

Family Renewal Guide

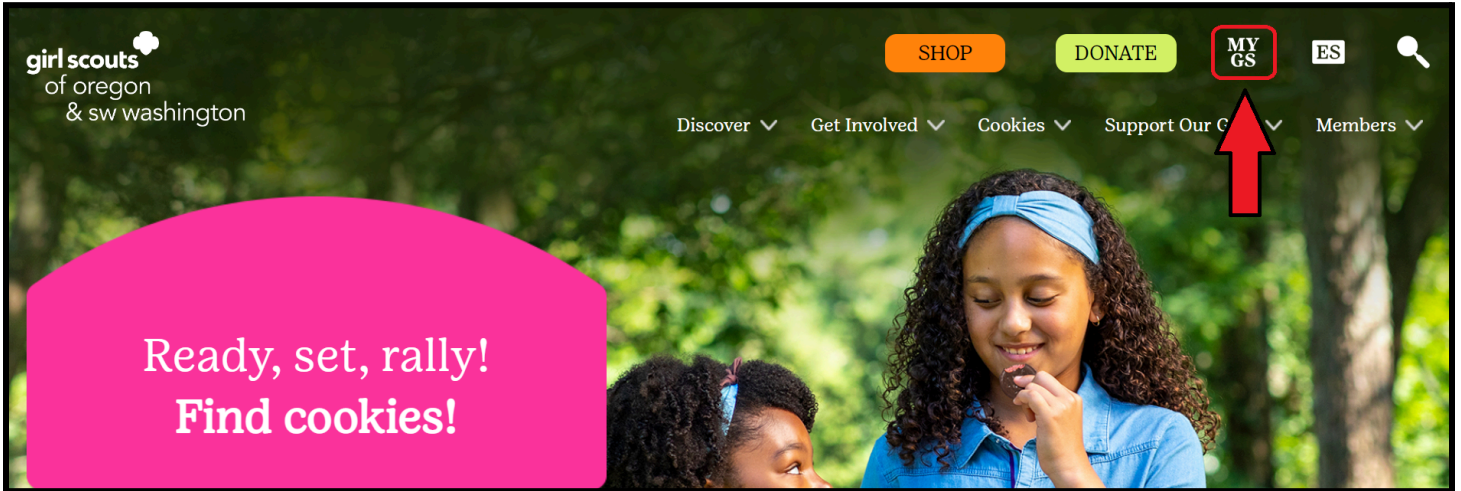


Thank you so much for renewing for another year of Girl Scouts! This step-by-step guide will walk you through how to renew your household for another Girl Scout year.



Step 1

Visit girlscoutsw.org and click MY GS to sign in.





Step 2


Log in to your account.

Welcome to Girl Scouts, Close X

Log In!

Email address

Password

Remember me [Forgot password?](#)

LOG IN

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

If you are having trouble logging in, click **Forgot password?**

- In the next screen, type in your account email address, and GSUSA will send you an email with the subject line **Reset Password**.

