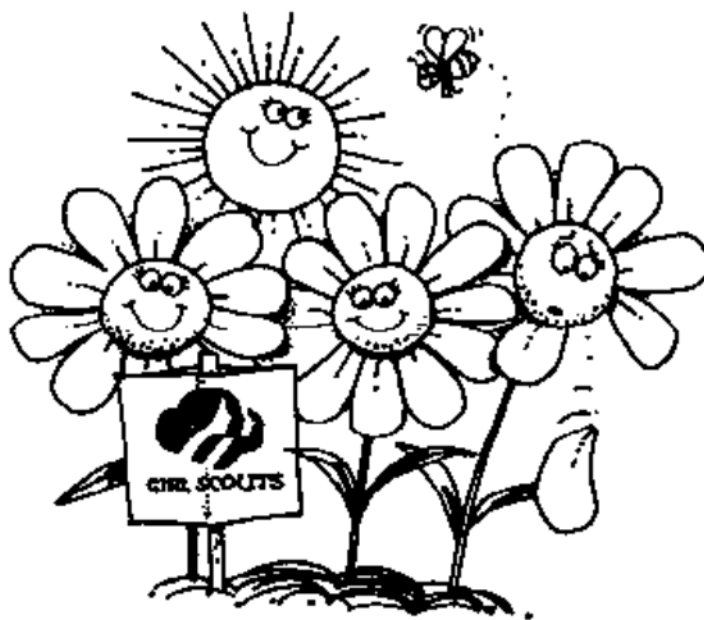


SERVICE UNIT REGISTRAR MANUAL



Date of Registrar Orientation Webinar _____

Notes

TABLE OF CONTENTS

Service Unit Responsibilities and Functions.....	4
Service Unit Team.....	6
Providing a Welcoming Service Unit.....	7
Communication.....	8
Promoting The Girl Scout Leadership Experience.....	9
Service Unit Registrar Position Description.....	10
Your Service Unit Team	12
Your Role as Service Unit Registrar.....	13
Year-Round Calendar Of Service Unit Registrar Tasks.....	13
Year Round Responsibilities.....	14
Registration and eBiz Basics.....	15
Creating Your eBiz Account.....	16
How to Use eBiz to Renew Your Membership	20
Managing Troops with the Troop Management Hub.....	25
Checklist for Online Registration – New Leaders.....	26
Checklist for Online Registration – Renewing Leaders.....	27
Family Partnership Tools.....	29
Tips and Tools	
GSGLA Website.....	31
Working with Leaders and Volunteers.....	32
eBiz Tutorial	33
“What You Need For” - a Chart Listing Forms and Trainings Needed for Activities	34

WELCOME TO THE SERVICE UNIT TEAM!

Thank you for agreeing to serve as the Registrar for your Service Unit. Your role is important to the Girl Scout movement. As a Service Unit Registrar, you will facilitate service to girls through its volunteers, support troop leaders and various other volunteers, as well as support our Council in achieving goals for membership and retention.

So much happens behind the scenes in Girl Scouts. Most girls have no idea how many adults it takes to keep our troops running smoothly. Thank you for taking on a role that supports leaders in building a great experience for girls.

Your position has 4 key components:

- Assist troops, groups, and independently registered girls/adults with the registration process
- Maintain up-to-date registration records for the Service Unit
- Assist with the recruitment and placement of girls and adults in troops
- Ensuring communication is maintained with independently-registered girls and adults

There is a whole volunteer team around you—your service team. There is an entire staff behind you, too. Your membership specialist is your direct Service Unit liaison to Girl Scouts of Greater Los Angeles (GSGLA). The Membership Manager is also available to help and support you.

This manual is a resource for volunteers who are excited about welcoming, informing, and supporting their Service Unit by being a Service Unit Registrar. The information in this manual will help you engage volunteers, connect them to the Service Unit, and answer registration and many other Girl Scout related questions.

SERVICE UNIT RESPONSIBILITIES AND FUNCTIONS

Girl Scout Pathways



Service Unit Responsibilities and Functions



The Service Unit is delegated the responsibility to organize and service Girl Scout troops/groups and girls within its boundaries. This includes troop organization, recruitment, and placement of girls and adults. This also includes supporting the volunteer on-boarding process, celebrating and recognizing volunteers, and annual reflection.

The Service Unit provides ongoing assistance to existing troops and other pathways, which includes consulting service, recognition of adults, community contact, and inter-troop programs.

The Service Unit serves as an important link between the Council and troops. It is important to communicate to the Council what triumphs and challenges your Service Unit is experiencing and to pay careful attention to notices and information that come from GSGLA and GSUSA. Participation in Council-wide meetings and events and administration of GSGLA annual product sales are also important Service Unit responsibilities.

SERVICE UNIT FUNCTIONS

I. ADMINISTRATION

- Responsible for all aspects of Girl Scouting in a given geographic area
- Supervise and support volunteer leadership and Service Unit Team members
- Recommend volunteer leadership and Service Unit Team members for selection, appointment, and when needed, for reassignment
- Call meetings of Leaders and Service Unit Team
- Act as Liaison between Council and Service Unit
- Approval of various troop/girl activities
- Partnership with Mission Delivery

II. SERVICE UNIT

- Recruitment
- Meetings of volunteers
- Coaching of volunteers
- Peer group support and sharing
- Securing parent and adult support
- Establishing community contacts
- Ongoing support to direct service volunteers
- Inter-troop program
- Recognition of adult volunteers

III. TROOP ORGANIZATION

- Recruit and support on-boarding of Troop Leaders, Co-Leaders/Assistant Leaders and other pathway volunteers
- Assist in finding meeting places
- Recruit and place girl members
- Develop potential sponsors
- Cultivate volunteer support
- Membership registration (Online and Early Bird)
- Reengage lapsed membership within Service Unit

