

## Renewal Q+A

- **Who can register?**
  - Troop leaders can register members of their troop (girls and adults)
  - Families can register all members of their family in a single transaction
  - Individuals can register themselves
- **How?**

Log in to the [Girl Scout Member Community](#) to update your information and renew your membership.
- **How do I log-in and/or reset my password?**

Returning User - Log in using the email address and password you originally set up for the Girl Scout Member Community. If you have forgotten your password – you can reset it by clicking “Forgot Password”. You will then receive an email from “Member Community” with a link to reset your password. If you have trouble logging in [contact GSLPG](#) and we’ll help you out.

First Time Users – Click on the “reset password” link and enter your email address in the username field that you provided GSLPG when your registered for Girl Scouts. An email will be sent to that email address to reset your password and create a user profile for the [Girl Scout Member Community](#). If you have trouble logging in [contact GSLPG](#) and we’ll help you out.
- **How much does it cost to renew?**

The cost of 2018 membership is \$25.
- **How does financial assistance work for renewal?**

Girls who are requesting financial assistance will need to register individually. Troop leaders cannot request financial assistance on behalf of a girl.
- **Can I use Cookie Credits?**

Girls can use cookie credits for their membership fee! Girls who utilize cookie credits for membership will need to complete renewal on paper. Please [contact us](#) to request a paper form.
- **Adult registering for more than one troop...**

All current volunteer positions, including all troop and service unit positions will auto populate during the volunteer renewal. If a volunteer has positions with more than one troop they will also show up. If a troop doesn’t show up please finish registering and then [contact GSLPG](#).
- **Volunteer Roles**

- If you do not see your volunteer role(s) please finish registering and then contact GSLPG. We can easily assign your volunteer role after you have registered.
- If you are changing your volunteer role or adding an additional role please finish registering and then contact GSLPG.
- **Missing Members/Incomplete List**

Girls who did not have a 2017 membership or were not listed with your troop will not appear on the renewal page. If you see a troop member is missing they can register themselves, or you can [contact GSLPG to register](#) them with your troop. Be sure to provide the member's name, email address, birthdate and/or grade in Fall of 2017.
- **How do I change personal and/or troop information?**

[Use our Contact Form](#) to let us know. You can tell us if a girl is transferring in or out of your troop, update a girl's grade or school, change an address, and more.
- **Background checks**
  - Adult Girl Scout members holding a GSLPG volunteer role are required to complete a background check every three years. The background check is at no cost to the volunteer and is completed online. Following the completion of 2018 membership all volunteers who have not completed a background check in previous years, or have not completed a background check in the past three years will be asked to complete a background check.
  - Volunteers completing the background check will receive two emails, one from GSLPG and one from the background check vendor, including specific directions on completing the background check.
  - Background checks expiring prior to 10/1/2017 must be redone BEFORE a troop leader can complete their troop's renewal.