home".
 - d. **Meeting address:** Enter the full and complete address of the meeting place.
5. After making the appropriate changes, click Save Changes.
 6. A Message will appear stating that the changes have been saved.

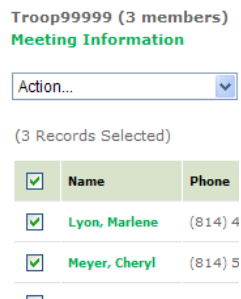


Emailing Your Troop Members

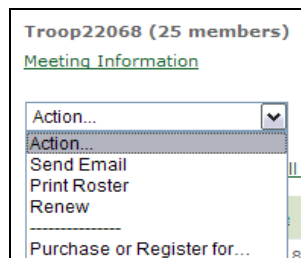
Online Registration has an email function within Troop Management. It allows Leaders to email any member of their troop that has a valid email within the system. It is critical that Troop Leaders help maintain their Troop member's records so this type of communication method can be truly effective.

An additional benefit to keeping records up-to-date are the communications sent from GSWPA to the families showcasing upcoming council events and special activities as they become available.

1. On the **Troop Management** page, select the members you would like to email by checking the boxes next to their names.



2. After making your selections, open the **Action** drop-down menu and click the **Send Email** option.



3. The **Send Email** page opens. Notice how the email addresses are BCC (blind carbon copy).

From: asteele@gswpa.org

To:

Cc:

Bcc: mlyon@gswpa.org;cmeyer@gswpa.org;asteele@gswpa.org

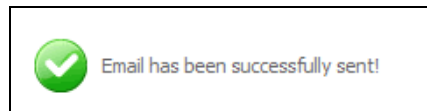
Subject: Meeting

Hello all,

Next week our meeting is going to begin at 7:00 PM instead of normal 5:00 PM start time.

4. Fill in the text you wish to email, then press **Send Email**.

5. A message will appear stating that the emails have been sent.



Printing Membership Cards for Troop Members

Troop Leaders and members have the option to print a membership card. The cards can only be printed one at a time and will show the current membership year. (Example: If you print the cards on 10/1/11, they will show the 2012 year but if you print on 9/30/11 it will show the 2011 year).

1. On the Troop Management page, select the member by clicking on their name.
2. Their account will open. On the left side will be the option to "Print Membership Card" within the Membership Information box under the links.

Printing a Troop Roster

Troop Leaders now have the capability to print a current troop roster of girls and adults associated with their troop. This may be used when submitting required paperwork to the council office for activities that involve overnight, troop trips, troop camping, or other special activities requiring council permission.

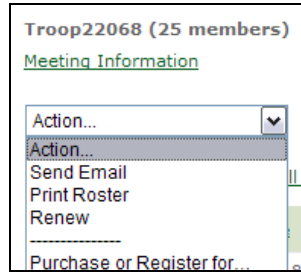
1. On the Troop Management page, select the member(s) you would like to have appear on the roster by checking the boxes next to their names.

Action...

(3 Records Selected)

<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Lyon, Marlene
<input checked="" type="checkbox"/>	Meyer, Cheryl
<input checked="" type="checkbox"/>	Mouse, Daisy

2. After making your selections, open the Action drop-down menu and click the Print Roster option.



3. The Print Roster page opens, showing the members that you selected from the previous screen.

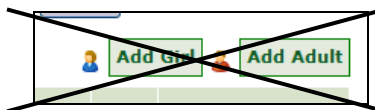


4. Click the Print Roster button to open your computer's printing options.

Transferring Members

At this time, Online Registration does not have the capability to transfer members between troops online. All membership transfers must all be completed by GSWPA staff.

Remember that currently registered members need to be transferred into a Troop, rather than clicking the "Add Girl" / "Add Adult" buttons on the Troop Management page. "Adding" a member creates a duplicate customer record. (This is covered in more detail under "Purchasing New Girl Scout Memberships" on page 16.)



To transfer members into or out of your Troop, you will need to contact your **Manager of Resources & Troop Pathways** or **Manager of Membership & Community Development** to submit a Membership Update Form.

Renewing Membership for Your Troop Members

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

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, contact information, as well as troop and position codes every year.

