



STEPS FOR GIRL SCOUT MEMBERSHIP RENEWAL

Hello and welcome to this tutorial.

Today, I will teach you how to renew your Girl Scout membership within the Girl Scout council of Greater New York using our new online system.

Please note, if you or your girl's Girl Scout membership has not been renewed or active since 2019, you will need to register as a new member. There is a separate video tutorial to walk you through those steps.

If you or your girl was an active, registered member in 2020 and onward this video is for you!

Before you begin the registration process, you will need the following information on hand:

- First, you will need the email address that you or your girl used to sign up with for your previous membership years.
 - If you do not remember this information, our Customer Care team can assist you by looking up or updating that information for you.
- You will also need your girl's troop number or new troop number if she has changed troops or bridged to a new Girl Scouting level. If you are unable or do not have this info, know that troop changes can be made later or anytime.

To get started, go to www.girlscoutsnyc.org and **click RENEW** or go to www.girlscoutsnyc.org/renew.

On the this Renew webpage, **click the green "RENEW NOW"** button.

This will bring you to <https://mygs.girlscouts.org/> where you will be asked to log in to your girl scout membership account. As stated earlier, if you or your girl's Girl Scout membership has not been renewed or active since 2019, you will need to register as a new member, not a renewing member.

- If you or your girl was an active, registered member in 2020 BUT you have not logged in to this new system in December 2020 or January 2021, you will most likely need to click "forgot password" and go through the password reset steps.
- If you do not remember the email address associated with your account or need assistance with your password reset information, contact our customer care team at customercare@girlscoutnyc.org

Once you have successfully logged in to your account, you will be brought to your membership dashboard.

1. **Step 1** - To get started, **click "My Household"** to continue with the renewing process.

- a. Next, select the checkbox next to the membership product you wish to purchase and select the checkboxes next to the listed troop number to renew your roles and affiliations.
 - ☐ Note that you should do this even if you are unsure if the troop number or role listed should be part of your renewal. Troop changes can be made later or at any time.
 - ☐ You can do this process for multiple girls or adults at a time.
 - b. **Click the cart trefoil in the top right or click “ADD RENEWAL”** when ready to proceed.
2. **Step 2** - Next, you will confirm your membership details. Here you can review, edit, and update any information. Here you can review, edit, and update any information.
 - a. Once you have checked that all information is correct, select your payment type, and **click “SUBMIT MEMBER DETAILS.”**
 - You will now be asked to review your membership details. From here, you can select some other options, but for now we will review our cart. **Click “REVIEW CART.”**
 3. **Step 3** - On the “Review your cart” page, re-review the information provided in your cart and accept the Girl Scout Promise & Law, the guiding principles of Girl Scouting.
 - a. If you have a discount or promo code that can be entered, those can also be applied here. Once you have reviewed and all looks correct in your cart, scroll down and **click “ADD PAYMENT DETAILS.”**
 4. **Step 4** - This will bring you to the “Payment details” page. Here, you must enter the information for your payment method as well as ensure that the correct billing address for that payment type is provided. Select or add the billing address. Once done **click “SUBMIT PAYMENT.”**
 5. **Step 5** - In this final step, you will receive a confirmation letting you know that your membership registration renewal has been processed and a receipt will be sent to the email associated with your account.
 - If you registered in a particular troop, the leader of that troop will be notified of a renewed member and should reach out to you soon with any information or important next steps.
 - Your email will also now be added to our bi-monthly newsletter, GS Weekly. This is a fantastic resource for you and your girl to learn about all upcoming opportunities and GSGNY updates. As a reminder your girl can participate in any Girl Scouting activities independently, meaning with or without the full participation of her troop.
 - Our website is also a great resource for regular updates and exciting opportunities.
 - You can now log out or choose to explore some of the other options and capabilities of your MyGS account.

If you have further questions or are in need of assistance, please email us at Customercare@girlscoutsnyc.org.

Thank you for watching and thank you for your continued commitment to our Girl Scout sisterhood!