IV. SERVICE TO GIRLS

- Troop/Group and other pathway programs
- Girl Scout Leadership Experience
- Knowledge of Girl Scout program and standards
- Participation in the Girl Scout organization through workshops and the Service Unit structure

V. SERVICE TO VOLUNTEERS

- Provisions for interaction among Leaders
- Coaching for troops/groups
- Acquaint volunteers with existing and new resources
- Identification of learning needs
- Coordination of troop activities within Service Unit

VI. FINANCIAL COORDINATION

- Oversees troop finances
- Promotion and support of Council product sales activities

VII. COMMUNICATIONS

- Send all notification of meetings and activities
- Keep accurate and complete records of all meetings and make such records available to the Service Unit
- Handle all correspondence for Service Unit

VIII. GSGLA SUPPORT

- Keep accurate dates for terms of office of Service Team members
- SUM attends Quarterly Service Unit Manager meetings
- Recommendations for appointment for various other Council positions, including Product Sales, Program, Girl Scout volunteers, and other community relations

XI. APPROVAL REQUIRED BY SUM

- Service Unit Events
- Troop Camping
- Troop Travel
- Troops to participate in money-earning activities
- Intent to charter a bus
- Intent to conduct saddle animal activities
- Year-End Financial reports
- Troop Disband Notice
- May designate requisite approvals to other Service Team members



SERVICE UNIT TEAM

In the Service Unit there are essential responsibilities that must happen to ensure we are working towards the mission and goals of the Girl Scout organization. These functions are carried out by a group of volunteers working together as the Service Unit Team. While each team member has a specific job, a solid support system and shared responsibilities make the Service Unit function more smoothly.

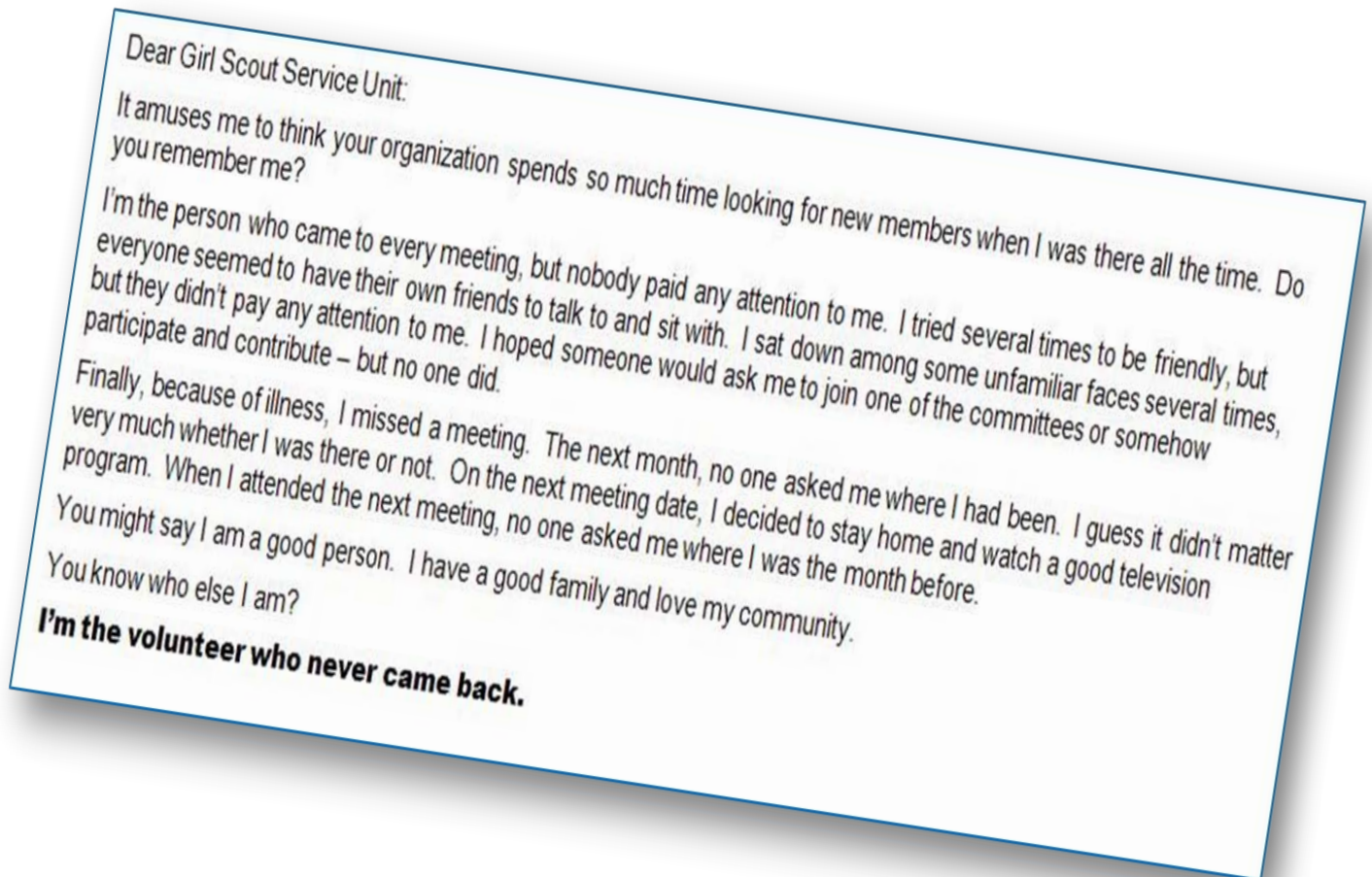
Before the Service Unit Team can work to support girls and adults, each member must not only know and understand the role of the Service Unit Team, but also the Girl Scout Leadership Experience and GSGLA Goals.