A troop may also choose to register for the next membership year before the October 1st begin date. GSWPA calls this **early registration**. This option is generally available from April 1 to June 30th.

During early registration, GSUSA provides an easy way for Troop Leaders to renew their members' registrations. A process is run to create what is called "renewal orders", allowing Troop Leaders (and individual members) to easily register for the next membership year.

Before Troop Leaders renew their members online:

While Troop Leaders are able to renew their members' registration using Online Registration, it is strongly recommended that all membership registrations be **purchased directly by the girl or adult online**.

Resources will be available for Leaders to forward to parents/guardians of girl members and other adult members in order to complete the needed information and pay for their membership registration.

Renewal orders are created for members who are currently registered in the Troop at the time the process is run. Any new member added to the troop after this process is run **will not have a renewal order** waiting. This applies to members transferred into the troop or members who have just joined the troop by purchasing a new membership. With this in mind, there are two ways to renew memberships for your Troop members:

- Members **with** renewal orders
- Members **without** renewal orders

Both methods of renewals will be covered in this section.

Online renewals will be available for Troop Leaders only until **September 30th**. Any members not renewed by that date will have to be renewed individually or through the council office.

Important: Troop Leaders who are renewing their troop members' memberships with Online Registration must use a **credit/debit card** for payment. If you wish to use a payment other than credit card, you must register by submitting paper forms and payment to council.

...with Renewal Orders

This section is for current members who were registered in the Troop when the **renewal orders** were created and available.

1. On the **Troop Management** page, select the members you would like to renew by checking the boxes next to their names.

Troop99999 (3 members)
Meeting Information

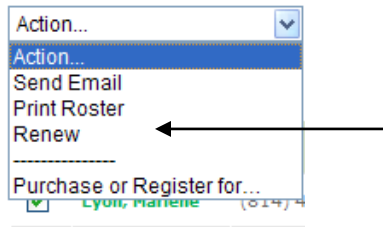
Action...

(3 Records Selected)

<input checked="" type="checkbox"/>	Name	Phone
<input checked="" type="checkbox"/>	Lyon, Marlene	(814)
<input checked="" type="checkbox"/>	Meyer, Cheryl	(814)
<input checked="" type="checkbox"/>	Mouse, Daisy	

After making your selection, open the Action drop-down menu and click the **Renew** option.

Meeting Information



2. The **GSUSA Pay Renewal** page opens, showing the members that you selected from the previous screen.

The screenshot displays the 'GSUSA Pay Renewal' interface. It features two sections for different councils, 'Afi' and 'Ba', each with a green header bar showing the council name and a count (133 for Afi, 439 for Ba). Below each header is a table with columns: Order Number, Date, Description, Amount, and Additional Information *. Each row in the table has a checkbox in the first column and an '*Add*' button in the last column. Below each table is a 'Support Girl Scouting' section with a text prompt and a 'Donate' button.

	Order Number	Date	Description	Amount	Additional Information *
<input checked="" type="checkbox"/>	1050242048	Mar 21, 2011	Girl Membership 2012 10/01/2011 to 09/30/2012	\$ 12.00	*Add*

Support Girl Scouting
Select an amount and click "Donate" to make a monetary contribution to your council. You may add more than one contribution.

Please Select...

- a. Your member's **Name and GSUSA ID #** will be listed above the green-colored boxes. Make sure you have selected the correct members before you continue.
- b. Make sure that the correct type of membership is listed for each member, listed as either "Adult" or "Girl". **Girl Members that have graduated/will graduate high school** and need to renew their membership as Adults can either purchase a "new" Adult Membership elsewhere in the Online Registration website, or they can contact the Helpdesk at 800-248-3355 x 1460. Make sure not to renew those members with a Girl Membership!
- c. Girl 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 by the September 9th deadline.

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

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

For Girls:	Required Fields # of years in Girl Scouts School Grade School Name Custodial Care Parent/Guardian Information	Optional Fields Pathway of Entry Ways to Get Involved
For Adults:	Required Fields # of years in Girl Scouts as an Adult	Optional Fields # of years as a Girl Employer Participation Volunteer Position Ways to Get Involved

Required and optional fields that can be indicated on a member are explained in the **Online Registration Manual for All Members**. Please refer to those pages when filling out the Additional Information.

