

Here's what you need to know for your troop



Dear Girl Scout Volunteer,

As you may know, our member account management system will be down for upgrades from **November 18-December 7** while we implement a [refreshed system](#) that will provide increased visibility to Girl Scout member accounts, make it simpler to manage and maintain household and troop memberships, and help you find more fun for your girls! It's important to know that during this downtime, Girl Scout membership registrations and renewals cannot be purchased, and important volunteer forms will not be processed, as we will be unable to access critical records required for approval. However, Girl Scouts and troops can continue to register for [GSEMA programs](#) and participate in the [Cookie Program](#) (which kicks off November 23)!

According to our records, your troop currently has ___ girl(s) registered for this year. It's essential that any girls in your troop or service unit who have not yet been renewed for 2021 be [renewed by November 15](#), so they can participate fully in this year's Cookie Program with their Girl Scout peers!

[RENEW TROOP MEMBERS](#)

This migration will also impact the systems you may be accessing frequently as a Girl Scout volunteer, and we wanted to give you a heads up on what to expect so you can plan accordingly! We hope you find this guidance useful as you navigate the downtime with your girls.

From November 18-December 7, Girl Scout volunteers should anticipate the following:

- Volunteers will be unable to access their current membership profiles, the Volunteer Toolkit, My GS, and gsLearn. Meeting plans and badge requirements will not be available, and neither new Girl Scout registrations nor renewals will be processed during this time. **Please be sure to download any documentation you may require for planning troop activities from these systems prior to November 18.**
- GSEMA staff will be unable to access/process the following during the downtime:
 - Membership registrations and renewals for girls and volunteers
 - Troop and Service Unit Rosters
 - CORI/SORI forms
 - Troop bank accounts
 - Troop Cookie Coordinator approvals
 - Approvals for Girl Scout meetings on private property
 - Girl Scout Activity Forms

Please also anticipate the following impacts for when the new system goes live:

- Slower-than-usual processing of forms, due to backlogs
- New login information to access your Girl Scout account. Your new username will be the email address associated with your current account, and you will need to create a new password. Your log-in information for eBiz will not change. Stay tuned for more information on getting set up in the new system, coming soon!

Questions about this migration and how it might affect your own and your girls' experiences? Our [customer care team](#) is here to help from Monday-Thursday, 8:30 AM-5 PM, and will be available for limited hours during the migration itself. Thank you for all you're doing to help your girls shine! We can't wait to see what you all accomplish this coming year.