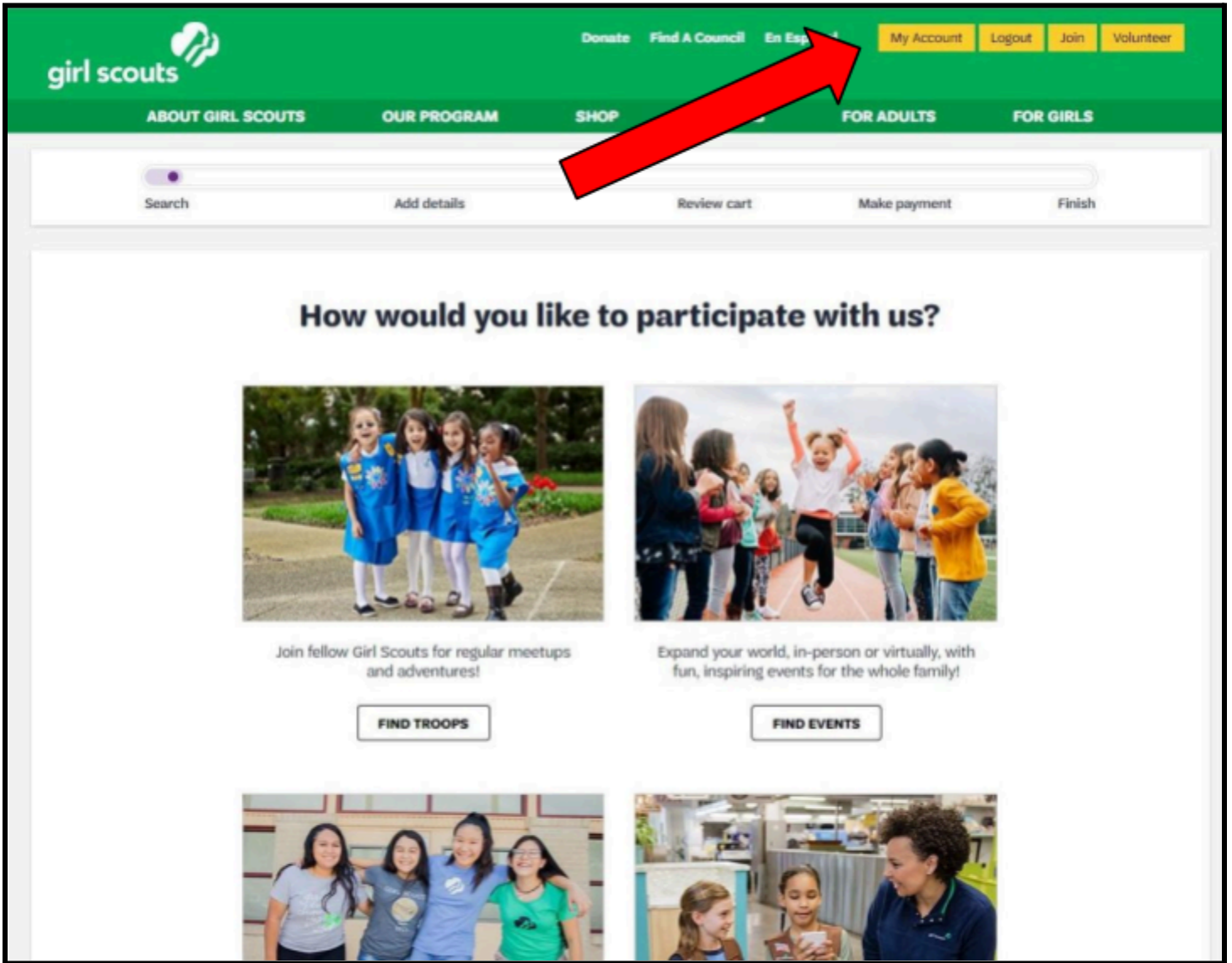
! If you don't receive an email from GSUSA within 15 minutes, be sure to check your spam/junk folder. If you can't find the email there, please fill out a [Contact Form](#) or email answers@girlscoutsosw.org.

! If you receive a message There is no user with that username or email, please fill out a [Contact Form](#) or email answers@girlscoutsosw.org for assistance.



Step 3

Click on the yellow **My Account** button at the top of the screen.





Step 4

Click on the **My Household** or **Manage my household members** (both work).

The screenshot shows the Girl Scouts website dashboard for a user named Lani. The top navigation bar includes links for Donate, Find A Council, En Español, My Account, Logout, Join, and Volunteer. Below this is a secondary navigation bar with categories: ABOUT GIRL SCOUTS, OUR PROGRAM, SHOP, COOKIES, FOR ADULTS, and FOR GIRLS. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'Welcome, Lani' message and a 'My Account' section with links for My Household, My Troop(s), My Profile, My Events, Volunteer Toolkit, gsLearn, Contact Council, and Log Out. The main panel also features a 'Welcome, Lani' message and a 'My Events Dashboard' with a 'View all Upcoming Events' link. The central focus is the 'Lani household' section, which contains a table of household members:

Name	Membership Status
Lani	• INACTIVE
Rich	• NON-MEMBER
Grace	• INACTIVE

Below the table are two links: 'Manage my household members' and 'My Troops', both with right-pointing chevrons. A red arrow points to the 'My Household' link in the sidebar, and another red arrow points to the 'Manage my household members' link in the main content area.



Step 5

Click on all appropriate check boxes for any family members you're renewing. **Take your time to make sure you're renewing:**

- General Membership
- Troop Participation
- **And for adults**, Volunteer roles the adult will be continuing

The screenshot shows a user interface for managing household members. On the left is a navigation sidebar with options like 'My Account', 'My Household', 'My Troop(s)', 'My Profile', 'My Events', 'Volunteer ToolKit', 'gsLearn', 'Contact Council', and 'Log Out'. The main content area is titled 'My household members' and includes buttons for 'SAVE RETURN STATUS' and 'REVIEW CART'. It is divided into sections for 'Adults' and 'Girls'. Each section has a 'Select All' checkbox (highlighted with a red box in the original image) and a 'Hide inactive members' link. The 'Adults' section lists two members: Lani and Rich. Lani's record shows 'Membership' with an expiration date of 09/30/2020 and a status of 'INACTIVE'. Rich's record shows 'Membership' with a caregiver of 'Grace' and a status of 'NON-MEMBER'. The 'Girls' section lists three entries: 'Membership' (expiration 09/30/2022, status 'INACTIVE'), 'Troop 45066' (expiration 09/30/2022, status 'INACTIVE'), and 'SU007 Invited to Participate' (expiration 09/30/2022, status 'INACTIVE'). Each girl's record also includes a 'Select All' checkbox (highlighted with a red box) and a 'Hide inactive members' link. The interface also features 'Add a new role' and 'Add a troop' links for each member.



