

Girl Scouts of Central Maryland Online Membership Registration Frequently Asked Questions

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. Girl Scouts of Central Maryland 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't create the profile and pay 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 Service Unit 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 Girl Scouts of Central Maryland on June 30, 2011 to meet the Early Bird deadline"?
- A: When using the online registration system your Service Unit Manager or Registrar will provide their deadline.
- "Paper" registrations are due to Girl Scouts of Central Maryland by June 30, 2011 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
 - 1st time registering adults – this allows for the proper Volunteer Application and Background Process
 - 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. Girl Scouts of Central Maryland 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 email onlineregistration@gscm.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.

Financial Assistance

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

A: Your Membership & Community Development Specialist upon request and based on need will assist you with this process.

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 are the only information that is needed. It is important to know if you have not provided Girl Scouts of Central Maryland with your email address you will not be able to access the system. Contact onlineregistration@gscm.org for assistance if 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 Early Bird process how will that impact their ability to qualify for the boarding pass?

A: The troop will be evaluated based on total number of girls registered by June 30, 2011.

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

A: Yes, membership staff will receive a report of qualifying troops that have requested patches in July 2011. Membership will be responsible for cross-referencing list to determine which troops still need fulfillment.

Q: How do I order Early Bird Patches online?

A: Once a troop leader re-registers her troop, she will have an opportunity to order a patch for each of her girls as well. Begin in Troop Maintenance by selecting each girl that qualifies for the patch. Choose Purchase or Register 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.

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 Form.

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

A: Yes, during Early Bird, 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 "O1" 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 Service Unit Registrar may verify her affiliation or she can be a member of Girl Scouts of Central Maryland Troop 21215 and be eligible to participate. Please see www.gscm.org for more information.

Q: Does a Juliette need her own Girl Scout checking account?

A: No, she can use her family's account to pay for her membership once established in our system.

Lifetime Members

Q: Will there be any issues with Lifetime members who are O1s?

A: Hopefully not! Contact the onlineregistration@gscm.org if you are a lifetime member and a O1 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 O1 designation. This will be much easier to handle in the new system.

Q: What is the cost of a lifetime membership?

A: Lifetime Membership is \$300 for adults. Girls who are registered members in the 2010-2011 membership year and graduate high school or the equivalent during the year are eligible to become lifetime members at the reduced cost of \$156, less \$12 that Girl Scouts of Central Maryland covers this cost for girls. The registration and check must be turned in by September 15, 2011 to qualify, no exceptions.

Multilevel Troops

Q: How does the online system handle multi-grade level 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 grade level requirement effect multi-level troops from reregistering?

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 Service Unit 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 Service Unit Registrar should contact Gloria Adkins at GAdkins@gscm.org with the Troop #, Service Unit Number and Troop Meeting Information and request that a new troop be set up in the system. Each Service Unit Manager/Service Unit Registrar will receive a listing of available Troop Numbers to use within the Service Units.

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 the girl she is re-registering. For new girls, the leader should continue 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 check or bank 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 Dave Smith at DSmith@gscm.org. He can work with you to determine if a letter from the council to the bank may help in 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 their own credit card cannot write a check back as reimbursement.

Parent Signatures

- Q: What is the requirement for parent signature with the online registration process?
- 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 leaders.
- Q: What is the requirement for parent signature with "paper" registrations?
- A: A signature of a parent/guardian is required on forms for girls new to Girl Scouting but paper forms should only be used when requesting girls for 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 Girls to a Troop

- 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. Girls over the age of 13 can use their email address, girls under the age of 13 must use the parents email address. This ensures compliance with COPPA.
- Q: Can someone use the new online registration without going through a Service Unit 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 Service Unit Registrar notifies the Council Registrar-Gloria Adkins at GAdkins@gscm.org 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 O1.

For an adult that is only going to be affiliated with the Service Unit, the same process applies. The Registrar simply notifies the Council Registrar-Gloria Adkins GAdkins@gscm.org name and Service Unit placement.

Registering Troop

- Q: Will the troop leader be able to print for each member what information 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. The Troop Leader should print the Troop Roster.
- 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 Service Unit Registrar weekly during Early Bird and a minimum of once a month listing of all members registered in the service unit and/or upon request.

- Q: How do troops Early Bird if there is no O1 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 O1 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. Girl Scouts of Central Maryland requires that a O1 and Troop Cookie Manager are registered at the start of any Troop.

