



Please note that Girl Scouts of Orange County Offices are closed from December 22-Jan 2. If you have an issue or concern, you may submit it via our [Contact Us](#) page (or customercare@girlscoutsoc.org). You will receive an automated response to let you know that we received your submission. We will respond to all inquiries after January 2, in the order that they were received. You do not need to resubmit or send another email.

We encourage you to review these FAQ's before submitting an inquiry.

Cookie Program

Please see the [Cookie Program FAQs](#) for answers to commonly asked questions. Troop Cookie Coordinators, please see your Troop Plan Book (pages 53-54) for contacts, and visit www.GSCookiesEtc.org/cookies/ for helpful information and links to resources and forms. Service Unit Cookie Managers know how to reach Product Sales staff if your matter is urgent.

Troop Cookie Coordinator training may be completed [online](#) or register for our [January 14 classroom](#) course.

NOTE: In order to be eligible for the [Troop Initial Order Bonus](#), girls must be registered by January 10. If you use the online system to [register](#) or [renew](#) but cannot find your troop or are unable to complete the process, please email CustomerCare@GirlScoutsOC.org. We will honor patch jackets for girls if a record of your request is received and all other qualifications are met.

Membership / Registration

Need help logging in to any of the Girl Scout websites (MyGS Member Community, eBiz, GSOC Learning, SNAP, Volunteer Network, Nut-E)? Check out this helpful [GSOC Log-In Guide!](#)

How do I log into MyGS?

1. Log into [MyGS](#).
2. Your username is the email address we have on your account
3. If you forgot your password, click on "forgot your password?"
4. Look for the email from 'Member Community' and follow the link to set up a password.
5. Still have questions? Email customercare@girlscoutsoc.org

How do I Choose a Volunteer Role?

Before choosing your Volunteer Role, please be sure you have renewed for the 2016-2017 membership year, which you can do from the membership tab on your MyGS account.

1. Log into [MyGS](#).
2. After logging in, from the Membership tab, click the Add Role button.
3. Type your troop number in the search box, for example Troop 12345. Then select the corresponding zip code and 20 miles for the radius, and click the Search button.
4. In the search results area, select the check box next to the desired role for your troop or service unit, click the Next button.
5. If you have already renewed, you will be redirected to the Membership tab on your MyGS account.

I'm having a problem registering for Girl Scouts

Here are some suggestions to help you get through common issues:

- Make sure you are signing into the correct account. If you are trying to renew your membership or update your role, you should be logging in to [MyGS](#) (not using eBiz).
- When entering your birthdate, use slashes not dashes.
- The Home Phone field is required. If you do not have a home phone, enter your cell phone number in the Home Phone field.
- If you cannot find the troop or volunteer opportunity you are looking for, try:
 - Entering the troop number in a 5-digit format with no space between Troop and the number. For example, Troop 1234 would be Troop01234.
 - Adjust the search radius to 20.
 - Still can't find what you're looking for? The troop may not be listed in the catalog. Select "unsure" and provide the troop number. We will get back to you the first week of January.
- Are you using a phone or tablet device? Try registering through your desktop or laptop.
- Try using Chrome or Firefox instead of Internet Explorer.
- If you have already selected a troop in the Opportunity Catalog, you won't see it again in catalog. The system will not let you select the same troop twice.

Shop

- **Where can I get my supplies while the shop is closed?**

You may continue to shop with us online at www.girlscoutshop.com during our holiday closure.

- **When can I pick up the things I ordered before the holiday?**

Due to the office closure, these orders will be available once the facilities reopen on Jan. 3.

Training

I'm having a problem registering for training

- Email at training@GirlScoutsOC.org during our holiday closure for assistance.

Troop Leaders

How do I add a girl to my troop?

There are two options:

- 1. If you need the girl or adult added immediately, you can use the Add a Member feature.**
 - a. Log in to your [MyGS](#) account and click on your Troops tab.
 - b. Scroll down to where it says "Add a Member to Troop." Select either Adult or Girl from the dropdown and click go.
 - c. Search for the troop in the Opportunity Catalog by entering the troop number and zip code and adjusting the search radius to 20 miles.
 - d. Click the check box next to the appropriate troop or volunteer role and click Next.
 - e. Provide the adult's or girl's contact information, birthdate, and address.
 - f. Proceed through the acceptance and summary pages and enter a credit card to be charged.
- 2. Let us know that you have openings in your troop.**
 - a. Login to your [MyGS](#) account, select the Troops tab, click on the View/Edit Troop Information link at the bottom of the page. Update your desired troop size to a larger number than the current number of girls you have in your roster. We will add your troop to the Opportunity Catalog when our office is open the week of January 2. |
 - b. Once your troop opening is added, a parent can go to the online Opportunity Catalog to register their daughter for your troop.
 - c. If the girl is not a registered Girl Scout, please have her parent [Join](#) from our website. Once your troop is full, your troop will no longer appear in the catalog.

How do I transfer girls to or from my troop?

If a girl needs to be transferred to or from your troop, please send a request to customercare@girlscoutsoc.org with 'Transfer' in the subject line and details about the girl to be transferred and the troop she needs to be transferred to.

How do I request to be in the Opportunity Catalog?

Log into your [MyGS](#) account and navigate to your troops tab. Scroll down to where it says View/Edit Troop Information. Follow the link, submit your changes, and click Save.

How long before my troop will show up in the Opportunity Catalog?

You can expect your troop to be listed within one week. If your request was sent between December 22nd and January 2nd, your troop will not be available in the catalog until January 5th.

I have questions about the Opportunity Catalog

Check out the [FAQ](#) at www.girlscoutsoc.org/troopupdate or contact your Placement Specialist.

How do I see what troops are open without clicking on the Join button?

Submit your information to customercare@girlscoutsoc.org, and we will connect you with your Placement Specialist.

How do I view my Troop Roster?

1. Login to your [MyGS](#) account.
2. Click on the Troops tab.

NOTE: The roster will show you all girl and adult members. If someone is listed with a 2016 membership and says "Time to Renew for 2017," they still need to register for the current 2016-2017 membership year.