

Online Membership Registration Frequently Asked Questions

B220

Q: Will B220s be phased out?

A: Still under discussion; they won't be needed to activate a troop in the new registration system but for the time being the council wants to capture information on camp certified volunteers for troop camping.

Computer Access

Q: How will we address the needs of troops and families with limited access to computers?

A: The new system is web-based so computers at a local library may be used. GSCNC offices will also make a computer available to anyone who comes in to register for membership.

Data Recovery

Q: When updating information, if you save without paying, will a person then be able to come back later to pay with the changes saved? Or, will they have to edit everything all over again?

A: The changes will be saved with one exception. When adding new members, either Girl or Adult, in the Troop Hub, you must create and pay for the new member in one session. You can not create the profile and paid the next day.

Disbanding Troops

Q: What happens to the records for troops that are disbanding? Will they stay listed in that troop for eventual placement into another troop and if so, can the registrar have access to the account?

A: Yes, they will stay listed in the troop. The SU registrar won't have access to the account but she will see the girls on the monthly troop roster and she can request that we transfer them to an active troop.

Due Dates

Q: What is "due to Field Directors on June 18, 2010 to meet the Early Bird deadline"?

A: "Paper" registrations are due to Field Directors by June 18, 2010 to be considered Early Bird. Paper registrations may ONLY be used:

- for girls or adults requiring full or partial financial assistance
- girls registering as a Juliette for the first time

- 12th graders purchasing lifetime membership at a reduced rate.

All other members are expected to register online.

Q: Why does online registration close for Early Bird at 11:59 PM?

A: The GSUSA system "ends" the business day at 11:59 PM every day. This means that registrations processed after 11:59 PM will be posted for the following day. GSCNC does not have the ability to adjust this setting.

Employer Information

Q: How is employer information entered?

A: There is a drop down list of employers. Adults may choose their employer or may notify the helpdesk@gscnc.org to add their employer if it does not appear on the list.

Q: Is employer a required field for adults?

A: No, employer is not a required field for an adult to register but helpful to the council.

Q: What registration form will be used for financial assistance girls?

A: GSCNC now uses Formatta iFiller forms; they are web-based which does not require the download of any software.

Click [here](#) for more information

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GSUSA ID

Q: Do members need their GSUSA ID number in order to access the new online system?

A: No, a GSUSA ID is not required to access the online system. A member's name and e-mail is the only information that is needed.

Q: When will GSUSA IDs be assigned to members after they register? How can members get their numbers?

A: The new online system has the option for members to print their membership card which contains their GSUSA number. Click on My Account and Print Membership Card to see the card with the GSUSA ID. ID numbers also appear next to the member name on the Pay Orders screen when paying for membership.

Incentives

Q: If troops register girls one or two at a time during the EB process how that will affect their ability to qualify for a coupon?

A: The troop will be evaluated based on total number of girls registered by June 30, 2010.

Q: If troops early bird at one of our "registration open houses" they can get their early bird patches on the spot. How and when will the other troops receive their patches?

A: Membership will receive a report of qualifying troops that have requested patches and rockers in July 2010. Membership will be responsible for cross-referencing list to determine which troops still need fulfillment.

Q: May older girl troops re-register online with less than 5 girls and will there be an exception for them on EB certificates?

A: A troop of less than 5 older girls may re-register but we encourage older girl troops to consolidate in an effort to maximize resources. There will be a review process before coupons are issued to determine if exceptions are merited for troops that do not meet the coupon criteria.

Q: How do I order Early Bird Patches and Rockers online?

A: Once a troop leader re-registers her troop, she will have an opportunity to order a patch or rocker for each of her girls as well as a Girl Scout shop coupon. She begins in Troop Maintenance by selecting each girl that qualifies for the patch. Choose Purchase or Register for from the Action pull down menu. Then scroll to bottom of the screen and click on Early Bird patch. Click on Add to Cart. Click Check Out. Click Process My Order. Repeat process for girls earning the rocker.

Juliettes

Q: How will Juliette's register?

A: Girls who are currently Juliettes may activate their account online and re-register if they have an email address in the membership database. They can contact their Service Unit Registrar to verify their email address before activating an account. Girls who are registering as Juliettes for the first time must submit a paper registration form with a Dues Summary identifying a registered adult as a Juliette's advisor.

Q: For re-registering Juliettes, is the onus on the parent to use the online registration system?