- b. If **-Edit-** is indicated, no additional information is required to continue, but it is highly encouraged that you update your member's information.

Amount	Additional Information *
12.00	-Edit-

4. Make all required or appropriate changes to your members' information. Click **Save** after editing the information of each member before continuing to the next.
5. When you return to the GSUSA Pay Renewal shopping cart page, each member has the option to donate to the Girl Scouts. If a member would like to contribute select the desired amount and click **Donate**.

Support Girl Scouting

Select an amount and click "Donate" to make a monetary contribution to your council. You may add more than one contribution.

Important note about contributions: Because this donation amount will be tied to the overall Troop Membership dues amount and will be charged at checkout, it is strongly recommended that all membership registrations be purchased directly by the girl or adult online.

6. 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.

Credit Card Information

Card Type *

Card Number *

Security Code [What is Security Code?](#)

Expiration *

Name On Card *

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

8. After the payment process, you will be directed to the **Order Summary** page. You will see the membership orders of each member you renewed on the order summary.

Be sure to **PRINT THIS PAGE** for your Troop records! You will be unable to see this order summary after you close it.

Order Summary

Order Number: 1050270997

ADULT_2012 **Adult Membership 2012 10/01/2011 to 09/30/2012**

Shipping Address: [Redacted] Discount Applied: \$0.00

Order Date: 8/30/2011 Line Tax: \$0.00

LineStatus: Active Line Total: \$12.00

FulfillStatus: Active Previous Amount Paid: \$0.00

Current Amount Paid: \$12.00

Balance Due: \$0.00

Order Number: 1050281504

GIRL_2012 **Girl Membership 2012 10/01/2011 to 09/30/2012**

Shipping Address: [Redacted] Discount Applied: \$0.00

Order Date: 8/30/2011 Line Tax: \$0.00

LineStatus: Active Line Total: \$12.00

FulfillStatus: Active Previous Amount Paid: \$0.00

Current Amount Paid: \$12.00

Balance Due: \$0.00

Payment Information

Receipt Amount: Shipping & Handling: \$0.00

Discounts: \$0.00

Estimated Tax: \$0.00

Grand Total: \$24.00

Previous Amount Paid: \$0.00

Current Amount Paid: \$24.00

Balance Due: \$0.00

Print this page for your record.

9. Return to the **Troop Management** page.

<input type="checkbox"/>		(800)248-3355	Girl Member	9/30/2012	Active		@gswpa.org
<input type="checkbox"/>		(800)248-3355	Girl Member	9/30/2011	Active		@gswpa.org

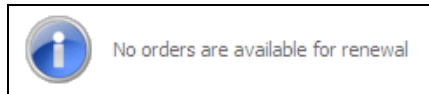
You will be able to see that the renewed members have another line added to their name. The two lines show different **Term End Dates**, indicating when their membership Position will end according to different membership years.

You will also notice that there is only **one checkbox** per name to ensure that the members is not selected twice when placing future orders so as not to create duplicate orders and payments. The Term End Date that is selected with the checkbox also does not matter, so long as the member is selected when placing future orders.

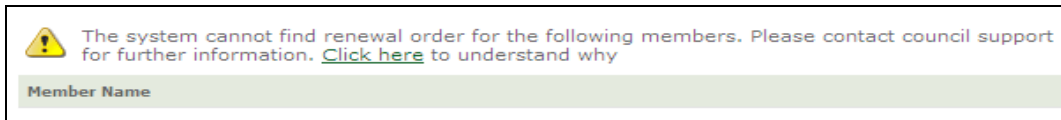
If you have renewed a member using this method but they **do not appear** on the Troop Management page, contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

...without Renewal Orders

This section is for current members who were registered in the Troop **after** the renewal orders were created. If you tried to follow the steps listed on page 9 and encountered one of these possible messages:

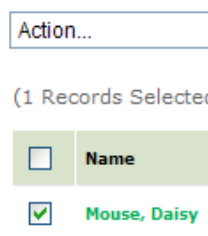


OR

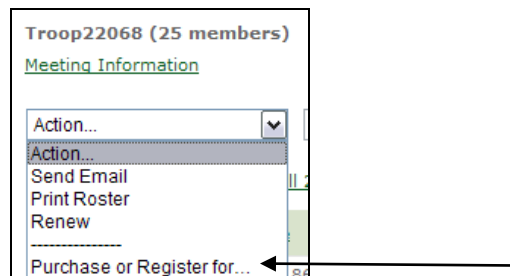


...this indicates that some or all members that were selected **do not have a renewal orders** with the Troop and have to be renewed with the method listed below.

