

Spring Renewal FAQs

THINGS YOU NEED TO KNOW

In order to qualify for any bonus, you must complete the form on our website at <https://bit.ly/SpringRenewalTroopClaimForm>.

What is the membership fee?

Yearly membership is \$25 for both girls & adults. Lifetime memberships for adults are \$400 for members age 30 and older and \$200 for your alumnae 18-29.

How are percentages calculated for Troop bonuses?

Troop membership numbers as of 4/23/2020 will be used as a baseline to calculate percentages.

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

Unfortunately, there is no way for Council to confirm girl participation. In this case, we encourage troops to recruit new girls for the 2020 membership year during the Spring Renewal Registration period in order 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 one additional girl in order to meet the 80% girl benchmark. We highly encourage these new girls to register using the Extended Year option, making it only \$35 to participate in Girl Scout programs this Spring, over the summer and throughout next year.

What if a new member joins my troop?

A girl or adult who joins using the Extended Year Membership by June 15, 2020 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 2020-2021 year?

If a girl is joining a new troop or will become a Juliette (individual Girl Scout) in 2020-2021, complete her Spring Renewal registration for the 2021 Membership Year in her current troop. Then use the Troop Transfer Request on our website to have her moved:

- Visit Citrus-GS.org
- Click on “Forms” at the top right
- Click on “Troop in the drop down menu

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, or you receive a “Contact Council” message, 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 MYGS, email us at customer care@citrus-gs.org. If you are a parent/guardian and cannot see your Girl Scout’s information under the “My Family” tab, email us at customer care@citrus-gs.org.

TROOP RENEWAL INSTRUCTIONS

1. Log into MYGS with your username and password.
2. Click on Member Profile and then on the Troops tab.
3. If you have multiple troops, confirm in the drop down box which troop you would like to renew.
4. Click on the box that says Current Year on the right hand side of the screen and select Next Year.
5. Select the girl and adult members to be renewed. Please be sure to select one of these options for each member of your troop:
 - A. Renew – Select for the members you would like to renew at this time.
 - B. I’ll Renew Later – Select for members you are not sure will be returning.

Please Note: We recommend that you DO NOT select the “Do Not Renew” option at this time. Once selected, this option cannot be changed without contacting Citrus Council if a girl changes her mind and decides to renew.

6. Select “Renew” or “I’ll Renew Later” for each position you hold with the troop.
7. To add a new member of your troop, please select Adult or Girl from the box on the lower left hand side of your screen and then click Go.
8. Select Continue to proceed to the acceptance screen.
9. Please read and accept the Girl Scout Promise and Law then click Continue. If you need to go back to the troops tab, click cancel.
10. Select a donation amount if desired. Next click Continue to move to the confirmation screen. Please Note: If adult membership is selected, you will have the option to upgrade to a Lifetime Membership by clicking a box.
11. Review and confirm troop renewals. Select submit to process the renewals. If you need to go back to the troops tab, click cancel.
12. A thank you page will appear. An itemized receipt is sent to the troop co-leader. Select print itemized receipt to print a copy.

NOTICE: Don’t forget to share your renewal update on Social Media. You can do it right from the “Thank You” page!



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