A: Yes, at this point a parent may re-register her daughter as a Juliette. The parent is in the best position to pay for the renewal.

Q: Does a Juliette need an "01" leader to register?

A: No, we ask that she have a registered adult serving as her advisor but she can register as an individual. The SU Registrar may verify her affiliation

Q: Does a Juliette need her own GS checking account?

A: No, she can use her family's account to pay for her membership.

Lifetime Members

Q: Will there be any issues with Lifetime members who are 01s?

A: Hopefully not! Contact the helpdesk@gscnc.org if you are a lifetime member and an 01 and not currently appearing with your current troop.

In the new system, membership and position codes are two different designations. The individual profile will list the membership type and the Troop Maintenance hub will list the 01 designation. This will be much easier to handle in the new system.

Q: What is the cost of a lifetime membership?

A: Lifetime Membership generally costs \$300. Girls who are registered members in the 2009-2010 membership year and graduate high school or the equivalent during the year are eligible to become lifetime members at the reduced cost of \$156. The registration and check must be turned in by September 30, 2010.

Multilevel Troops

Q: How does the online system handle multilevel troops?

A: When a troop leader updates her troop's Meeting Information in Troop Maintenance she designates the troop's grade level. Multi-grade is now an option. Each girl's membership is designated by the grade level chosen on her membership order.

Q: Will the GSUSA program level requirement effect multi-level troops from re-registering?

A: No, re-registration may be done by any troop in the system regardless of program level.

New Members to Troop

Q: How will new members be added?

A: A leader will be able to add members new to Girl Scouting to her troop using the online system. A troop leader will click "Add Girl" or "Add Adult" in Troop Management. Complete the information about the new members and click Create Profile. Choose the membership product and click Add to Cart. Complete the additional information and click Save & Continue to Shopping Cart. If you have more than one person to add to the troop, you can click Save & Continue to Troop Hub. The membership should be paid for when they are added to the troop. If you receive a duplicate customer warning when creating the new member contact the SU Registrar to see if they have previously been in Girl Scouts.

Q: On a registration form, it asks for number of years as a Girl Scout. When a new girl starts as a Daisy, should this number be "0" indicating previous years as a Girl Scout or "1" to indicate she will be a Girl Scout during the coming year?

A: The number reflects the number of years completed so the first year a girl or adult ever registers the number of years in Girl Scouting should be 0 years.

New Troops

Q: May new troops that will be starting in the fall register during Early Bird?

A: Absolutely. In fact, this is recommended.

Q: How will new troops register during Early Bird?

A: The SU Registrar should contact their Data Coordinator and request that a new troop set up.

Online Payment

Q: If a leader stops during the process of registering her troop can her "shopping cart" be saved?

A: Yes, the leader will have an opportunity to return at her convenience to complete her "order" for girl she is re-registering. For new girls, the leader should the process with payment in one session.

Q: If an adult signs on to the website to register but then never gives the dues to the troop leader how will that be tracked at the council level?

A: To register online, immediate payment is required so the adult will have had to pay with her own credit card.

Q: Is my troop supposed to have a card?

A: We do want all troops to obtain a check card linked to their troop checking account. If you are encountering problems in securing a card, please contact Sarah Ruth Goldman at sgoldman@gscnc.org or 202-274-3321. She can work with you to determine if a letter from the council to the bank may help in a securing a card.

Q: Can I use my personal credit card?

A: Yes, you may use a personal credit card to pay for online registrations. However, a second signer on your troop bank account must write the check to reimburse you for your purchase. The troop leader who paid with her own credit card cannot write herself a check.

Parent Signatures

Q: What is the requirement for parent signature with the online?

A: A parent signature is not required with online membership registration. GSUSA considers permission implied by virtue of the payment received from a parent or troop leader.

Q: What is the requirement for parent signature with "paper" registrations?

A: A signature of a parent/guardian is required on form for girls new to Girl Scouting but paper forms should only used when requesting financial aid, registering as a Juliette for the

first time or purchasing a Lifetime membership if you are a graduating senior in high school and taking advantage of the discounted rate.

Q: If parent signatures are not required with the online registration system, why were volunteers required to obtain them in the past?

A: This is a change in expectation by GSUSA. They consider the payment of membership dues online to be sufficient to meet their permission criteria. GSUSA still requires a signature on any paper forms that are received.

