



Member Guide for the Upcoming System Wide Refresh

Supporting Girl Scout Volunteers and Member Households through Go-Live

Preparing for Girl Scouts Upcoming System Downtime

Earlier in November, we shared information about Girl Scouts upcoming system refresh and plans to debut an enhanced member account system. It's true! Girl Scouts is on track to pull back the curtain and Go-Live with myAccount in early December—just a short time away—and we want to make sure that our volunteer and member communities are ready!

To transition to the enhanced platform it is necessary to have a system downtime period. While much of the downtime is set to occur the week of Thanksgiving, we want to make sure that you are aware of the downtime, its potential to impact your Girl Scout plans, and steps you can take before November 18 to prevent any surprises.

Please take a moment to review the important information included in this document regarding the system downtime period that will take place in November and what you can do now to prepare. As always, we'll be here to support you every step of the way!

Starting November 18 at 11:59 PM EST, Girl Scouts will begin system-wide updates that will temporarily restrict the ability to volunteer and member related tasks and pause access to:

- Volunteer Toolkit (VTK)
- gsLearn (volunteer online training platform)
- myGS
- Looker (service unit admin team reporting resource)
- Background check completion and submission for processing
- New membership registration/s and membership renewals

What should volunteers and members do?

Start by reviewing this guide which breaks down each of the platforms and processes listed above and what volunteers and members should do before November 18 (11:59 PM EST). For each of the impacted areas you will find a Readiness List showing what you can do now to ensure that everything is in order and you have what you need for any troop meetings or activities on your Girl Scout calendar during the downtime.

Thank you for your patience while we work to enhance your Girl Scout member experience. Please direct all questions to customercare@gsccc.org.

Volunteer Toolkit Readiness List

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

Implications

- Users will not have access to meeting aids and other resources available in the VTK to support meetings and activities scheduled during downtime.
- Demo access will not be available for leader training, mentoring, coaching, etc.

Readiness Solutions

- Troop leaders should download all meeting aids and/or resources needed for troop meetings or activities scheduled from November 18 – Go-Live.
- 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.
- Service Unit team members (mentors, program coaches, trainers, etc.) should reschedule all VTK trainings from November 18 – December 7

myGS Readiness List

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

Implication

- All users will be unable to access their Girl Scout account.

Readiness Solution/s

- All users should take care to visit and review their account before November 18
- Household members with an expired membership should renew before November 18
- All members and volunteers should watch for an email from Girl Scouts in early December announcing the debut of our refreshed member account management system, updated login information, and instructions on how to access their refreshed Girl Scout account (*myAccount*)

gsLearn (volunteer online training platform) Readiness List

Unavailable to volunteers beginning November 18, 11:59 PM EST thru Go-Live.

Implication

- Volunteers who need to meet training “complete by date” deadlines will be unable to complete trainings between November 18 and Go-Live and will be unable to serve in their role if trainings are a requirement for service i.e. required New Leader Training before hosting troop meetings.

Readiness Solution

- All users should complete any required (or desired) trainings before November 18.

Looker (service unit admin team reporting resource) Readiness List

Unavailable to all users beginning November 20*, 11:59 PM EST thru Go-Live; **note date difference*

Implication

- Volunteers who rely on Looker reporting will be unable to access reports

Readiness Solution

- In some instances, volunteers may be able to use the most recent data available to meet their needs; volunteers should download a copy of the most recent/available data before November 21

Background Check Processing and Screening Readiness List

Unavailable for processing and screening beginning November 18, 11:59 PM EST thru Go-Live.

Implication

- Due to system integration between background check vendors and Girl Scouts member account system, background check processing and screening will be unavailable during system downtime.
- New and current volunteers required to complete a background check to serve in their role will have to postpone meetings and/or activities until post Go-Live when background check processing and screening will resume.

Readiness Solution

- All volunteers who have received an invitation from the background check vendor to complete (or renew) their background check should submit their background check prior to November 14.

It is important to note that results of background checks that have been submitted but have not completed processing and screening prior to the start of system downtime (November 18 at 11:59PM EST) will be considered incomplete.

New Member Registrations and Renewals Readiness List

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

Implication

- New (prospective) and renewing members will be unable to complete registration or renewals

Readiness Solution/s

- Current members should review their household memberships (in myGS) and complete any necessary renewals by November 18
- Volunteers who support new member registrations and/or renewals are encouraged to reach out to customercare@gsccc.org for information and council guidance on supporting new member registration and renewals during this time