Online Registrations

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Customer Profile Management

Creating a login

Current/Reregister Member
To create a login, you must first be at the Online Registration page, as shown below.

1) From the above screen, click the **Current & Past Members** option.
2) From here you will have a number of ways of creating a login. You can either create an account using your **Name & Email Address** or by using your **Customer/Membership ID**.

By Name & Email Address	By Customer/Membership ID
by Name & Email Address	by Customer/Membership ID
First Name:	Customer Id:
Last Name:	Last Name:
Email Address:	Continue
Continue	

For the **Name & Email Address** option, you will need to type your **First Name**, **Last Name**, and **Email Address** exactly as you supplied previously to the council.

For the **Customer/Membership ID** option, you will need to type your **Customer ID** and **Last Name**. Only use this option if you know your Customer ID from a previous inquiry. This ID is not the same as the ID from WinPCMS/GEMMA/other membership software.

If you are having problems or received any errors, please contact the council help desk as soon as possible.

3) After you have typed all the required information successfully (regardless which option you chose), you should receive the following confirmation message:

We have sent you information on activating your account to the email address you provided. Please check your email and follow the instructions in the email message.

An email confirmation will also be sent.

4) Open the email confirmation and follow the instructions:

Your Girl Scouts Account

Admin <noreply@zeus.uapps.net>
Sent: Mon 4/23/2012 9:43 AM
To: Bob Deas

Thank you for activating your Girl Scout account! To complete the process and choose a user name and password, please click the link below:

https://gsusaqa.ebiz.uapps.net/vp/Home/ActivateAccount/CreateAccount/
tabid/519/a/0a1e4a32-6b18-49e9-b531-4c0cb3651e6a/pid/76/Default.aspx
The link to activate your account is very long and some email clients break it to fit their character count. Please copy and paste both parts of the link, in order and without spaces, into your web browser. This will take you to the proper page to finish your online membership renewal.

5) After clicking the link received in the email confirmation, you will need to fill out the options as shown:

Create User

User Name:	
Password:	
Confirm Password:	
Choose a question	Please select a question ▼
Answer	

Create Account

6) Once you filled out the above fields, you should get a confirmation that the account was created.

✔ The web account has been successfully created. Please remember your username & password and use them to login next time.

The web page should also automatically log you in. To verify, look at the top right of the page. If your name appears, you are logged in.

To create a login, you must first be at the Online Registration page, as shown below.

1) From the above screen, click the **New Members** option.
2) Click on **Become a Member** on the following page.
3) Fill out all of the required fields on the **Customer Profile Form**.

Customer Profile Form

* Fields marked bold are required

Personal Identification Details

Prefix	-- Select -- ▾
First Name *	
Middle Name	
Last Name *	
Suffix	-- Select -- ▾
Address Type *	○ Home ○ Work
Country Code *	United States ▾
Address Line 1 *	
Address Line 2	

4) Once you have filled out all the required information and submitted, you will be taken to a page asking you to select your membership option for membership registration.

Select a Membership Option and Add it to your Shopping Cart

Select the membership option appropriate for the customer you are registering.

Membership Products

Adult Membership 2012 (valid 10/1/2011 - 9/30/2012)
Enrich your life by adding meaningful days to girl's lives. Join Girl Scouts!

Girl Membership 2012 (valid 10/1/2011 - 9/30/2012)
Give her access to life-changing experiences that inspire her to do something big. Enroll your daughter in Girl Scouts today!

Lifetime Membership (valid for life)
Purchase a Lifetime Membership and make a lifelong commitment to Girl Scouts. Lifetime memberships are offered to adults and to girls at the time of their High School graduation at a reduced rate.

5) At this point you are completed with creating an account for a new user. Please view the **Membership Registration** section in regards to selecting a membership product for a new customer.

Managing Your Profile

You can update your personal information in case of any changes, such as new mailing address, new contact information, etc.

If you have been approved, you can self-report yourself a position code for a troop or service unit.

To manage your profile, hover your mouse over the **My Account** link on the left of the page, and select any of the options.

Each option is self-explanatory.