Registering Individual

Q: Will a parent have access to their daughter's account? Is there a way to link families in the system?

A: A parent of a re-registering Girl Scout may go online to activate an account for her daughter using the girl's name and e-mail address. In terms of families, they will need to activate a separate account for every family member.

If there is no e-mail listed, the leader may add an e-mail address in Troop Management so the parent may activate an account and register for membership.

Q: Can someone use the new online register without going through a SU Registrar or troop?

A: The new online system allows a person to create a new profile and register as a member without going through the Registrar or troop leader. The registration is "held" in our database within a council account until the SU Registrar notifies the Data Coordinator to transfer the girl to a specific troop.

For a new troop leader, we move the adult from the council troop and affiliate her with a new troop number and set her up as the 01.

For an adult that is only going to be affiliated with the SU, the same process applies. The Registrar simply lets the Data Coordinator know the person's name and SU placement.

Registering Troop

Q: Will the troop leader be able to print for each member what info exists in the system, so they can make changes, give it back to the leader, and the leader can make the changes?

A: The online system provides member data in a series of screens and does not provide a one page summary for each member so that printing information beyond the Troop Roster is not possible.

Q: Do leaders get a confirmation e-mail or "printable receipt" upon registration and payment?

A: At the conclusion of the online registration process, the leader will have an opportunity to print a receipt. (This feature is not currently working; GSUSA has been notified).

In addition, a report will be provided to the SU Registrar at minimum of once a month listing all members registered in the service unit.

Q: How do troops Early Bird if there is no 01 assigned to the troop? If they have an adult, but not the leader, can they register?

A: The best solution is to designate one of the adults as the 01 to register the troop even if they do not plan to fulfill that leadership role in the fall. Parents also have the option of registering individual girls but this would require training and outreach to each family about the process.

Registrar Roster

Q: Are registrars or other members of the service unit team going to have a special code so they can access troop and SU records (like the 01 for a leader)?

A: No, troop leaders with the 01 position are the only volunteers that currently have access to troop information in the online registration system. GSUSA has not expanded access beyond the leader.

Q: Could the Registrar be designated as the 01 for each SU?

A: Yes, the system will allow an individual to be set-up as an 01 and access the Troop Maintenance hub to manage the members registered at the service unit level; lifetime members and Juliettes not affiliated with a troop.

Q: Why can't the SUM/Registrar log into the new online registration system?

A: They may log in as an individual and will have access to their own information.

Q: Are we looking to phase out the SU Registrars? What is their role in the new system?

A: SU Registrars are vital to the success of the new online membership registration system. In addition to enthusiastically promoting Early Bird and On Time registration, SU Registrars serve as the local "expert" for troop leaders navigating the system. In addition, Registrars are the liaison between the SU and the Registration Department to help facilitate accurate registration data.

Q: When will SU Registrars receive their monthly update?

A: The first will be a roster of members registered for the 2009-2010 or current Girl Scout year. The initial roster will arrive at the end of April. Subsequent rosters will be sent on the seventh day of each month beginning June 7 through November 7. The second roster will track Early Bird registration for our next Girl Scout year. The initial roster will be sent on May 7, 2010. Subsequent reports will be provided each Thursday through July 1, 2010. Delivery will then be shifted to monthly. These rosters and e-mails are being generated directly from the online system. Registrars may need to check spam filters or adjust

Q: Will Registrar's be able to view troop rosters at any time or do they have to wait for their monthly rosters? What if they want to check in between the monthly e-mail? How would that work?

A: SU Registrars will not be able to look at troop rosters at any time. They will always get a monthly report but can contact Field Director or their Database Coordinator if they need an updated report. We want to be accommodating but we also don't want to run daily reports for 166 service units.

Q: How current will the information be that the Registrars will have access to?

A: SU Registrars will work in partnership with Data Coordinators to gain access to current registration information. An automated monthly report will be distributed to SU Registrars but during Early Bird and On-time season more frequently reporting may occur upon request.

Q: If leaders know that SUMs/Registrars can't see the registrations up-to-date, will they delay registering?

A: During membership milestone periods, EB, OT and Dec goal, Data Coordinators generate reports to SU more frequently. SU teams in conjunction with Data Coordinators, will determine together how best to keep SUs informed to support their work.

Q: SUM, SUCM, SU SHARE leaders, etc. often ask the registrar for a listing of troops. Will registrars be able to request troop reports as needed?