1. On the **Troop Management** page, select one member at a time that you would like to renew by checking the boxes next to their name. Make note of what type of member you are selecting, either Girl or Adult.



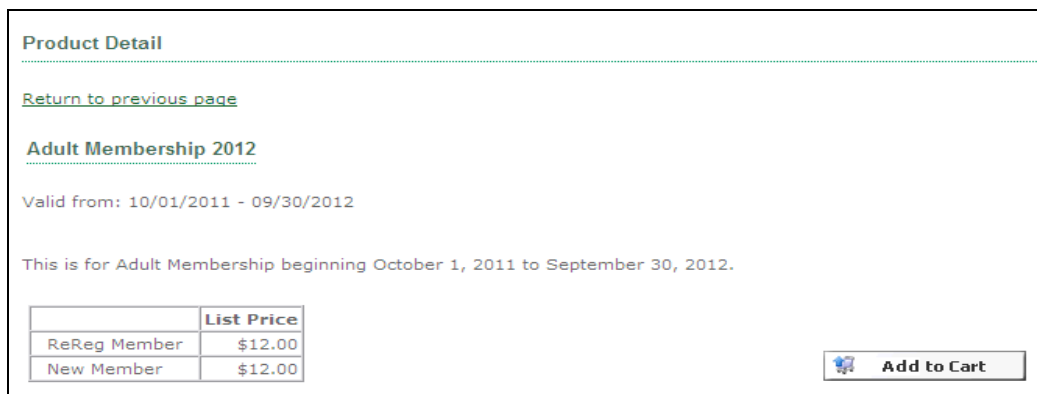
2. After making the selection, open the **Action** drop-down menu and click the **Purchase or Register for** option.



3. The **Online Registration Product List** opens, showing the Membership Products at the top. Make sure to select the appropriate membership product:

- **Girl Membership** or **Adult Membership**
- The correct Membership **Year**

4. The Product Detail page will display for the membership product you selected.

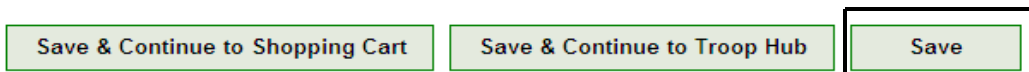


5. Click **Add to Cart**.

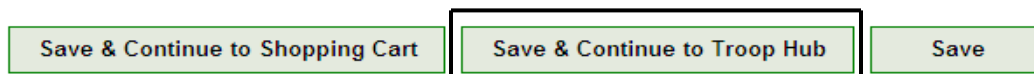
6. The **Membership Profile** for the selected member will open. You **MUST** click to provide some mandatory information before the system will allow you to pay for your member's membership. The system will not allow you to checkout until the information has been added. All fields marked in **bold** are required.

	Required Fields	Optional Fields
For Girls :	# of years in Girl Scouts School Grade School Name Custodial Care Parent/Guardian Information	Pathway of Entry Ways to Get Involved
For Adults :	# of years in Girl Scouts as an Adult	# of years as a Girl Employer Participation Volunteer Position Ways to Get Involved

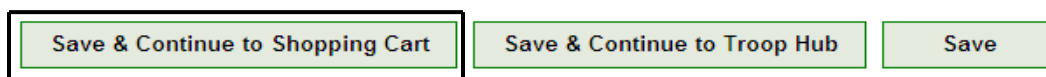
7. Once you have completed filling out the Member Profile, click **Save** to ensure that you have filled out all required fields.



8. After saving, if you need to renew other members of your Troop, click **Save & Continue to Troop Hub** and repeat steps 1-7 for each member.