To add a Position Code, first select your position and click on the **Troop/SU/Area** box. Setting a position code in this section also requires the extra step in selecting the membership year. In the popup window, type your troop number and press **Search**. Click on the correct troop name to select it. When the popup closes, click **Add Position**. You should now see your position code, membership year, and the troop name you selected.

Membership Registrations

New Membership Registration

Now that you are logged in, you can go ahead and purchase your membership.

Continued from step 5 of **Creating a Login – New Members**:

1) After selecting what membership product applies to you, you will be taken to a page to give you a brief summary about the product and what you can do as a member, along with listing the price of the membership product. When ready click **Add to Cart**.

2) On the left of the page, you will see a **Mini Cart** that shows you have 1 item, which should be the membership product you just added. Click **View Cart** to continue.

Mini Cart

Contains **1** items
Subtotal: **$12.00**

[**View Cart**]
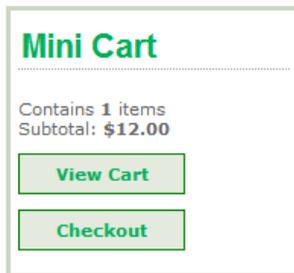
[**Checkout**]

3) You should see your shopping cart on this page, with the previously added membership product. When you are ready, click **Check Out**.
4) Under the next page, you will need to update all the bold fields under the **Membership Profile**. Once done, click **Save** at the bottom of the page.

For **Girls**, when searching for the school the girl is attending, you can type part of the name of the school surrounded by %'s. % is the system's wildcard. If the school is not listed, please contact the council helpdesk as soon as possible to get this information added into the system. Please reference to the example below.

Also please note you will need to click the **Search** button, and not just press Enter on the keyboard.

School: %timrod%   [Search]

1 record (s) found matching criteria

Name	Address
Type to filter within result…	
HENRY TIMROD ELEMENTARY SCHOOL	1901 E Old Marion Hwy Florence, SC 29506-8505

Also for **Girls,** if the parent/guardian of the girl is a current member or is a parent/guardian of a current member of Girl Scouts, and their name is not listed on the child's guardian contact list, please try to fill out their name exactly as they provided from a previous registration form. This is to prevent our system from creating a duplicate record in our database.

For **Adults**, you have the option here to set your position code, if you are volunteering to be a Troop Leader/Coleader/etc.

If you checked Volunteer above, please select the role(s) you will be serving in:
Note: All positions are pending, subject to Council approval.

Position: --Select and Add Position--   ▼
Year: 2013
Troop/SU/Area: [   ] **Search**
[Add Position]

Position   **Year**   **Troop/SU/Area**

To add a Position Code, first select your position and click on the **Troop/SU/Area** box. In the popup window, type your troop number and press **Search**. Click on the correct troop name to select it. When the popup closes, click **Add Position**. You should now see your position code, membership year, and the troop name you selected.

Please note, if you select your position code as 01-Troop Leader, you will not automatically see the troop details until you are approved by the council to be the 01 of the troop.

5) On the Order Payment screen, verify the correct product, fill out your credit card information, and submit.

After submitting, your order summary should display with an order number. Your ordering of a new membership product is complete.

Current Membership Renewal

When it comes to renewing your membership, follow the instruction below to hasten the process.

1) Once you have logged into your account and ready to, you will see a box under the menu on the left side showing you what current membership product you currently have. To renew, click the **Renew for 1 year** option.

2) You will be taken to your "shopping cart" which will display the membership product in which you are renewing. You will need to click on the red ***ADD*** and update your personal information.

3) Please review/update the following page regarding your personal information, such as contact information and position code. Please also take this time to update the number of years as a Girl and as an Adult if the numbers are incorrect.

   Also on this page, you will need to update your Position Code if you are volunteering for a certain position, such as Troop Leader/CoLeader/etc.

   To add a Position Code, first select your position and click on the **Troop/SU/Area** box. In the popup window, type your troop number and press **Search**. Click on the correct troop name to select it. When the popup closes, click **Add Position**. You should now see your position code, membership year, and the troop name you selected.

   Please note, if you select your position code as **01-Troop Leader**, you will not automatically see the troop details until you are approved by the council to be the 01 of the troop.

