



## About Volunteer Systems

### What is Volunteer Systems?

Volunteer Systems is a way for new members to find a Girl Scout troop in our Troop Catalog, join Girl Scouts and volunteer—with ease. All members will have access to the “Member Community” where they can manage their family, troop and personal Girl Scout registration information, select a new volunteer position, and renew their registration.

### When will the new system be up?

Volunteer Systems will be available to our members on Tuesday, December 15, 2015.

### How do I log in?

Beginning December 15, you'll receive an important email from [gsusacustomer@girlscouts.org](mailto:gsusacustomer@girlscouts.org) that will allow you to set up a new profile. Make sure you choose an email that you check often. From our website, click on “My GS” in the upper right hand toolbar to get started. Once you're set up, you can explore all that the new Member Community has to offer.

If you did not receive an email from Girl Scouts, contact the Administrative Assistant in your [local Girl Scout office](#).

### Will troop leaders be able to register new girls for their troops in the new registration system?

No, parents will only be able to register new girl members. Once girls are registered as members of a troop, the troop leaders will be able to renew girls for the next membership year during renewal (early bird) time frame from May thru September.

### What is the “troop catalog”?

The troop catalog consists of two parts: opportunities for girls to become members of troops and opportunities for adults to pick volunteer roles such as troop leaders or “friends and family” positions. The catalog lists new troops with available girl slots and those in need of volunteer roles. In addition, the catalog lists any openings for girls or volunteers in existing council troops. The catalog listings include details like location of meeting, troop capacity, meeting time/day of week, in addition to girl and adult opportunities.

**Can parents choose troops out of their area (i.e. My daughter's friend is in a troop that meets across town and I want my daughter to join that troop.)?**

Yes, parents will be able to view all available troops within a 20 mile radius in the troop catalog allowing them to select a troop that best meets their needs. Also, if a potential member has a troop number that can be entered to find that specific troop.

**How will troop leaders know when a girl joins their troop?**

Troop leaders will receive an email each time a new girl joins her troop. The email will include parent contact information so that troop leaders can welcome the girl and her family to Girl Scouts. In addition, parents will receive an email that will include troop information.

**Are there any requirements related to troop girl capacity in the new system?**

Each troop will be open to a minimum of 12 girls. Existing troops will be able request that they maintain their current troop size or request to add more.

**How long will it take for new troops officially get started?**

New troops can get started as soon as they have at least 6 girls and 2 leaders who have completed the online registration process including a background check and online welcome video.

**Will existing troops be included in the troop catalog?**

Once an existing troop has submitted their updated troop information with time and location of meeting place as well as the maximum number of girls they are able to serve, the troop will be posted in the catalog. New openings for girls or volunteers in an existing troop can be added at any time. A troop leader can update their troop catalog by completing this [survey](#). Also located in the Volunteer Section of our website.

**Will multi-level troops be included in the troop catalog?**

Yes! But multi-level troop do not have access to the Toolkit. (see Toolkit FAQ)

**What if a start date is not listed for a troop in the opportunity calendar?**

The meeting day and time will be determined by the leader. If a leader is needed for a new troop, the start date list as “to be determined.” Once a troop leader is in place, she/he will be able to reach out to parents to share information including meeting date, time and exact location of the next meeting.

**Since the new registration process will be automated, how will parents or potential volunteers know who to contact if they have questions?**

At the end of the registration process, emails will be sent welcoming the girl or volunteer to the troop including troop contact information. In addition, members of the service unit team will be notified of new members in their area so that they can help welcome them to Girl Scouts. Should a volunteer or parent stop during the process of registration, she will receive an email with contact information for the area Administrative assistant located in their local office.

**Will girls be placed on a waitlist if no options meet the needs of the girl(s)?**

Girls and potential volunteers can choose “unsure” if they cannot identify a troop/volunteer option that meets their needs. A local membership specialist will contact the parent/potential volunteer for more information to help them find or start a troop that meets their needs.

**With the new automated system, how will service unit team members (administrative volunteers) stay up to date on new and current registrations?**

Service unit registrants and Welcome Specialists will receive reports with details for girls or volunteers who have started and/or completed the online process. These reports will help the service unit team members so that they can welcome volunteers and ensure they have what they need to get started in Girl Scouts.

**How will adults register through the new system?**

Adults will register through the volunteer link and can choose to register as adult members or search for volunteer opportunities. Potential volunteers will be able to sign up for any available volunteer position of interest within the troop. The system clearly outlines and guides adult registrants through the necessary steps such as a background check if one is required.

If adults are serving in a volunteer role in the troop (i.e. troop money manager or first aider), they will need to register via the Troop Catalog and complete the background check. Troops will have a number of volunteer slots available for these key parent support roles, which can be increased by contacting their [local Girl Scout office](#) should the troop need additional volunteers.

**How will program events, trainings and camp registration work with the new system?**

Events, training and camp registration will function just as it used to, using the [current registration system](#) (Personify), so don't forget that email and password. You will be able to access registration through the website. Sign up for events and trainings through our [events calendar](#), and stay tuned to our [camp section](#) for links to register for summer camps. Summer sleep-away camp registration begins on January 26 and 28, 2016 at 10:00 AM, and day and evening camp registration begins on February 10, 2016.

**What if I still have questions?**

If you have additional questions about Volunteer Systems or the Volunteer Toolkit, contact the Girl Scout office [nearest you](#).