Once finished updating each member profile, click **Save & Continue to Shopping Cart**.



9. From the Shopping Cart, ensure that all members you wish to renew are listed and click **Checkout**.
10. The **Complete Checkout** page opens, showing the members that you selected from the previous screen.

Complete Checkout

* Fields marked in bold are required

Ship to Address

N
6
L

h
-8728

You Bought	Ship To	Price	Qty	Discount	Total Due Now	Enter Promotion Code	Additional Information **
<ul style="list-style-type: none"> GSUSA - Girl Membership 2012 01-Oct-2011 to 30-Sep-2012 - Proforma 	a	\$12.00	1	\$0.00	\$12.00	<input type="text"/> Apply Promo	<input type="button" value="-Edit-"/>

- 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.

Enter Payment Information

Card Type *

Card Number *

CVV Number * [What is Security Code ?](#)

Expiration *

Name On Card *

- Click **Process My Order**. Only click once to avoid double payment.
- After the payment process, you will be directed to the **Order Summary** page. You will see the membership orders of each member you renewed on the order summary.

Be sure to **PRINT THIS PAGE** for your Troop records! You will be unable to see this order summary after you close it.

Order Summary

Order Number: 1050270997

ADULT_2012 **Adult Membership 2012 10/01/2011 to 09/30/2012**

Shipping Address: Discount Applied: \$0.00

Order Date: Line Tax: \$0.00

LineStatus: Active Line Total: \$12.00

FulfillStatus: Active Previous Amount Paid: \$0.00

Current Amount Paid: \$12.00

Balance Due: \$0.00

Order Number: 1050281504

GIRL_2012 **Girl Membership 2012 10/01/2011 to 09/30/2012**

Shipping Address: Discount Applied: \$0.00

Order Date: Line Tax: \$0.00

LineStatus: Active Line Total: \$12.00

FulfillStatus: Active Previous Amount Paid: \$0.00

Current Amount Paid: \$12.00

Balance Due: \$0.00

Payment Information

Receipt Amount: Shipping & Handling: \$0.00

Discounts: \$0.00

Estimated Tax: \$0.00

Grand Total: \$24.00

Previous Amount Paid: \$0.00

Current Amount Paid: \$24.00

Balance Due: \$0.00

Print this page for your record.

- Return to the **Troop Management** page.

<input type="checkbox"/>	<input type="text" value="XXXXXXXXXX"/>	(800)248-3355	Girl Member	9/30/2012	Active	<input type="text" value="XXXXXXXXXX"/> gswpa.org
<input type="checkbox"/>	<input type="text" value="XXXXXXXXXX"/>	(800)248-3355	Girl Member	9/30/2011	Active	<input type="text" value="XXXXXXXXXX"/> gswpa.org

You will be able to see that the renewed members have another line added to their name. The two lines show different **Term End Dates**, indicating when their membership Position will end according to different membership years.

You will also notice that there is only **one checkbox** per name to ensure that the member is not selected twice when placing future orders so as not to create duplicate orders and payments. The Term End Date that is selected with the checkbox also does not matter, so long as the member is selected when placing future orders.

If you have renewed a member using this method but they **do not appear** on the Troop Management page, contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

Purchasing New Girl Scout Memberships

While Online Registration has the ability to allow Troop Leaders to purchase new memberships for girls and adults from the troop Management page, it is strongly recommended that all new membership registrations be purchased directly by the girl or adult online.



This is strongly recommended because:

- Anyone purchasing a new membership will also need to create and activate their individual Online Registration account. The username and password should remain confidential and accessible only to that individual/family.
- Any registration, either Membership or Activity, purchased through the Troop Management page **will not** be displayed on the individual's My Orders page.

Troop Leaders may still submit paper registration forms and payment to the council in order to add members to their Troop. For further information or assistance regarding purchasing memberships, contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

Registering Troop Members for Activities, Events, & Trainings

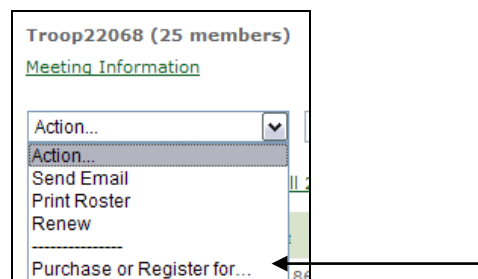
As a Troop Leader, you will have the ability to register the members of your Troop for any Program Activities & Events or Training sponsored by the council as soon as they become available. Being an active Leader in Online Registration enables speedy registration and provides immediate payment.