4) When you are finished updating this information, click **Save** at the bottom of the page.

5) ***Optional*** on the shopping cart screen, you can now add a donation product.

   To add a donation product, select from the drop down list an amount for contribution, and click the **Donate** button. The donation amount will then be added to your order.

6) Enter your credit card information, and click **Process Payment**.

After submitting, your order summary should display with an order number. Membership renewal is now complete.

Troop Management

All subjects covered in this section are done within the **Troop Management** portion of the website.

Troop Maintenance

You will need to be approved as an **01-Troop Leader** in our membership system in order to access this area.

Troop Hub is only accessible to Troop Leader. Please contact council support for more information.

Once you have been approved, you will need to click on **Troop Management** on the left side of the page.

From here you will see your troop listing with drop-down boxes of actions you can complete. Each action is explained at the top of the page

If you are a **01-Troop Leader** of multiple troops, there will be a drop-down box with troop listings that you can manage.

Troop Meeting Information

You can edit your troop meeting information

1) Click on the **Meeting Information** link above troop listing
2) Here you can update various bits of information regarding the troop, such as the type of participating, duration, grade level, etc
3) Once done, click the **Save Changes** button
4) Click on the **Troop Management** link on the left of the page to go back to the troop listing.

Print Roster

To print a roster for your troop:

1) Click the topmost checkbox in the far left column
2) Select **Print Roster** option from the **Action** drop-down list
3) Press the **Print Roster** button
4) Once printing has started, click the **Back to previous page** link to go back to the **Troop Management** page

Send Email

To send an email to some or all of the members in a troop, first verify that their email address has been entered correctly or updated.

1) Click the topmost checkbox in the far left column
2) Select **Send Email** from the **Action** drop-down list

3) The emails of members of your troop will be automatically added to the **BCC** field. **BCC** means **Blind Carbon Copy**, which indicates that they will receive the email, but the email will not display their emails to everyone else.
4) Type your email into the **TO** field, type a **Subject**, the **Body**, and then click **Send Email**
5) Click **Continue** on the next page to go back to the **Troop Management** page

Troop Membership Renewal

You can renew troop members from the **Troop Management** section.

1) Click the checkbox beside the members who you are renewing
2) Selection **Renew** from the **Action** drop-down list
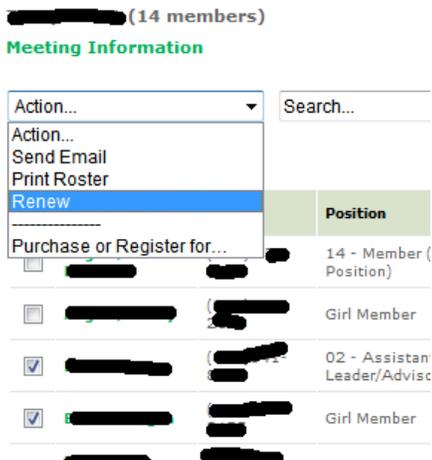
3) Click on the red ***Add*** next to each person's membership product to update their information
4) Once you are completed updating the members information, you can now complete the process by supplying your credit card information and clicking on **Process Payment**.
5) Once the order is complete, please print off the **Order Summary** page, attach it to the membership forms of the members you just registered, and submit to the council offices for our records.

Troop New Membership Registration

You can also add new members from the **Troop Management** section.

1) Click either **Add Girl** or **Add Adult** from the top of the member listing.
2) The process will now be similar to that of the New Membership Registration with the following extra steps.

3) The person will automatically be added as a 14 or Girl member (depending on if it's a Girl or an Adult).

You can now either **Save & Continue to Shopping Cart** for payment, or **Save & Continue to Troop Hub**.

If you chose the **Save & Continue to Shopping Cart** option, please skip to **Step 4.**

If you chose the **Save & Continue to Troop Hub** option, the member you just created will be listed with the rest of the troop, with a position of **UNPAID**. This member will be listed as **UNPAID** for 24 hours, after which that person will be removed from this list.

a) To process their payment, you will need to select the checkbox beside that members name, and from the **Action** drop-down list, select the **Purchase or Register for** option.
b) Select the membership product associated with the soon to be member.
c) Click the **Add to Cart** button.
d) Verify all the information is correct.
e) Click the **Save & Continue to Shopping Cart** button.

