

Renewal Instructions 2020

We know that these are unprecedented times and the Girl Scout year that our members had planned looks quite different now. As we're all home doing our part to keep our families and neighbors safe, Girl Scouts are doing what they always do—looking ahead and getting prepared. Renew when you're ready, using these instructions. Every girl will receive a patch.

Troop Leaders (Renew your troop by 6/30/20 – VTK access ends 6/30/20)

1. Visit www.girlscoutsnyc.org
2. Click on **MYGS** in the upper right-hand corner of the navigation bar of this web page.
3. Select “**Member Profile**” from the drop-down menu
4. Log in, using your Member Profile password. If you have forgotten your password, choose “**Forgot Password**”.
 - If you have issues logging in, please email customercare@girlscoutsnyc.org
5. Once you are in your profile, click on your troop tab. You will see a list of all girls and adults who have been previously registered in your troop.
6. On the right-hand side of your screen, you'll want to select “**NEXT YEAR**” from the drop-down menu.
7. You'll see under the “Renewal Choice” heading the options to renew for those girls and adults who will renew for 2021. Simply select “**Renew**” for each of those girls and adults who will be renewing for the coming year.
8. **If you are trying to renew a girl who has been previously registered, and you are getting an error message**, please do not try to add her – email customercare@girlscoutsnyc.org for assistance to avoid creating a duplicate record.



9. If you are unsure as to whether a girl is returning or not, please select **"I'll decide later"** instead of **"Don't Renew"**. This way, if she chooses, she can still renew at a later date.
10. You can also add a girl or adult to your troop! At the bottom of the screen where it says, **"ADD A NEW MEMBER TO TROOP"** simply select girl or adult and click GO!
11. The screens will guide you through the remainder of the screens to complete your renewal for your troop

Parents and Caregivers

You don't have to wait for your Troop Leader to renew your girl - you can do it! There's more to explore!

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4. Log in, using your Member Profile password (Your username is your email address).
If you have forgotten your password, use the **"Forgot Your Password"** link.
 - If you have issues logging in, please email customercare@girlscoutsnyc.org
5. Once you are logged in, you will see your Household Membership Screen, and a list of all your family members who have been previously registered.
6. On the right-hand side of your screen, you'll want to select **"NEXT YEAR"** from the drop-down menu.
 - Going to a new troop next year? Choose **DO NOT RENEW** for the current troop that you are in and instead choose **"Add or Change Troops"**
 - Pick a specific troop number (enter new troop number)
7. You'll see under the **"Renewal Choice"** heading the options to renew. Simply select **"Renew"** for each family member who is renewing for the coming year. For Adults, don't forget to renew your roles as well as your membership!

8. If you are unsure as to whether a family member is returning or not, please select **"I'll decide later"** instead of **"Don't Renew"**. This way, they can still renew at a later date.
9. You can also register a new girl or adult member! At the bottom of the screen where it says, **"ADD A NEW MEMBER TO HOUSEHOLD"** simply select girl or adult and click GO!
10. The screens will guide you through the remainder of the screens to complete your renewal for your household.

Lifetime Members:

Your membership is always valid, but any volunteer positions you hold (Co-Leader, Troop Support Volunteer, Committee Memberships) must be renewed through the online member portal every year.

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5. Once you are logged in, you will see your Household Membership Screen, and a list of all your family members who have been previously registered.
6. On the right-hand side of your screen, you'll want to select **"NEXT YEAR"** from the drop-down menu.
7. Simply select **"Renew"** for each role that you are renewing for the coming year.