

Renewal Quick Start

Caregivers

Accessing Your Membership Records

1. SIGN IN at hngirlscouts.org
 - **Important Note:** We transitioned to a new log in system last November. You should have gotten an email then to create your new password. If you didn't already do that, please use the forgot password link and the email where you receive Girl Scout communications to set up your new account. If you have trouble with the forgot password link please reach out to Customer Care.
2. If you do not see Welcome, <your name>! click the My Account button at the top of the screen.
3. Click My Household on the left.
4. You will see membership and participation details for your household here. As of April 1st most of the statuses should say Time to Renew.

To Renew Your Membership(s)

On the My Household page you will see a series of checkboxes. Each of these represents a different level of your membership with Girl Scouts. For adult members you will see up to three levels that represent from left to right/top to bottom: Membership, Troop, and Role. Girl members will have two levels: Membership and Troop.

The easiest way to use the renewal system is to check the box that represents the role for adults or the troop for girls, this will automatically check the associated boxes that are above that box and make sure your records are still associated with your troop(s) and role(s). Note that if you only check the membership box that you will not be renewed into your troop and that spot will become open for new members this fall.

1. For girls: Check the box beside the troop she will be renewing with. You should see the Membership box automatically check for the girl.
2. For adults: Check the box next to each role that needs to be renewed. This includes roles held by lifetime members. You should see the associated troop and membership boxes check automatically.
3. Once all selections are made, scroll up and click the green Add Renewal button.
4. On the next page you will be asked to review and confirm the details we have on file for each girl and adult. For each member you are renewing you will need to:
 - Review their information for anything that needs to be updated.
 - **Important Note:** You will have to choose the Caregiver Relationship for each girl. This is a new field that is required to complete the form in our new system, but wasn't tracked in the previous version so everyone has a blank there this year.
 - Select the membership year from the presented options.
 - You may see different options here depending on the girl or adult's current status and age so pay attention to the dates below the name.
 - Choose a payment type for the member.
 - You can select different types for each member, but will only be making one credit card payment at the end for every member you set that way.
 - Lifetime Members will show a free renewal option at this step, select that.
 - Click Submit Member Details

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5. Once every member is confirmed click the green Review Cart button.
6. On this page you will see a summary of the memberships you have selected and have the option to add a donation to the order. These donations go to our local Sister 2 Sister fund to help Hornets' Nest offset the cost of Girl Scouting by supporting programming, events, and financial assistance.
7. Click the checkbox on the right below the Girl Scout Promise and Law
8. Click the green Add Payment Details button.
9. The next page is a standard payment form, fill in your card information.
10. After you submit your order will process, you will see a Thank You page and have the option to download a receipt.

FAQs

Some of my check boxes are gray and uncheckable, why?

Some boxes for adults are intentionally shown but disabled, like the membership row for Lifetime members or the troop rows for adults. This is because those rows should not be renewed separately. You should be able to select a role beneath either of those cases for renewal.

I am a Service Unit volunteer but I don't see my service unit listed with my roles, why?

The new system removed the need for us to have a "troop" of service unit volunteers. Your roles should be listed directly under your membership, if they are not please contact Customer Care and we will get the records fixed so you can renew your roles.

Additional questions? Reach out to our Customer Care team at customercare@hngirlscouts.org, or at (704) 731-6500