4) Verify the membership product is going to the correct person and click **Check Out**
5) Supply your credit card information and click **Process Order**
6) Print out the **Order Summary** and submit with the membership form to the council office

Misc

Donations

If you want to donation online, you have two options.

1) Donation when you renew your membership
2) Donation without going through the renewal or new membership process

To add a donation while you are renewing, please refer to **Step 5** of the **Current Membership Renewal**.

To add a donation without going through the membership order/renewal process, please review follow these instructions:

1) On the left menu, click the **Make a Contribution** link
2) Click the **Contribute Today** button
3) Select the amount you wish to contribute.
4) Click the **Add to Cart** button.

    The way the system works is it requires preconfigured amounts of contributions. If you wanted to donate $40, you will need to add a $25 Contribution and a $15 Contribution to your shopping cart.

    To add multiple contributions, you will need to repeat steps 1 through 4 until the amount totals what you want to donate.

5) Click the **View Cart** button when you are ready to verify and pay for your contributions.
6) After you have verified the amount you are donating, click the **Check Out** button.
7) Supply your credit card information and click the **Process Order** button
8) Your order is complete. Please print and save this contribution for your records.

FAQ

...Regarding your account.

Q. I am trying to create a record, but it says a duplicate customer already exists. What should I do?

A. You may be trying to create a record when you already have a record in our system. If you know you may already have a record, you should click Create Login on the sidebar to the left. Follow steps shown on pages 3-5 to activate your account. You must also have a valid email address on file. If you do not, please contact us at either (843) 669-5174 or (843) 552-9910, or email helpdesk@girlscoutsesc.org.

Q. I forgot my user name and/or password. I am trying to reset it, but the system is not accepting my answer to the hint question.

A. You will need to contact us at either (843) 669-5174 or (843) 552-9910, or email helpdesk@girlscoutsesc.org. We will assist you in resetting your user name and/or password.

Q. How do I know if my membership is current?

A. Click the link labeled "My Account" in the upper-left menu. Below the menu is the Membership Info box. If you are currently active, it will show your Membership Status as "Active". If your membership is not current, the box will say "You have no active memberships".

Q. I have made changes to my information. Why isn't it showing up?

A. Some information in the system takes 24 hours to update once it has been changed. If your changes still do not show after 24 hours, contact us either (843) 669-5174 or (843) 552-9910, or email helpdesk@girlscoutsesc.org.

Q. The "Member Since" date on my account is wrong.

A. Please disregard this field. It is a system-generated field which does not actually apply to Girl Scouts.

FAQ

...Regarding your troop

Q. How can I see the members of my troop?

A. You must be designated as the Troop Leader (Position 01) to have access to the troop members' information. Once you have logged into GSESC Online Registration website, click the words Troop Management on the left side, which will take you to the troop management page. If you are the leader for more than one troop, you will see a dropdown box that will display all your troop options. After you select the correct troop, you will have access to your troop meeting information, and each current member in your troop, including girl and adult members. For more details on each member's record, click on the member's name to access their contact and/or guardian information.

Q. Some of my girls are missing.

A. If paper forms were submitted to the council office for registrations, it is possible that they may be in the queue for processing. Girls can only be registered with one troop at a time. If the "missing" girls were previously registered with another troop, please contact our Membership Registrars.

Q. The membership cards list the wrong expiration date.

A. The cards are reflecting the current year. They will show the correct expiration date when the new Girl Scout year begins.

Q. I no longer see the girls in my troop. What happened? I still need to re-register some girls.

A. The troop list only shows active members. At the end of the membership year, all members who have not renewed their membership registrations for the upcoming year no longer display on the troop screen. You are strongly encouraged to complete online membership renewals before September 30th to prevent this from happening. If this happens to any member of your troop, have the parent/guardian go online and renew the girls' membership form, OR have the parent/guardian complete a paper copy of the registration form and submit it with payment to our offices.