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If you're not sure and want to play it safe, you can check the **Select All** boxes to renew everyone in your household in all of their troops and roles.

Step 6

Once you've selected everyone you're renewing, click on the green **ADD RENEWAL** button.

Girls

1 member(s) selected Hide inactive members

Grace [Edit profile](#) [Change my participation](#) [Purchase Membership](#)

Membership/Participation	Caregiver(s)	Exp. date	Program level	Status	Not Returning
<input checked="" type="checkbox"/> Membership		09/30/2022	multi-level	IN CART	
<input type="checkbox"/> Troop 45066	Lani	09/30/2022	multi-level	• NOT RETURNING	<input checked="" type="checkbox"/>
<input type="checkbox"/> SU007 Invited to Participate	Lani	09/30/2022	multi-level	• INACTIVE	<input type="checkbox"/>

[Add a troop](#)



Step 7

Confirm you've got the right membership year.

Choose Membership

<input checked="" type="radio"/>	Current Year - 2023	\$25.00
	October 2022 - September 2023	
<input type="radio"/>	Next Year - 2024	\$25.00
	October 2023 - September 2024	

In the example above, Grace has not renewed for the current membership year. She can either be renewed for the current year or for the upcoming year.

! If you have more than one membership year option available and don't know which one to choose, fill out a [Contact Form](#) or email answers@girlscoutsosw.org.



Step 8

Choose your payment method, then click **SAVE DETAILS** or **NEXT PARTICIPANT** (if renewing more household members).

Choose a Payment Type

Credit Card

Apply for financial aid ?

Program Credits ?

SAVE DETAILS

Remove participant X

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

! Please visit the [Financial Assistance](#) page on our website before selecting the **Apply for financial aid** option.

! If your girl would like to use her **Program Credits** for membership renewal, click the **Program Credits** option. GSOSW staff will redeem up to \$25 from available program credit cards beginning with the oldest program credit card on file for your girl.

- **If your girl has less than \$25 in program credits**, you can still choose this option! GSOSW will reach out to take payment over the phone for the remaining balance due.
- **If your girl is waiting on 2023 Cookie Program credits, that's ok!** Click the program credit option anyway.

If you are renewing more than one member, the screen will move onto the next person you're renewing, and you'll repeat steps 7-8.



Step 9

Click **REVIEW CART**.

The screenshot shows the Girl Scouts website interface. At the top, there is a green navigation bar with the Girl Scouts logo and links for 'Donate', 'Find A Council', 'En Español', 'My Account', 'Logout', 'Join', and 'Volunteer'. Below this is a secondary navigation bar with links for 'ABOUT GIRL SCOUTS', 'OUR PROGRAM', 'SHOP', 'COOKIES', 'FOR ADULTS', and 'FOR GIRLS'. A progress bar indicates the current step is 'Review cart'. The main content area is divided into two columns. The left column is titled 'Confirm Member Details' and shows a member named '1. Grace' with a 'None' selection and a green checkmark. Below this, there are three options: 'Renew a household member >', 'Renew a troop member >', and 'Register a new member >'. The right column is titled 'Your Cart' and shows a table with the following items:

Your Cart	
1. Grace	
Membership	\$25.00
Outstanding balance	\$0.00
Total amount	\$25.00

At the bottom of the page, a red arrow points to a green button labeled 'REVIEW CART'. Below the button, there is a disclaimer: 'Please note that Membership fees are non-refundable. *Council fees help power amazing experiences for girls in your community and are non-refundable.'



Step 10

Review your cart and agree to the **Girl Scout Promise and Law**.

Review Your Cart

Council	Participation	Details	Price
	None	Grace [redacted] Non-troop member	\$25.00

Edit Remove

Prepare a girl for a lifetime of leadership.
Help her join Girl Scouts.
Yes! I support the next generation of female leaders.

\$35 \$75 \$150 \$250 Other:

Council:

[Where your donation goes](#)

Interested in donating to Girl Scouts? You can include a donation in your renewal!

