

## Girl Scout System Downtime

Starting November 18 at 8:59 PM PST and going through early December, the following Girl Scout systems will be inaccessible while GSUSA performs planned enhancements: Volunteer Toolkit (VTK), myGS, Looker, background check processing, and membership renewal.

During this downtime, GSCM staff will also not be able to access data from these systems and will be using temporary tools to capture registration and background checks. We have been working for several months to prepare for this transition and are ready to support you. We appreciate your help in making sure your troop and family's experience is seamless!

### Readiness Checklist

#### **VOLUNTEER TOOLKIT (VTK)**

- Troop leaders should download all meeting aids and/or resources needed for troop meetings or activities scheduled from November 18 through early December
- Troop leaders should consider any non-meeting or activity needs they may have during this time. For example, will you need your troop roster? Are you planning a visit to the council shop to purchase awards and badges? Remember to print your shopping list before November 18.
- Troop leaders should plan to utilize the [Troop Leader Blueprint](http://www.gscm.org/en/for-volunteers/troop-leader-blueprint.html) ([www.gscm.org/en/for-volunteers/troop-leader-blueprint.html](http://www.gscm.org/en/for-volunteers/troop-leader-blueprint.html)) and our [Events Calendar](http://www.gscm.org/events) ([www.gscm.org/events](http://www.gscm.org/events)) for Girl Scout programming and support during the downtime.

#### **myGS**

- All users should review and update their myGS account information before November 18
- Families should make sure each caregiver has a unique email address before November 18

*myGS is becoming myAccount after the relaunch!*

#### **LOOKER**

- Service Unit volunteers who use Looker should download a copy of the most recent/available data before November 18



## REGISTRATION & RENEWAL

- Current members should review their household memberships (in myGS) and complete any necessary renewals by November 18. If you must renew between November 18 and December 7, you can do so by emailing [membercare@gscm.org](mailto:membercare@gscm.org).
- Volunteers who support new member registrations and/or renewals are encouraged to reach out to Member Care at [membercare@gscm.org](mailto:membercare@gscm.org) for information and council guidance on supporting new member registration and renewals during this time

**All members should watch for an email from Girl Scouts in early December announcing the debut of our refreshed member account management system, updated login information (including a password reset), and instructions on how to access their Girl Scout account!**

### Questions?

**Please continue to email [membercare@gscm.org](mailto:membercare@gscm.org) for any inquiries. It is important for you to include your troop or SU number, your contact phone number and applicable girl information. Keep in mind we won't have access to previous cases in the system and may have limited information available.**