1. On the **Troop Management** page, select the members you would like to place orders for by checking the boxes next to their names.

(1 Records Selected)

<input type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Mouse, Daisy

2. After selecting the members that you would like to register, open **Action** drop-down menu and click the **Purchase or Register...** option.



3. The **Products** page will display. From here, you can **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.

4. A list of Activities will display. Each Activity will have at least the following items listed:

Climb Away on Columbus Day 10-10-11

Starts : Oct 10, 2011 09:00 AM

Ends : Oct 10, 2011 03:00 PM

Location : GSWPA Camp Singing Hills

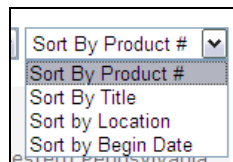
Harness up for some high ropes fun on the Challenge Course, or practice the low elements. **Girls Grades 6-12**

Registration Closes (at 11:59pm ET) On : Sep 25, 2011

- a. **Age Level:** The Girls Grades are bolded.
Trainings intended for Adults **will not** have Grades listed, only the name of the training.
- b. **Name:** The Name of the Activity or Training.
- c. **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.
- d. **Brief Description:** A short paragraph describing the content of the Activity.
- e. **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:



5. 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.

Product Detail

[Return to previous page](#)

Climb Away on Columbus Day 10-10-11 - Available 37

Date: October 10, 2011 09:00 AM - 03:00 PM

GSWPA Camp Singing Hills
Oil City, PA

Harness up for some high ropes fun on the Challenge Course, or practice your teamwork skills on the low elements. Whether high or low is right for you, we'll warm up with some ground games and enjoy a traditional campfire lunch. **Girls Grades 6-12**

	List Price	Availability
Girl	\$12.00	Available 30
Adult	\$12.00	Available 7

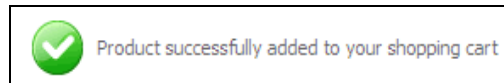
- a. All items that were on the previous screen will show.
- b. **Availability:** How many registration spots are still available? If you need to register more than the amount specified, contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org with your issue, but there is **no guarantee** that 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.

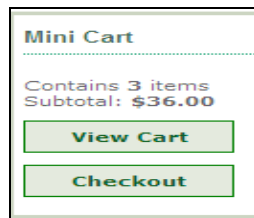
- c. **Location:** If the specific location will be listed. If you are unsure of the full address please call the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org
- d. **Price:** The cost of the event, usually separated by Girl and Adult prices.
- e. **Detailed Description:** Any details about the event that were not covered in the brief description on the search page.

6. If the Activity is the one you wish to purchase, click **Add to Cart** on the lower-right corner of the screen.

7. A message will display stating that the 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.



8. From the Mini Cart, click **Checkout**.

9. The Checkout screen will display names of the members that were selected in step 1.

You Bought	Ship To	Price	Qty	Discount	Total Due Now	Enter Promotion Code
● Climb Away on Columbus Day 10-10-11 - Proforma		\$12.00	1	\$0.00	\$12.00	<input type="text"/> Apply Promo
● Climb Away on Columbus Day 10-10-11 - Proforma		\$12.00	1	\$0.00	\$12.00	<input type="text"/> Apply Promo

10. You may add emergency contact information by clicking the green **EDIT** button. .

11. 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.

Enter Payment Information	
Card Type *	VISA <input type="button" value="v"/>
Card Number *	9876654332100123
CVV Number *	123 What is Security Code ?
Expiration *	January <input type="button" value="v"/> 2012 <input type="button" value="v"/>
Name On Card *	<input type="text"/>
<input type="button" value="Process My Order"/>	

If you wish to use a **payment other than credit card**, you must register by submitting paper forms and payment to council.

12. Click **Process Payment**. Only click once to avoid double payment.
13. 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 payment. You will not be able to see this order under the “My Orders” page on your personal account because the orders were made from the Troop.