Discount or promotional code

Donation amount	\$0.00
Outstanding balance	\$0.00
Total amount	\$25.00

Please note that Membership fees are non-refundable.
Your membership fees power life-changing experiences for girls, locally and nationally. Membership is not refundable or transferrable to another person.
*Council fees help power amazing experiences for girls in your community and are non-refundable.

I agree to the Girl Scout Promise and Law (required)

Girl Scout Promise and Law

Girl Scout Promise

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

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
And to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

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

Click **ADD PAYMENT DETAILS**.



Step 11

Add payment details and click **SUBMIT PAYMENT**.

Payment Details

Payment method

VISA AMEX DISCOVER

Cardholder first name

Cardholder last name

Credit/Debit card number


Expiration date

CVV



Your credit card information is [secure](#). GSUSA does not save your billing information.

Select a billing address

Lani Use a different address

 **SUBMIT PAYMENT**

Cart Summary

1. Grace  

Non-troop member

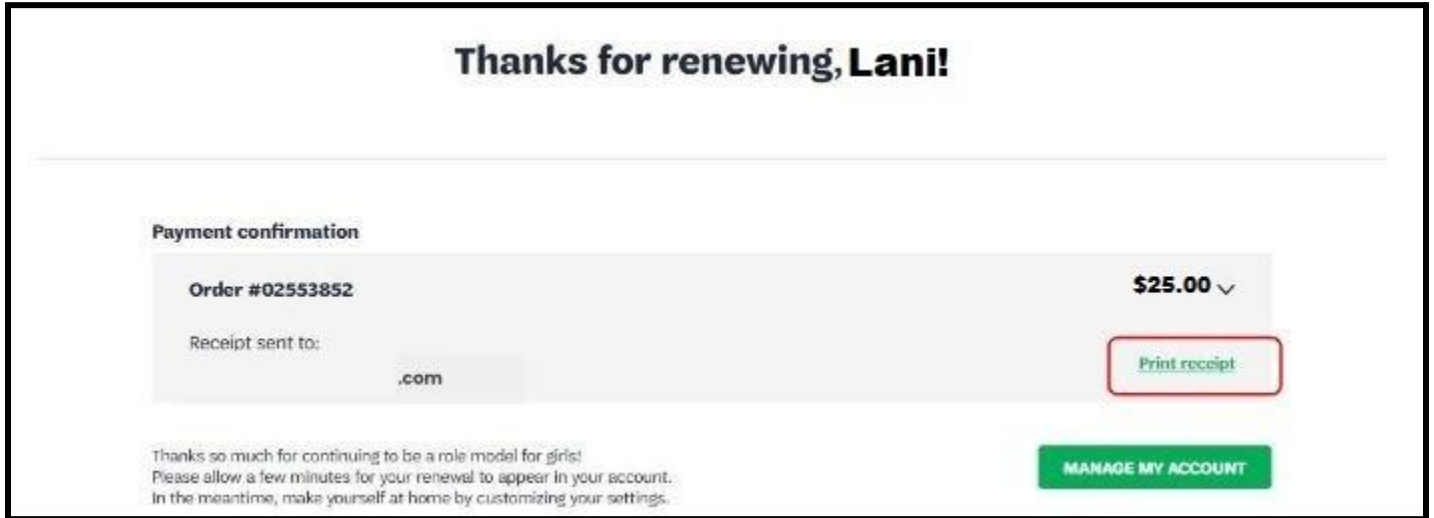
Current Year - 2023	\$25.00
Discount amount	-\$0.00
Donation amount	\$0.00
Outstanding balance	\$0.00
Total amount	\$25.00
Amount to be charged	\$25.00

*Council fees help power amazing experiences for girls in your community and are non-refundable.
**Your order total shows the cost of your event(s) before financial aid is applied. Once financial aid is approved, the total will be adjusted and reflected in your order and credit card payment.



You're all done!

Be sure to print a receipt if you need one.



Special Note about Individually Registered Girls aka Juliettes

What do you do if your girl isn't planning to continue with the troop, but is planning to renew as a Juliette? Renew the girl's membership without selecting the troop renewal checkbox as seen in Step 6. Once you have completed and paid for the renewal, either complete a [Contact Form](#) or email answers@girlscoutsosw.org and explain that your girl isn't continuing with the troop and will be a Juliette. Staff will update the girl's record accordingly. Please indicate if the change should be effective immediately or at the beginning of the new membership year.



To the caregivers, parents, friends and family volunteers, cookie booth helpers, troop product managers, treasurers, day camp volunteers, troop leaders, and service team volunteers:

THANK YOU

You build girls of courage,
confidence, and character.