

Spring Renewal FAQs

Things You Need to Know

To qualify for any bonus, you must complete the [Troop Claim Form](#) and submit your [Troop Finance Report](#) by 5/31/2021.

What is the membership fee?

Annual membership is \$25 each for both girls & adults. Lifetime memberships for adults are \$400 for members, aged 30 and older and \$200 for young alumnae members, aged 18-29. LIMITED TIME: For volunteers of 10+ years, lifetime membership is available for a discounted rate of \$200.

What is Extended Year Membership, and who can purchase it?

Extended Year Membership allows both girls and adults to purchase a membership for \$35 that is good from now, over the summer, and throughout the next membership year. For this year only, lapsed members – those who did not purchase memberships in 2020-2021 – will be able to purchase an Extended Year Membership.

What is the Daisy Launch?

Starting April 1st, girls who will be entering Kindergarten in the fall are able to join Girl Scouts now and be full Daisy Girl Scouts for only \$35.

How are percentages calculated for Troop bonuses?

Troop girl and adult membership numbers as of 4/30/2021 will be used as a baseline to calculate percentages.

What if girls on my troop roster have never participated or no longer participate?

We encourage troops to recruit new girls for the 2022 membership year or invite girls from disbanding troops to join their troop during the Spring Renewal Registration period to meet the bonus requirements.

For example, if a troop of 10 girls has 3 girls who are not active and/or will not be returning, the troop is invited to recruit at least 3 additional girls to meet the 100% girl benchmark. We highly encourage these new girls to register using the Extended Year option.

How do I recruit new girls?

Fill out the [Troop Claim Form](#) to ensure your troop is available on the catalog for girls to join. Check out the Membership section of our [Forms webpage](#) to find emails and flyers to invite girls to your next troop meeting. Celebrate together at your next meeting!

What if a new member joins my troop?

A girl or adult who joins using the Extended Year Membership by June 15, 2021 will also be included in the troop baseline if the troop qualifies for the bonuses.

What if a girl will join a new troop in the 2021-2022 year?

If a girl is joining a new troop in 2021-2022, her parent/guardian will be able to select the new troop during the renewal process. Her previous troop will need to recruit a new girl to qualify for the bonus incentive.

What if a girl will join Juliettes in the 2021-2022 year?

If a girl is joining as a Juliette (individual Girl Scout) in 2021-2022, renew her membership and then her parent/guardian will need to contact Customer Care to have her moved to Juliette. Her previous troop will need to recruit a new girl to qualify for the bonus incentive.

I just renewed! Why don't I show toward my troop numbers?

When you renew your membership, you will also need to renew your role. Please see the Renewal Instruction & Troubleshooting Guide or visit gsLearn to see a demonstration.

Why do I have adults showing as “screening” on the troop roster?

Adults will show as screening until they have completed their background checks. Background checks must be completed every three years.

Trouble Shooting with Technology

What if my log in isn't working?

Try using a different email address. If that doesn't work, follow the “Forgot Username?” or “Forgot Password” prompts. If your account is not found, email our Customer Care Team at customercare@citrus-gs.org.

What if I cannot see my troop/family?

If you are a troop co-leader and cannot see the “My Troops” tab when you login to myAccount, email us at customercare@citrus-gs.org. If you are a parent/guardian and cannot see your Girl Scout's information under the “My Household” tab, email us at customercare@citrus-gs.org.

Troop Renewal Instructions

- See Renewal Instruction & Troubleshooting Guide and gsLearn.



For more information, contact Customer Care at customercare@citrus-gs.org.