

# Renewal Quick Start

## Troop Leaders

### Accessing Your Troop Records

1. SIGN IN at [hngirlscouts.org](https://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 Troop(s) on the left, then click the troop number that will show up below that. If you lead/manage multiple troops you will need to work with one at a time.
4. You will see your troop details at the top, if you scroll down your girls and adults will be listed.

### To Renew Troop Members

1. For girls: Check the box under each name who will be renewing.
2. For adults: Check the box next to each role that needs to be renewed. This includes roles held by lifetime members.
3. Once all selections are made, scroll up and click the green Renew 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 Next Participant.
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.

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### For Girls and Adults Not Returning

This is something you cannot reverse without council intervention so please use caution with this feature. Also be aware, that the system will open the spot of any girls marked Not Returning for new members in your troop that have a membership for next year. So be absolutely certain before marking girls this way.

1. From the troop list, select the Not Returning box next to each member who isn't returning next year.
2. Once all selections have been made, scroll up and click the Save Return Status button.
  - **Important Note:** There is not currently a confirmation box, once you click the Save Return Status button the changes will be made to the records.

### Tips to Help Parents & Caregivers Renew Individually

- The process is mostly the same, with two big exceptions:
  - Caregivers start the process on the My Household screen. This is an option on the left menu just above the My Troop(s) button.
  - Each person in the household will have multiple check boxes, the best way to make sure everything works correctly is to check the lowest box next to the troop or role she will be renewing and let that automatically check the other levels.
    - Girls will have two levels of boxes, the top box represents renewing their membership and the ones below that represent her participation in her troop(s).
    - Adults will have up to three levels of boxes, the top is membership, the middle level is troop participation, and the lowest boxes are the role(s) in that troop.
- The caregiver renewal quick start guide is available on our [renewal landing page](#).

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