

MY GS AND RENEWAL FREQUENTLY ASKED QUESTIONS



How do I login to renew my troop?

Go to www.hngirlscouts.org and click on yellow "MyGS" link, and then click "Member Profile." Log in using the email address where you receive other GS notifications. If you don't remember your password, click on the "Forgot Your Password" link. Once you're logged in, go to the "Troops" tab. If you have multiple troops, there will be a drop down menu to view each troop.

What does the "Status" column mean on my roster?

The "Status" column will tell you if a membership is current or not.

- "Current" means the membership is active for that year (yay!)
- "Time to Renew" means the member does not have a membership for that year.
- "In Progress" may mean that the parent has started the membership process but has not yet finished it. For adults that have selected a volunteer role, it can also mean that their background screening is being processed.
- "Payment Pending" means the member has not completed the payment.
- "Inactive" means that that member is no longer in your troop.

What if a girl is not returning next year? Or I'm not sure if she is returning yet?

The "Renewal Choice" column options are "Renew", "Do Not Renew", and "I'll Decide Later." You must choose an option in order to continue. If you are unsure, press "I'll Decide Later." **Pressing "Do Not Renew" will remove the girl's registration.**

If I start the renewal process but don't finish it, can I go back later?

Yes! When you log back into your account, you should receive a prompt asking if you would like to continue or start over. Please keep in mind that if you start the renewal process but don't pay, the parent will not be able to renew his or her daughter for 6 days. **If you don't renew within 6 days, you will have to restart the process.**

What happens after I renew the troop?

You will receive an itemized email receipt. The parent of each girl will also receive renewal notification email(s), and the email will also ask the parent to update contact information if needed.

How do I update my personal contact information?

Click on the "Family Profile" tab to update your family's contact information.

How do I use the "Add a New Member" feature?

If you would like to add a member to your troop, make sure you are on your "Troops" page. If you try to add a member to your troop while you are on the "Membership" page, you will be adding them to your family household instead of the troop! This feature is best used to add an adult to your troop, usually a parent of one of the girl members. If you would like to open up your troop to new girls, the best way to do this is to display your troop in the online opportunity catalog (function in membership system that populates troop opportunities).

I can't find the answer I'm looking for. What should I do?

Check out the renewal resources on our website at www.hngirlscouts.org, or contact Customer Care via email at customercare@hngirlscouts.org or (704)731-6500.

How can I help inspire others to renew or join Girl Scouts?

At the end of the renewal process, there will be an option to share on social media that you have renewed. Please help us spread the word by using this new feature!