The Service Unit Team is responsible for:

- Extending membership – recruit volunteers and girls reflective of the diverse community
 - Service Unit Team members
 - Leaders and volunteers for a variety of pathways including troops and series
 - Girl membership at all grade levels
 - Supporting the on-boarding of volunteers
 - Assist girls' and volunteers' registration through eBiz
- Providing direct support to girls and adults
 - Enrichment training
 - Service Unit networking and discussion groups
 - Support to all volunteers through a variety of communication methods including Service Unit Leader Meetings
 - Girl planned Service Unit events that promote a connection between troops in the Service Unit and enhance the troop experience
 - Participation in council and community events, including the Girl Scout Cookie Sale, Fall Product Sale, and Family Partnership
 - Volunteer recognition
 - Provide Service Unit events which incorporate the Girl Scout Leadership Experience
 - Within each of the functions of the Service Unit, support will be consistent, flexible, and provide ease of access to the Girl Scout experience
- Community engagement
 - Educate the community about the benefits of Girl Scouting
 - Ensure messages and activities of the Service Unit reflect the Girl Scout Leadership Experience and Council goals

PROVIDING A WELCOMING SERVICE UNIT LEADER MEETING

Do you remember what it was like when you attended your first Service Unit Leader Meeting? Wouldn't it have been easier if there was someone there you knew who could explain the ins and outs? As a Service Unit Team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.



Don't let the leaders you engage with be the volunteer who never came back! Take action with your team and brainstorm welcoming ideas to make every Service Unit Leader meeting a positive experience!

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (*i.e.*, learning a new song, playing a game, having a contest, teaching a new craft)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting the leaders can take back to their troop

COMMUNICATION

It's important to know how each volunteer wants communication from you. Everyone is different ~ establishing how to communicate with each volunteer right from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>"The Greatest Generation"</i> Prior to 1945	Formal - written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

The term "social media" refers to the tools that allow the sharing of information and creation of communities through online networks of people. It is a method to have two way conversations online.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. To ensure the girls' safety:

- Girls must be 13 years and older and have parental permission to be involved in a project that involves creating/maintaining a troop Web page or social media profile;
- All girls need to sign the "Internet Safety Pledge" before participating in any troop/service unit or organized online activity. Girls and volunteers make great partners to ensure that Girl Scout environments and activities are safe. Before girls explore the Internet, they need to sign the GSUSA Online Safety Pledge," <http://www.girlscouts.org/program/basics/safety/>;
- Go over internet safety for girls by visiting *Let Me Know* (www.lmk.girlscouts.org), a site addressing internet safety for girls and young women (and many more resources); and
- If you wish to post Girl Scouts' names on a Web site, use first names only (no last names). Remember: do not identify the Girl Scouts pictured in any photos you post online! Never identify the schools, addresses, phone number, or e-mail addresses of Girl Scouts.

For more information regarding social media and computer safety, refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use."

Consistent communication with volunteers is just one way to be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

Ask Volunteers: How would you like me to communicate with you?

PROMOTING THE GIRL SCOUT LEADERSHIP EXPERIENCE

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program – what girls do in Girl Scouting – is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives as they grow.

Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone's feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.

The National Program Portfolio has two main parts – the National Leadership Journeys and *The Girl's Guide to Girl Scouting*. Complemented by the Girl Scout Cookie program, Girl Scout travel, and Girl Scout awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience—girls together changing the world!

The Girl's Guide **Handbook Section** is designed just for girls, and allows girls to personalize their Girl Scout experience by scrapbooking and documenting their activities

- **Legacy Badges:** Artist, The Girl Scout Way, Citizen, Cook, First Aid, Athlete, Naturalist,
- **Financial Literacy Badges:** Girls can earn a different Financial Literacy Badge each year. Daisies earn Financial Literacy "leaves."
- **Cookie Business Badges:** Girls can earn a different Cookie Business Badge each year. Daisies earn Cookie Business "leaves."
- **Skill Building:** Brownie through Senior: Outdoors, Performance, Animals, Practical Life Skills, Healthy Living, Manners, Do It Yourself, Digital Arts, Adventure, Craft, Storytelling, Creative Play, Investigation, Science & Technology, Innovation
- **PLUS:** Make Your Own, My Promise, My Faith Pin, Journey Summit Pin, PA, CIT, VIT, Bronze/Silver/Gold Awards

Journeys include three series of subjects for each Girl Scout program level:

- **It's Your World – Change It!**
- **It's Your Planet – Love It!**
- **It's Your Story – Tell It!**

Volunteer Position Description

Service Unit Registrar

Summary: The Service Unit Registrar is accountable for providing help with the registration process to new and experienced troop/group leadership teams.

Term of Appointment:

The Service Unit Registrar position is appointed from October 1 through September 30 for a term of 1 year with re-appointment occurring annually.

Appointed by/ Accountable to:

Service Unit Manager and Membership Specialist

Duties and Responsibilities:

- **To the Service Unit:**
 - Assist Leaders with registration issues throughout the year
 - Train Troop Leaders in online registration procedures
 - Promote Early Bird Registration
 - Maintain up to date Troop rosters
 - Analyze Service Unit registration reports
 - Maintain a Service Unit adult roster
 - Ensure Service Unit communication with independently registered girls
 - Keep an inventory of forms available and list of where to find them online
- **To the Service Unit Team:**
 - Attend monthly Service Unit Meetings
 - Assist with follow up on lapsed Girls and Troops
 - Assist in identifying underrepresented schools or communities
 - Assist in arranging recruiting events and placing girls

Core Competencies: All GSGLA Volunteer will effectively demonstrate these behaviors:

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrates personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrates adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrates effective oral communication:** Express ideas and facts clearly and accurately.
- **Fosters diversity:** Understand, respect, and embrace differences.
- **Demonstrates adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.
- **Additional requirements:**
 - Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA), complete a Volunteer Application/Criminal Background Check and update these items every three years.