A: The monthly membership report will be provided to SU Registrars in Excel format. The SU team may determine its own distribution protocol.

Q: Will parent information for girls in the SU be on the report Registrars receive?

A: That information is currently not on the report. We are gathering requests and rationale from Registrars so that we can evaluate the content and format of additional reports that may be of value.

Q: Is program level listed on the SU Registrar Roster, so that they will be able to sort by level?

A: This information will not be included in the Rosters being sent during Early Bird. We are working to develop a report with this information. We hope to have resolved by this summer.

Registration Forms

Q: Now that there is an online system, does GSCNC accept paper registration forms anymore?

A: There are only three instances when "paper" registration forms may be used because the online system does not currently support these situations.

- (1) girl or adult registration requiring full or partial financial assistance
- (2) Lifetime registration of 12th graders at the reduced rate of \$156
- (3) Girls registering as a Juliette for the first time

Q: If a leader uses a paper registration form to collect information from parents for the online registration process, what should she do with the paper?

A: Troop leaders may add new girls to their troop. In this case, a registration form may be helpful to gather the information needed to register a girl. Once the girl has been registered online, the leader may keep the form if she wants but it does not need to be submitted to the Service Unit Registrar or GSCNC.

Registration Status

Q: When is a girl or adult considered to be "registered"?

A: If registration is completed online, a girl or adult are considered to be registered immediately with GSUSA.

Security

Q: Will the registration process be password protected or can anyone log on and register?

A: Anyone may create a profile, activate an account and register as member. They will, however, only have access to their own information.

Q: Who has the authority to sign on and complete registrations?

A: A parent and a troop leader (01) are the only people that may complete the registration process on behalf of a girl.

Schools

Q: How will new school codes be created?

A: The online membership registration system contains a school listing generated from the National Center for Education Statistics (NCES) database. It appears as a drop down menu with a search field to find your school.

Q: Is school a required field?

A: The online system has a search function by school name to help complete the school question. If the school is not found, search for "Not Listed" but notify helpdesk@gscnc.org so the school can be added and the girl's record updated.

Q: Will there be an option for girls being home schooled?

A: Yes, the online system provides home school as an option.

Transfers

Q: How will transfers be handled to ensure both leaders know where the girl is registered?

A: When a girl is registered to a troop her name will appear on the troop's roster.

Q: What do I do about early bird registrations for girls that will have to be placed in new troops next year?

A: You will Early Bird the girls in their existing troops. Then you will submit an online transfer request form, found in the [Registrar Lounge, Resources](#) section. A Database Coordinator will then transfer them to their new troop.

Q: How will we handle girls who are currently registered with one troop but want to early bird into another one (especially in the case of bridging?)

A: You will Early Bird the girls in their existing troops. Then you will submit an online transfer request form, found in the [Registrar Lounge, Resources](#) section. A Database Coordinator will then transfer them to their new troop.

Q: May troop leaders add girls that are in other troops (transfers)?

A: You will Early Bird the girls in their existing troops. Then you will submit an online transfer request form, found in the Registrar Lounge, Resources section. A Database Coordinator will then transfer them to their new troop.

Q: How do we register troops that are disbanding, but some girls are transferring to other troops?

A: You will Early Bird the girls in their existing troops. Then you will submit an online transfer request form, found in the Registrar Lounge, Resources section. A Database Coordinator will then transfer them to their new troop.

Q: We have significant turn over in leadership at military bases. If volunteers register during Early Bird at GSCNC before they leave the area, will it be easier to transfer their membership when they arrive at their destination and find a troop with the new national registration system?

A: Absolutely, if they move to one of the 75 councils currently on Personify. If their council is not on Personify yet, it is slightly more complicated but still doable.

Q: Will the monthly SU Registrar Roster have the changes/transfers on it highlighted? If not, is there a way to do this so that they are aware of what is different without having to compare it to the previous one every time?

A: The monthly report will not highlight the changes. It is a snap shot of the database at the time it is run and does not track historical information. As of May 7, 2010, there will be a transfer look up by troop in the Registrar Lounge. This will allow Registrars to track changes and when they occurred.

Troop Check Card

Q: What is a Troop Check Card?

A: A Troop Check card is a debit card that is linked to your troop bank account. You will use this card to pay for the online registrations.

