

How do I log into MyGS?

1. Log into MyGS.
2. Your username is the email address we have on your account
3. If you forgot your password, click on “forgot your password?”
4. Look for the email from ‘Member Community’ and follow the link to set up a password.
5. Still have questions? Email customercare@gssc.us

How do I Choose a Volunteer Role?

Before choosing your Volunteer Role, please be sure you have renewed for the 2017-2018 membership year, which you can do from the membership tab on your MyGS account.

1. Log into MyGS.
2. After logging in, from the Membership tab, click the Add Role button.
3. Type your troop number in the search box, for example Troop12345. Then select the corresponding zip code and 20 miles for the radius, and click the Search button.
4. In the search results area, select the check box next to the desired role for your troop or service unit, click the Next button.
5. If you have already renewed, you will be redirected to the Membership tab on your MyGS account.

I’m having a problem registering for Girl Scouts

Here are some suggestions to help you get through common issues:

1. Make sure you are signing into the correct account. If you are trying to renew your membership or update your role, you should be logging in to MyGS
2. When entering your birthdate, use slashes not dashes.
3. The Home Phone field is required. If you do not have a home phone, enter your cell phone number in the Home Phone field.
4. If you cannot find the troop or volunteer opportunity you are looking for, try:
 - a. Entering the troop number in a 5-digit format with no space between Troop and the number. For example, Troop1234 would be Troop01234.
 - b. Adjust the search radius to 20.
 - c. Still can’t find what you’re looking for? The troop may not be listed in the catalog. Select “unsure” and provide the troop number. We will get back to you quickly.
5. Are you using a phone or tablet device? Try registering through your desktop or laptop.
6. Try using Google Chrome instead of Internet Explorer.
7. If you have already selected a troop in the Opportunity Catalog, you won’t see it again in the catalog. The system will not let you select the same troop twice.

Troop Leaders

How do I add a girl to my troop?

There are two options:

1. If you need the girl or adult added immediately, you can use the Add a Member feature.
 - a. Log in to your MyGS account and click on your Troops tab.
 - b. Scroll down to where it says “Add a Member to Troop.” Select either Adult or Girl from the dropdown and click go.
 - c. Search for the troop in the Opportunity Catalog by entering the troop number and zip code and adjusting the search radius to 20 miles.
 - d. Click the check box next to the appropriate troop or volunteer role and click Next.
 - e. Provide the adult’s or girl’s contact information, birthdate, and address.
 - f. Proceed through the acceptance and summary pages and enter a credit card to be charged.
2. Let us know that you have openings in your troop.
 - a. Log in to your MyGS account, select the Troops tab, click on the View/Edit Troop Information link at the bottom of the page. Update your desired troop size to a larger number than the current number of girls you have in your roster. We will add your troop to the Opportunity Catalog
 - b. Once your troop opening is added, a parent can go to the online Opportunity Catalog to register their daughter for your troop.
 - c. If the girl is not a registered Girl Scout, please have her parent Join from our website. Once your troop is full, your troop will no longer appear in the catalog.

How do I transfer girls to or from my troop?

If a girl needs to be transferred to or from your troop, please send a request to customercare@gssc.us with ‘Transfer’ in the subject line and details about the girl to be transferred and the troop she needs to be transferred to.

How do I request to be in the Opportunity Catalog?

Log into your MyGS account and navigate to your troops tab. Scroll down to where it says View/Edit Troop Information. Follow the link, submit your changes, and click Save.

How long before my troop will show up in the Opportunity Catalog?

You can expect your troop to be listed within one week.

I have questions about the Opportunity Catalog

Contact your Placement Specialist.

How do I see what troops are open without clicking on the Join button?

Submit your information to customercare@gssc.us, and we will connect you with your Placement Specialist.

How do I view my Troop Roster?

1. Login to your MyGS account.
2. Click on the Troops tab.

NOTE: The roster will show you all girl and adult members. If someone is listed with a 2017 membership and says "Time to Renew for 2018," they still need to register for the 2017- 2018 membership year.