Volunteer Position Description Service Unit Registrar

- Believe in the purpose and philosophy of Girl Scouting, and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA
- Have a working knowledge of the goals, objectives and policies of GSGLA. Is accepting and willing to promote these items with a focus on One Mission, One Goal.
- Be familiar with the appointed service area.
- Perform tasks willingly and effectively; and is a team player.
- Have an ability to communicate effectively under pressure while maintaining good working relationships with volunteers, staff, and parents.
- Demonstrate planning, organizing, recruiting, problem solving, human relations, and supervisory skills.
- Be willing to bring issues to the appropriate person and respect decisions made.
- Understand and observe the organizational structure and relationship of GSGLA staff and volunteers.
- Have the ability and willingness to make decisions, handle multiple tasks, and delegate responsibility.
- Have the commitment and the time needed to perform specified duties.
- Have extensive knowledge of eBiz procedures.
- Be able to work as part of the Service Unit Team in partnership with the Service Unit Manager.
- Be thorough and demonstrate attention to detail in record-keeping abilities.
- Complete Council Registrar training annually.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name _____

Signature _____

Date _____

Service Unit Manager - Print Name _____

Signature _____

Date _____

Membership Specialist - Print Name _____

Signature _____

Date _____



YOUR SERVICE UNIT TEAM

Your Relationship to the Service Unit Team

Your Service Unit Manager had the responsibility to ensure all duties of the service unit are carried out. S/he recruited you to fulfill some very critical functions that guarantee the volunteers will understand and be able to assist their girls and adults to register and work with eBiz. Your Service Unit Manager felt you would help promote healthy communication and be a role model to troop leaders and girls.

Service Unit Team Positions

This is a suggested listing of service team positions. Additional positions may be added to suit the needs of your Service Unit.

- Manager
 - Directing all aspects of the Service Unit
 - Promoting the Girl Scout Leadership Experience
 - Recruitment and retention of both girls and adults
 - Celebrating and recognizing volunteers
- Treasurer
 - Manages the service unit checking account
 - Assists troops with all financial matters
 - Facilitates Annual Troop/Group Finance reports (including collecting and reviewing with you)
 - Maintains accounting for Independent Girl Scouts within the Service Unit
- Events Coordinator
 - Manages and approves events for the service unit
 - Assists troops in hosting events
- Troop Consultant
 - Provides support to troop leaders
 - Reviews troop trips and activities
 - Approves overnight activities
 - Is familiar with Safety Activity Checkpoints
- Recruiter
 - Coordinates recruitment events
 - Manages girl and adult placement
- Product Chairs (Fall and Cookie)
 - Train and support troop product chairs and troop leaders
 - Manage products sales tasks per council guidelines
- And other positions...Cookie Mentor, Mediator Squad Rep



With Your Service Team and Your Manager

Create a take action plan to:

- Create a welcoming environment – helps with leader retention
- Work as a team – helps the Service Unit run smooth
- Set goals – provides Service Unit direction
- Establish a yearly calendar – everyone is able to plan activities
- Solve Service Unit problems as a group – helps all team members develop problem solving skills
- Develop an agenda for Service Unit Leader meetings and Service Unit Team meetings – using a team approach keeps everyone involved



YOUR ROLE AS SERVICE UNIT REGISTRAR

We have defined above, both in the Welcome on page 3 as well as in the Volunteer Position Description, the specific responsibilities and expectations of the Registrar. Several questions have likely occurred to you:

Can these responsibilities be shared?

Yes. One example would be to have two Registrars. One Registrar can do the administrative duties such as keep records, obtain and analyze reports, and develop rosters. The other Registrar can be the “hands on” assister with the registration process and the one responsible for contacting lapsed girls/adults/troops.

Who can be a Service Unit Registrar?

Any Girl Scout Adult who meets the qualifications may be a Service Unit Registrar. A Registrar should be friendly, helpful, and have advanced knowledge of eBiz. You need to be organized, able to maintain records, and be willing to communicate with other service unit team members, troop leaders, parents, and the community. (For specific qualifications, please see position description).

YEAR-ROUND CALENDAR OF SERVICE UNIT REGISTRAR TASKS

Before School Starts:

Assess troop needs and spaces –

- Contact your Service Unit’s current troop leaders to determine:
 - Who is planning on returning?
 - If not returning
 - Is there replacement leadership?
 - Are there girls who need to be placed in other troops?
 - How many available spaces will they have this year, if any?
 - Do they have any *bridging* girls ready to be placed at the next level?
 - Assist in placing bridging girls in available spaces
- Connect new troop leaders with the welcome specialist for your Service Unit
- Start a waiting list (if you haven’t already)



August/September /October

- Follow up with girls/adults/troops who have still not registered for the new membership year.
 - Are they still planning on returning?
 - Do they need to be placed in a new troop?
 - Are they having issues with the registration process?
- Assist with beginning of the year recruitment for the Service Unit
 - Ensure that new troops, girls, and adults are registered promptly

March

- Attend Early Bird Registration training to learn about any changes in the registration process
- Prepare Troop Leaders for Early Bird Registration by retraining them and providing updated forms necessary for registration

April/May /June

- Encourage all girls/adults to Early Bird register (so you know who needs placement right away) – the more troops and girls that Early Bird, the more information you have to work with over the summer.
- Contact your current troop leaders to determine the following:
 - Who's returning? Is there leadership to take over if not
 - How many spaces will they have available for the coming year
 - Do they have any Bridging girls who need placed in the next troop level
 - Ask if the troop leader is bridging up and has girls still remaining in the younger level who need placement. Get their names and contact information.

YEAR ROUND RESPONSIBILITIES



- Ensure that new girls/adults/troops are registered promptly
- Assist leaders with any issues regarding the eBiz system
- Analyze monthly Registration Reports for discrepancies
 - Use data to update rosters
- Assist with recruitment/placement of new girls and adults
- Ensure communication with independently registered Girl Scouts

Maintain Service Unit Registration Records/Rosters

Maintain an up-to-date registration roster for each troop by having Troop Leaders provide you with a troop roster printed from eBiz dated at the beginning of each membership year. Leaders should remit updated rosters to you as troop changes occur throughout the year.