Frequently Asked Questions

Q. *How can I see the girls in my troop?*

A. You must be designated as the Troop Leader (Position '01') to have access to troop members' information. Once you have logged into Online Registration, click on the words **Troop Management** on the left side that will take you to the troop management page. If you are the leader for more than one Troop, you will see a drop down box that will display all your troop options. After you select the correct troop, you will have access to your troop meeting information, each current member in your troop to include girl and adult members.

For more details on each member's record, click on the member's name to access her contact and/or guardian information.

Q. *Some of my girls are missing...*

A. If paper forms were submitted to council office for registration, it is possible that they may be in the queue for processing.

Girls can only be registered with one troop at a time. If the "missing" girls were previously registered to another troop, you need to work with your Manager of Resources & Troop Pathways or Manager of Membership & Community Development to have them transferred to your troop.

Q. *How can I add a girl to my troop?*

A. If a girl is currently registered in a different troop and needs to be **transferred** to your troop, please fill out a Membership Update form and return to your Manager of Resources & Troop Pathways or Manager of Membership & Community Development or email to registrar@gswpa.org.

If the girl is **new** or her membership registration is expired, you will need to have the girl's parent/guardian register her and then request a transfer as stated above.

You may also turn in a completed registration form and payment for \$12 to the Service Center for processing.

Q. *Membership cards list the wrong expiration date...*

A. The cards are reflecting the current year. They will show the correct expiration date when the new Girl Scout year begins.

Q. *I have made a change to member's information, but it isn't 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. *I no longer see the girls in my troop. What happened? I still need to re-register some girls.*

A. The troop list only shows **active** members. At the end of the membership year, all members who have not renewed their membership registrations for the upcoming year no longer display on the troop screen. You are strongly encouraged to complete online membership renewals before **September 30th** to prevent this from happening.

If this happens to any members of your troop, have the parent/guardian go online and renew the girls' membership, OR have the parent/guardian complete a paper copy of the registration form and submit it with payment to the Edinboro office of GSWPA, 5681 Route 6N, Edinboro, PA 16412.

Q. *I registered some of the members of my troop for an event. Can I see who I registered or print some kind of roster?*

A. Unfortunately, no, in the future, there will be an enhancement to the system that will allow leaders to view their troop event registrations online from “My Orders”. Troop leaders will be notified when this feature is available.

Q. *Can I reserve spots online for a troop event without knowing the names of the girls attending?*

A. No, you have to select the girls who will be attending the event when you register them online. If you register a girl and she later is unable to attend, please contact the program registrar to transfer the registration from one girl to another. Having the correct names of girls who are attending the event ensures that their participation history is correct in the system.

Q. *Can I change a participant's name when a troop member decides to go in someone else's place?*

A. No, all transfers must be handled by council staff. Please contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

Q. *I'm registered for a Training, but I'd like to switch to a different day. Can I do this online?*

A. Unfortunately, no, transfers and/or refunds cannot be processed online. You will need to contact the Helpdesk at 800-248-3355 x 1460 or helpdesk@gswpa.org.

Q. *In the shopping cart, I get an error message that all qualified rate code capacities are maxed out, yet the site says the program is 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 the girls, the system will not allow Adults to register for the Activity.

If it's a girl AND adult event, it means the space you are trying to register for is not available but the other one still has openings (i.e. there are girl spaces available but all adult spaces are taken or all the girl spaces are taken but there are adult spaces available).

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

A. This is most 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 register my troop I receive a "Grade level" error message?*

A. This is because the girl's grade is not showing correctly in our system. Please call or email helpdesk to update the girl's grade.

Q. *When I create a customer account it states "Duplicate account"?*

A. This is most likely because you already have an account in our system. You will need to activate your account to create your username and password to access your account online. If you activate your account and receive an error message “Customer not found” we are most likely missing some of the information. You will need to email or call helpdesk.

Q. *I received an error message "Waitlist"?*

A. This message will appear when the capacity has been reached for the event. If we show space available for adults but none for girls please contact helpdesk. Otherwise if you would like to continue registering for the waitlist you will be contacted if space becomes available.