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 Service Unit records (like the O1 for a leader)?
- A: No, troop leaders with the O1 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 O1 for each Service Unit?
- A: Yes, the system will allow an individual to be set-up as an O1 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. Your request must be in writing to the Council Registrar - Gloria Adkins at gadkins@gscm.org and your request may take up to 72 hours to process.
- Q: Why can't the Service Unit Manager/Registrar log into the new online registration system?
- A: GSUSA simply has not provided this feature as of this time. They are aware of the need for this functionality. They may log in as an individual and will have access to their own information. If a Service Unit wants this option they must request it 72 hours prior to their need too access via Council Registrar-Gloria Adkins GAdkins@gscm.org.
- Q: Are we looking to phase out the Service Unit Registrars? What is their role in the new system?
- A: Service Unit Registrars are vital to the success of the new online membership registration system.
- In addition to enthusiastically promoting Early Bird and On Time registration, Service Unit Registrars serve as the local "expert" for troop leaders navigating the system. In addition, Registrars are the liaison between the Service Unit and the Girl Scouts of Central Maryland Membership Team to help facilitate accurate registration data. The role will evolve over time but we do not foresee it being eliminated.
- Q: When will Service Unit Registrars receive their monthly update?
- A: The first will be a roster of members registered for the 2010-2011 or current Girl Scout year. The initial roster will be provided at training in April 2011. Subsequent rosters will be sent out via email from April 2011 to August 2011 on a weekly basis and then monthly unless requested. These rosters and e-mails are being generated directly from the online system. Registrars may need to check spam filters or adjust email filters.
- 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: Service Unit Registrars will not be able to look at troop rosters at any time. They will always get a weekly report but can contact Council Registrar-Gloria Adkins GAdkins@gscm.org within 72 hours notice if they need an updated report. We want to be accommodating but we also don't want to run daily reports for 76 service units.
- Q: If leaders know that Service Unit Managers/Registrars can't see the registrations up-to-date, will they delay registering?
- A: During membership milestone periods, Early Bird, On-Time and December goals, Council Registrar-Gloria Adkins generates reports to Service Units more frequently. Service Unit teams in conjunction with the Council Registrar-Gloria Adkins, will determine together how best to keep Service Units informed to support their work.
- Q: The Service Unit Manager, Service Unit Cookie Manager, Service Unit SHARE leaders, etc. often ask the registrar for a listing of troops. Will registrars be able to request troop reports as needed?

A: The weekly membership report will be provided to Service Unit Registrars in Excel format. The Service Unit Team may determine its own distribution protocol.

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

A: Yes, this information will be included in the Rosters being sent during Early Bird.

Registration Forms

Q: Now that there is an online system, does Girl Scouts of Central Maryland accept paper registration forms anymore?

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

- girl or adult registration requiring full or partial financial assistance
- lifetime registration of 12th graders at the discounted rate offered
- girls registering as a Juliette for the first time
- 1st time registering adults (this ensures the proper Volunteer Application/Background process is conducted for proper appointment)

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 (unless requested) or Girl Scouts of Central Maryland.

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 (O1) 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. If you do not find your school in the database email onlineregistration@gscm.org to add the school to our database.

Q: Is school a required field?

A: Yes. 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" and select that option. However, email

onlineregistration@gscm.org to request that the school be added and that the girl's record is 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 at www.gscm.org. A Council Registrar will then transfer them to their new troop and provide you confirmation.
- 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 at www.gscm.org. A Council Registrar will then transfer them to their new troop. This may take up to 72 hours after submission.
- 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 at www.gscm.org. A Council Registrar 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 at www.gscm.org. A Council Registrar will then transfer them to their new troop.
- Q: Will the monthly Service Unit 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. We do plan to implement a transfer look up by troop at www.gscm.org watch for more details. 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.

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 Service Unit. We will have an opportunity to generate reports with this information for troop organizers and other Service Unit team members moving forward. Again, our focus is on supporting Early Bird registration online. We

will expand the troop management messages over the summer and into the fall. We purposely chose not to 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 Council Registrar –Gloria Adkins to Service Unit Registrars. Since a troop needs to be set up in the online registration system, the communication with Council Registrar-Gloria Adkins is an important step in beginning a new troop.

Q: May Service Unit 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 Council Registrar-Gloria Adkins. 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 troop must be sent to a Council Registrar-Gloria Adkins GAdkins@gscm.org 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 Council Registrar-Gloria Adkins GAdkins@gscm.org for processing.

Q: In the 2011-2012 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 this number guideline. 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 Service Unit Registrar to a Council Registrar.

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 Early Bird Boarding Pass. 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, 2011.

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 a 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 Girl Scouts of Central Maryland 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 Girl Scouts of Central Maryland may not modify the current format. A request to GSUSA has been made 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 Girl Scout preloaded?

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

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

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

Editing Contact Information

Q: Can I edit my contact information such as address, city, state, zip code, telephone number and/or email address in this system?

A: Yes, once a member logs into their account they can manage their contact information. There is no need to send the paper Change of Information form to the Council if members are updating their records online.

Q: Can I change my name in system?

A: No, you will not be able to change or edit your name once entered. You should email onlineregistration@gscm.org for this information to be updated. It is for security reasons.