Your Service Unit will receive a monthly registration report from council, but keeping your own record is a way for you and your Service Unit Team to always know the current status of your troops and to check for any inaccuracies.

Review your rosters regularly to identify any potential issues

Be on the lookout to ensure that:

- Troops have at least two properly onboarded and trained adults registered – one as an 01 (Leader) and one as an 02 (Co-leader).
- Troops have the minimum 5 girls registered.
- All Service Unit Schools/Communities are represented in Girl Scouts
 - Inform the Service Unit Recruiter of any underrepresentation

Assist Troops with eBiz Registration

Troops no longer register by way of paper. Registrations are processed through eBiz by the parent or Troop Leader. Familiarize yourself with eBiz so that you can assist leaders as needed. Any issues that you are unable to handle should be directed to the Service Unit's Membership Specialist or the eBiz Help Desk promptly. Make sure to follow up to ensure the problem was adequately resolved.

Organize and Promote Early Bird Registration

In the spring of each year, we will provide instructions to assist you in organizing and promoting Early Bird registration. This is the chance to capture the momentum from the year to get as many adults and girls re-registered as possible. To qualify for Early Bird, registrations in eBiz must be completed by 9:00pm on June 30. Early Bird Registration earns girls the Early Bird Patch and other incentives, and it helps the council office to provide more up-to-date registration reports. You should promptly follow up

with any girls/adults/troops that miss the Early Bird Registration deadline to avoid having their registration lapse.

Ensure communication with independently registered Girl Scouts

Independently registered Girl Scouts are an integral part of the Service Unit. One of the monthly registration reports you receive will be on the independently registered Girl Scouts in your Service Unit. When you receive the report, double check to make sure that each Girl Scout is included in all forms of Service Unit communication.



REGISTRATION AND EBIZ BASICS

The primary tool for your role as Registrar is the eBiz registration system. While maintained by our council, this is a program utilized for Girl Scouts by GSUSA and is used across the country. Your familiarity with it will assist all of our volunteers in your Service Unit. In using it, you have the support and backup of your Service Unit's Membership Specialist and the Help Desk. The Membership Hub compiles the information entered and generates several monthly reports to assist you in tracking your Service Unit's registrations and help assist you in determining if there are any errors.

You will not get detailed information of contact information for members due to obvious privacy considerations. However, if you want particular information compiled, your Membership Specialist can help.

- To use the GSGLA online registration system (eBiz), one must first create an online account which allows them to create a Username and Password that they will use to login for all subsequent visits to eBiz.
- **If this is a person's first time accessing the eBiz system after August 10th 2013, they will need to complete this process even if they have created an account in the past.** As of August 10th, parents of girl members under the age of 18 will no longer need to access their daughter's individual eBiz accounts.
- Designated 01 Troop Leaders will continue to have access to Troop Management.
- Adults who are both Guardian 1's and Troop Leaders will have access to both areas of management.

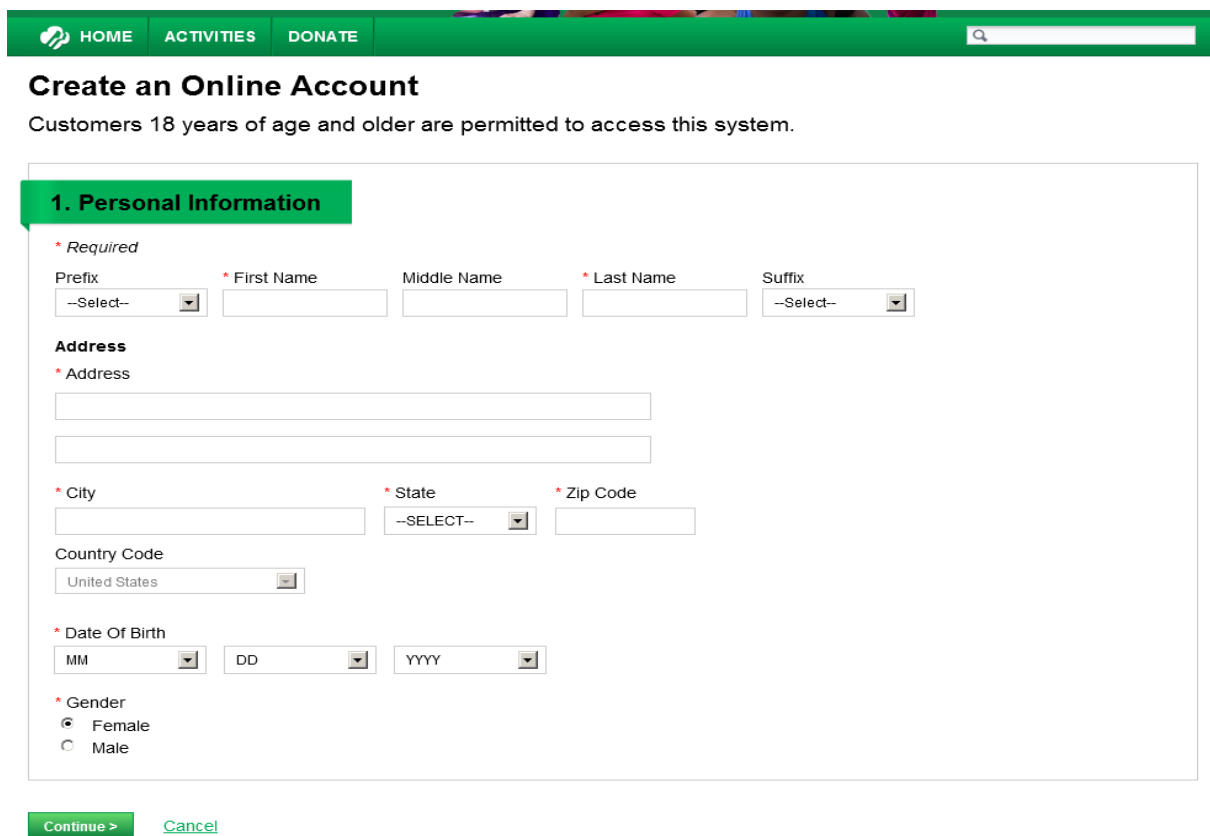
In the next few pages, we have included materials from GSGLA to assist you.

