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## LOOKER FAQ FOR SERVICE UNIT VOLUNTEERS

### What is Looker?

Looker is an online tool that provides current (within one business day) membership information for Girl Scout employees and volunteers to leverage so they can provide the best possible service and support to our members. In your current volunteer role, you've been provided access to Looker to deliver this support and ensure girls fulfill our mission.

Looker enables volunteers to ensure local girl participants and volunteers have a current membership and provides detailed membership information to inform planning and participation in local events or trainings.

### How do I set up my account?

Follow these steps to set up your account the first time:

1. Go to [girlscouts.looker.com](http://girlscouts.looker.com) and click on the "Forgot your password?" link.
2. Enter the email address that you use to log into MyGS, then click the RESET PASSWORD button.
3. Check your email for a "Welcome to Looker" email. Note: It may be in your spam/junk folder. In the "Welcome to Looker" email, click the first link to set up your account.
4. Enter your first name, last name, and password, and click the SUBMIT button to finish setup.
5. Once your account is set up, you will see the home page with six reports.
6. Be sure to check out the right-hand side of the home page for helpful resources.

### What reports are available?

There are six reports available to service unit volunteers. Once you are logged in to Looker, just click on the report name to run it.

**SU ROSTER: Full Roster:** See the full roster of your assigned service unit(s) or geographic area(s). Filter the roster by membership year, service unit, or troop.

**SU ROSTER: Membership Analysis:** Compare details regarding membership types (troop leader, girl, etc.) and the number of troops in your area to last year.

**SU ROSTER: New in the Last Two Weeks:** A roster showing only new members in the designated period. Filter by membership year, service unit, or troop.

**SU ROSTER: Troop Details:** See troop rosters and information, filtering from last year or by service unit.

**SU ROSTER: Contact Lists:** See the full contact list of your assigned service unit(s) or geographic area(s). Filter the roster by membership year, service unit, or troop.

**gsLearn Summary:** Looking for a macro view of gsLearn in your service unit(s)? Look here:

- **Total Number of Courses Completed:** This number indicates courses completed in any membership year.
- **Total Number of Courses in Progress:** Drilling down may show more records if users are in multiple service units and/or troops. This number indicates courses in progress from any membership year.
- **Total Number of Courses Assigned but not Started:** This number indicates courses assigned in any membership year.

## Can reports be customized?

You can filter and sort data on the reports.

All available filters will display automatically. Select the filters and click the “Update” button in the top right corner to apply all the filters.

You can filter on membership year, service unit (if you have access to multiple service units), and troop.

You can also sort data by clicking on the column title. This will sort data alphabetically or numerically.

## How do I export to Excel or PDF?

After you have run a report, click the three dots in the top right corner of your report and select “Download” and a pop-up will display. Once the download is complete, you can open the downloaded report in the program of your choice. The report can be downloaded in one or more file options.

## **I found incorrect information in a report. How do I get it corrected?**

Please complete the [Member Update Form](#) online and a member of our staff will correct the information. Please allow up to five business days for corrections to be completed. If you have additional questions about membership information, please contact customer care at [customercare@gswpa.org](mailto:customercare@gswpa.org).

## **How do I make suggestions for improving what I see in Looker?**

We'd love to hear your feedback! Please contact customer care at [customercare@gswpa.org](mailto:customercare@gswpa.org). We'll pass on your feedback to Girl Scouts of the USA.

## **Who has access to membership data in Looker?**

Girl Scouts Western Pennsylvania staff and specific service unit volunteers, including the service unit manager, service unit communications coordinator, service unit cookie manager, service unit MagNut manager, service unit events coordinator, service unit finance manager, service unit indie coordinator, service unit membership coordinator, member support lead, Girl Scout engagement chair, troop coach, logistics lead, and communications coordinator have access to Looker. Volunteers in these roles must be an approved volunteer with an active membership for the current membership year. If you know of someone in this role who does not have access, please contact customer care at [customercare@gswpa.org](mailto:customercare@gswpa.org).

## **What happens if a volunteer with access to Looker resigns?**

Please contact customer care at [customercare@gswpa.org](mailto:customercare@gswpa.org) if a service unit volunteer is resigning and no longer needs access to Looker. We will ensure that the right volunteer in your service unit gets access so you can keep checking your membership information!