Click [here](#) for more information.

Troop Meeting Information

Q: In the Troop Hub, leaders are prompted to enter troop meeting information. Why is this information gathered and how will it be used?

A: Troop meeting information is of value to the council not just the SU. We will have an opportunity to generate reports with this information for troop organizers and other SU team members moving forward. Again, our focus is on supporting EB registration online. We will expand the troop management messages over the summer and into the fall. We purposefully chose to not overwhelm the leaders with too much information.

Troop Numbers

Q: How will new leaders be assigned troop numbers?

A: New troop numbers will be issued by Data Coordinators to SU Registrars. Since a troop needs to be set up in the online registration system, the communication with a Data Coordinator is an important step in beginning a new troop.

Q: May SU Registrars use existing (and available) troop numbers to start new troops?

A: A troop number should only be issued to a troop in coordination with the Membership Data Coordinator. This will assure that no duplications occur and that the troop is actually set-up with the new leader in the online system.

Q: What if a parent or leader is completing online registration but doesn't know or inputs incorrectly the troop and/or service unit number?

A: If the girl or adult is an existing member, the troop and service unit numbers will be pre-populated by the database onto the registration screen. The troop and service unit may not be changed online. A request for transfer to the new troop must be sent to a Data Coordinator for processing.

If the girl or adult is registering for the first time, she will be assigned to the "council" and can be moved to the appropriate troop. A request for transfer to the troop must be sent to a Data Coordinator for processing.

Q: On page 7 of the 2010-2011 Registration Handbook, it states that a new troop needs at least two registered adults?

A: This guideline is linked to the issuing of new troop numbers. In order to assure a new troop will be viable in terms of both girl membership and adult supervision, we have set the

number guidelines. Experience shows that if we can engage more than one adult in membership, the troop's likelihood of meeting and thriving is improved.

Troop Placement

Q: Do parents have the ability to register their daughters into a specific troop?

A: If a girl is already in a troop, she may be re-registered to the same troop online. If the girl is new, the girl will be registered to the "council" and a request to transfer will need to be initiated by the SU Registrar to a Data Coordinator.

Q: How will troop organizers manage the priority placement process or the present checks and balances for fair placement?

A: The expectation is that leaders will always work within the priority placement guidelines. A leader will be able to add new girls to her troop using the online system. The SU Registrar, however, will receive regular reports of troop rosters that may be shared with Troop Organizers. Routine review of rosters may be done at the service unit level to assure compliance with the guidelines.

Q: May girls register during Early Bird if troop leadership or placement is not yet confirmed for the next Girl Scout year?

A: Absolutely. In fact, this is recommended.

Q: In the Registration Handbook it says there need to be a minimum of 5 girls and 2 adults to register a troop. Is this mandatory for the system to count them as a troop, or is it just our strong suggestion?

A: The 5-girl minimum refers to establishing a new troop and is also one of the criteria to qualify for the EB coupon. If a leader is re-registering a troop, she can go in multiple times to register members. If she wants to be considered for the incentives, all the girls need to be registered by June 30, 2010.

Troop Roster

Q: Will troop leaders be able to pull up a list of girls in their troop?

A: Access to the Troop Hub is automatically provided to any adult with an 01, troop leader, position code in the troop. From the Hub, a troop leader may send e-mail, print a roster and register members.

Q: Is it possible to add a "secondary/nickname" column to a troop roster?

A: The Troop Roster is a GSUSA formatted report so GSCNC may not modify the current format. The online system also does not capture the nickname information. Troop leaders can use the Print Roster option in the Troop Management hub to cut and paste the data into an Excel spreadsheet. Troop leaders can then modify the format to accommodate her information needs.

Q: Can the Troop Roster be sorted?

A: On the screen the Troop Roster can be sorted by the column headers. The Print Roster option will always put the members in alphabetical order.

Q: Is there a way for the Troop Roster to include the emergency contact/parent information for use by leaders when they are taking trips?

A: The Troop Roster is a GSUSA formatted report so GSCNC may not modify the current format. We will make a request to GSUSA to consider the development of an additional roster with information to support leader preparation for field trips.

Years in Scouting

Q: Are years as a GS preloaded?

A: No, but GSUSA is working to have the information carry forward when members re-register.

Q: Will years in Girl Scouting update automatically in the system?

A: Currently, it does not but GSUSA is working to develop this feature.