Creating Your eBiz Account

1. Using a supported browser (Internet Explorer 8,9 & 10, Firefox, Safari or Chrome), access the GSGLA website: www.girlscoutsla.org
2. Scroll to the far right and click on the eBiz tab, click on Log-in. This will open the eBiz webpage.
3. Below you will see the screen; you will see an area title **Current Member Login**. Click on the button that reads **New Online Account**.

A screenshot of the 'Current Member Login' form. It has a green header with the title. Below the header are two input fields: 'Username:' and 'Password:'. To the right of each input field is a small green link that says 'Username?' and 'Password?' respectively. Below these fields is a green 'Login' button. At the bottom, there is a link that says 'First Time Online? Register Here.' and a green button labeled 'New Online Account'.

4. The screen should show the form below. Fill in all required fields marked with a red asterisk.

A screenshot of the 'Create an Online Account' form. At the top is a green navigation bar with links for HOME, ACTIVITIES, and DONATE, and a search bar. Below the navigation bar is the title 'Create an Online Account' and a note: 'Customers 18 years of age and older are permitted to access this system.' The form itself is titled '1. Personal Information' in a green box. It contains several sections of required fields marked with a red asterisk. The 'Prefix' field is a dropdown menu with '--Select--' as the current selection. The 'First Name', 'Middle Name', and 'Last Name' fields are text input boxes. The 'Suffix' field is a dropdown menu with '--Select--' as the current selection. The 'Address' section has two text input boxes. The 'City' field is a text input box. The 'State' field is a dropdown menu with '--SELECT--' as the current selection. The 'Zip Code' field is a text input box. The 'Country Code' field is a dropdown menu with 'United States' as the current selection. The 'Date Of Birth' section has three dropdown menus for 'MM', 'DD', and 'YYYY'. The 'Gender' section has two radio buttons: 'Female' (selected) and 'Male'.

5. When you click Continue the system will attempt to match the data entered into the form with a record in GSGLA's database. If a match is found and you are able to create a login, you will receive the message below, if so, skip to step8:

The screenshot shows a green navigation bar with 'HOME', 'ACTIVITIES', and 'DONATE' links, and a search bar. Below the bar, a white box contains the following text: 'Dear current or past Girl Scout member, Congratulations! We found you in the online system. Please go to your email and follow the instructions to activate your online account.' At the bottom of the box is a green button labeled 'Return To Home Page'.

6. If a match is found but there is a complication in creating your login, you will receive the message below:

The screenshot shows a white box with the following text: 'Dear current or past Girl Scout member, We have found you in the system, but in order to continue please [contact us](#).' Below the box is a green button labeled 'Return To Home Page'.

In this case, please email helpdesk@girlscoutsla.org for assistance. A Help Desk staff member will need to research the problem before you can make another attempt creating your account.

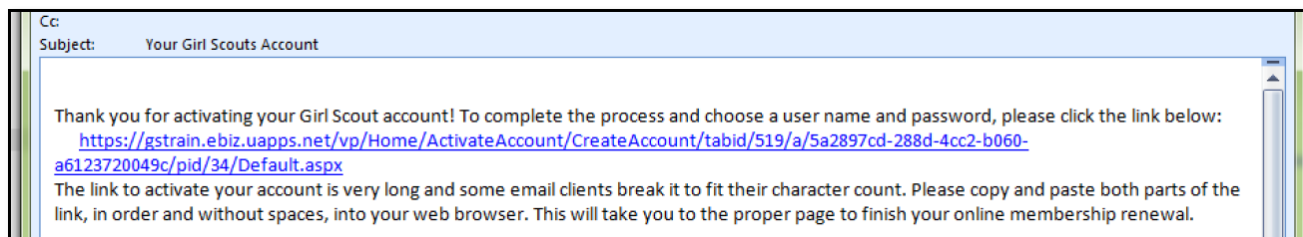
7. If you are new to GSGLA or if the system does not identify your information with a record in the system, you will see the below screen:

The screenshot shows the 'Create an Online Account' page. It has a green navigation bar with 'HOME', 'ACTIVITIES', and 'DONATE' links, and a search bar. Below the bar, the heading 'Create an Online Account' is followed by the text 'Customers 18 years of age and older are permitted to access this system.' The form is divided into three sections, each with a green header: 1. New Account for : This section contains the name 'Angelica Aguilar', address '101 e wheeler ave Arcadia, CA 91006', and 'Date Of Birth : 11/2/1977'. 2. My Girl Scouts Login : This section contains several required fields: 'Username', 'Password', 'Verify Password', 'Challenge Question' (with a dropdown menu showing 'Please Choose One'), and 'Answer'. 3. Contact Information : This section contains an 'Email Address' field with a sub-label '* Home:'.

If you are certain that you are a new member who has not previously participated with GSGLA, you can fill out the online form to create a new account.

If you have participated with GSGLA in the past, or if your daughter has been a Girl Scout with GSGLA in previous years, please contact the Help Desk helpdesk@girlscoutsla.org for assistance. A Help Desk member will need to research your account to determine why the system has not recognized you. Please do not continue to create a new account.

