

Juliette Renewal Instructions

How do I renew my Juliette's membership?

To renew yourself or the members in your Household, please log into your MyAccount.

MyAccount is found on our website homepage at www.citrus-gs.org. Once logged in, choose "My Household" to access your Household's information. From the My Household tab you will see all members in your household registered for the current membership year.

To start your renewal for the 2021-2022 Membership Year, you will need to select the membership option. Once you've selected the membership option you will click the green "renew" button to begin your renewal for 2021-2022 Membership Year. The system will then ask you to confirm member details. In this step make sure the caregiver information is selected and correct. You will then have the option to choose your payment option and click "submit members detail". Lastly, review your cart, agree to the Girl Scout Promise and Law, and verify that the total amount at the bottom of the page is correct.

How do I request program credits as a Juliette renewal?

If you would like to use your Juliette's Program Credits to pay for your renewal, please select Program Credit as your payment type at checkout. You will also need to fill out the Program Credit Request Form found on our website under Forms-Program-Program Credit Application.

Trouble Shooting

Issue: The system is not letting you submit member details.

Solution: Ensure that all required fields are entered. The "Caregiver Relationship" field is often the cause of this error, so ensure it is filled correctly before trying again.

Issue: After confirming member details, the caregiver contact information was lost.

Solution: DO NOT click the "I am the caregiver" box. Instead, remove that participant and then finish renewing any girls already in your cart.

If you have any trouble renewing your membership or have questions, please reach out to our Customer Care Team at customercare@citrus-gs.org or call us at 1-800-367-3906. For more information, contact Customer Care at customercare@citrus-gs.org.



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