8. If you have received the “successful” message in step 5, then the system has sent you an email from noreply@uspps.net that will contain a link for you to access and create your login. Go to your email account to access the email:

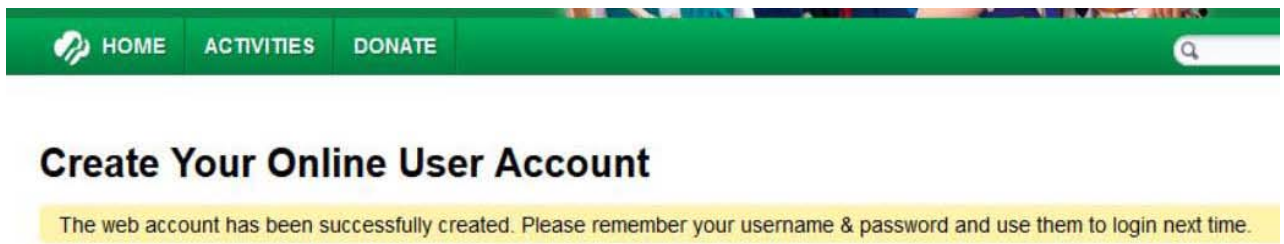


9. Click on the link, or copy the whole link and paste it into your web browser. The below page should load:

The image shows a web browser window displaying the 'Create Your Online User Account' page. At the top is a green navigation bar with a logo and three buttons: 'HOME', 'ACTIVITIES', and 'DONATE'. Below the navigation bar, the heading 'Create Your Online User Account' is centered. The form contains several input fields: 'User Name:', 'Password:', 'Confirm Password:', 'Choose a question' (which has a dropdown menu showing 'Please select a question'), and 'Answer'. At the bottom of the form is a button labeled 'Create Account'.

10. Fill in the username and password of your choice. It will need to be unique in the system and your password must meet security requirements (needs to be at least 7 characters long and include at least one number). You will receive a message if you need to revise your login credentials.
11. Choose a security questions and provide the answer. **Click Create Account**
12. You may wish to record this information for future use as you will be using this username and password each time you login to eBiz. Should you forget your username or password, you can click on the **Username?** Or **Password?** Links next to the fields in the Current Member Login area, shown on page 2 of these instructions. This will allow you to retrieve your login credentials using your provided security question.

13. When you've successfully completed the account creation process, you will receive the below success message and an email will be sent to confirm the creation of your account.



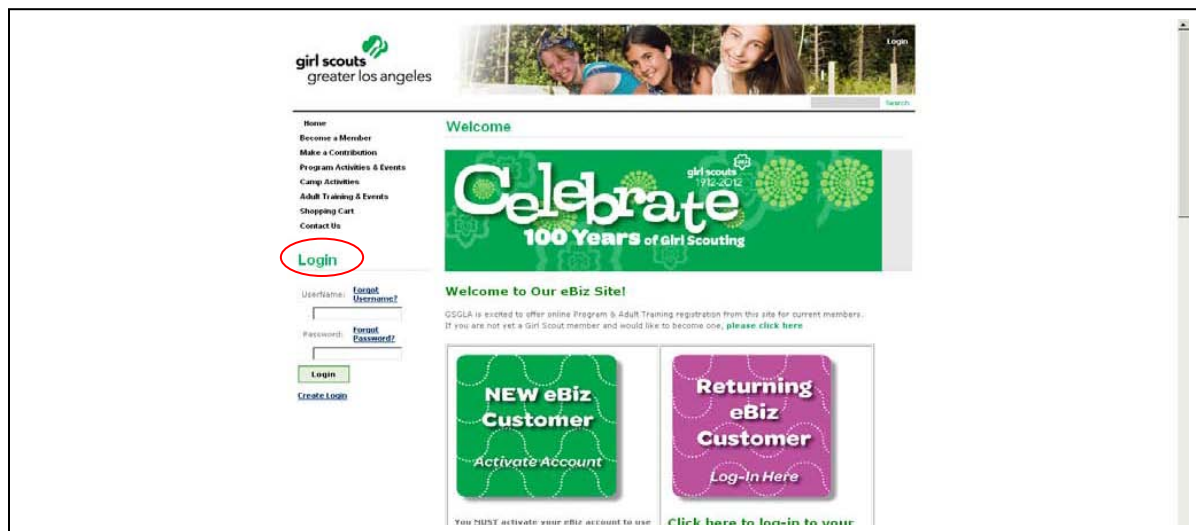
14. Congratulations! You have successfully created your eBiz account. You are now logged into your account and can begin using the online registration system.

How to Use eBiz to Renew Your Membership

eBiz is the online system that Girl Scouts of Greater Los Angeles uses for membership and training registration.

1. Point your web browser to www.girlscoutsla.org

Login to eBiz on the home page using the username and password that you have established. Login is located under the left-hand navigation bar as shown at right.



New eBiz Customers start HERE. Returning eBiz Customers go to step 3 on page 2.

2. If you have never logged-in to eBiz before please click the **New eBiz Customer** Button

by Name & Email Address

First Name:

Last Name:

Email Address:

You will enter your First Name, Last Name and Email address then click **Continue** as shown at left.

After you enter that information you will see a green check mark and the following message on the screen “We have sent you information on activating your account to the email address you provided. Please check your email and follow the instructions in the email message.”



Create User

User Name:

Password:

Confirm Password:

Choose a question:

Answer:

You will then receive an email with a link that you must click on within 24 hours to complete the registration process.

Clicking on that link brings up a page that allows you to create a **Username** and **Password**. Usernames must be unique. Passwords may be the same for everyone in a family. Passwords **MUST** be at least seven characters long. Also, you will be asked to choose a security question and give an answer for your security verification. Then you click on **Create Account**.

After you have successfully created an account you are automatically logged-in. **Go to Step 5**

3. If you have an eBiz login because you are a returning customer, you may login to eBiz on the home page using the *Username* and *Password* that you have established then clicking on the **Login** button. Login is located under the lefthand navigation bar as shown at right.

OR

You may click the **Returning eBiz Customer** button which will take you to a page that asks for the same information.

Login

UserName: [Forgot Username?](#)

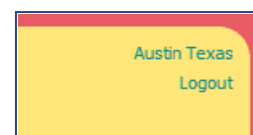
Password: [Forgot Password?](#)

Login

If you have forgotten your *Username* or *Password*, please click on the **Forgot Username?** or **Forgot Password?** links shown. This will cause the system to send you an email with the requested information.

Los Angeles CA

4. **Logout** When you are logged-in (for yourself or your child) your name (or your daughter's name) will appear in the upper-right-hand corner of the web site.



5. To renew your (or your daughter's) membership click on the **Renew** button, it is located under the left hand navigation bar as shown.

6. This brings up the shopping cart.

7. Start by entering additional required information, click the ***Add*** or ***Edit*** button if it is RED.

Membership Info

Girl Membership 2011

Member Since: 10/1/2010

Membership Status: Active

Your next membership renewal date: 10/1/2011

Renew

Print Membership Card

Please press -Add- to enter or -Edit- to update *required* information before proceeding to check out.

☒ Select/De-select All

Austin Texas - 000018876909

	Order Number	Date	Description	Amount	Additional Information *
<input checked="" type="checkbox"/>	1050088587	Apr 05, 2011	Girl Membership 2012 10/01/2011 to 09/30/2012	\$ 12.00	*Add*

Support Girl Scouting

Select an amount and click "Donate" to make a monetary contribution to your council. You may add more than one contribution.

Please Select... **Donate**

☒ Select/De-select All

Total: \$ 12.00

8. Please check the Girl member's *Number of years in Girl Scouting, Grade and School*, as well as their *Pathway of Entry*.

For most girls the *Pathway of Entry* is **Troop**.

School and Participation Information

Number of years in Girl Scouting as a Girl Member * Grade *

1 1

School *

King Martin Luther Jr Elementary [Add/Change](#)

Pathway Of Entry

Which of the following best describes how you will be participating with Girl Scouts? If you are unsure, skip this question.

Troop

9. To add or change a girl's school, click on **Add/Change**. This brings up a screen that allows you to enter part of the school's name and search for it.

Please enter a portion of your School name and select it from the displayed list.

Austin Texas

School: king [Search](#)

Please enter a portion of your School name and select it from the displayed list.

Austin Texas

School: king [Search](#)

16 record (s) found matching criteria

Name	Address
Christ the King Catholic School	195 Brandon Rd # B Pleasant Hill, CA 94523-3220
Elise P. Buckingham Charter	188 Bella Vista Rd Ste B Vacaville, CA 95687-3719
King Elementary	234 S 39th St Richmond, CA 94804-3315
King Martin Luther Jr Academic Middle	350 Girard St San Francisco, CA 94134-1469
King Martin Luther Jr Academy	620 Drake Ave Sausalito, CA 94965-1178
King Martin Luther Jr Elementary	960 10th St Oakland, CA 94607-3106
King Martin Luther Jr	26890 Holly Hill Ave Hayward, CA

After searching, you will select the school from the list that is the correct one for the girl.

If the school you are searching for does not appear, use fewer words. As this example shows, searching for "King" gave 16 results. Searching for "Martin King" gave 0 results.

If you refine your result and still have no success, please send an email to helpdesk@girlscoutsla.org. Include the girl's name, troop number and correct school.

10. Please supply racial/ethnic information for each member. Girl Scouts respects and welcomes people from all backgrounds and abilities. By completing the optional information, you can help ensure community support and funding for Girl Scouts in your

Note: We encourage you voluntarily to provide the following information on racial background and ethnicity. This information will be used by Girl Scouts of the USA to help improve outreach efforts and advance the Girl Scout Movement.

Race

☒ Am. Indian or Alaskan Native ☐ Hawaiian or Pacific Islander

☐ Asian ☒ White

☐ Black or African American ☐ Other Races

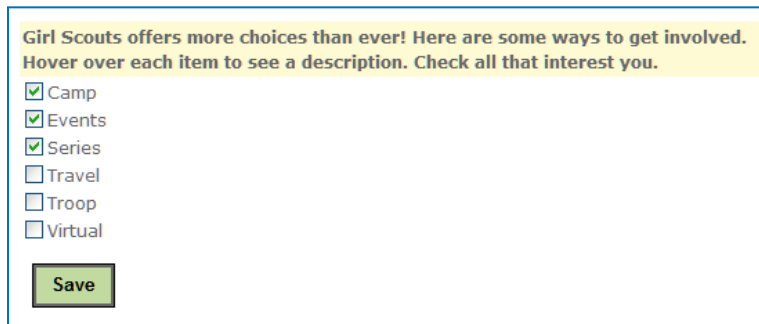
Ethnicity

Hispanic

community. This information is used for statistical purposes only. Thank you for providing the information requested.

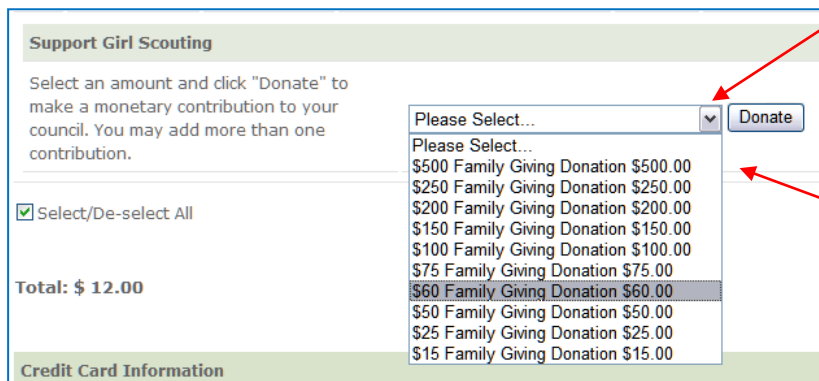
11. Please edit Guardian Information.

12. Please indicate *Pathways of Interest*.



13. Click on **Save**.

14. This is an opportunity to support Girl Scouting. Family Partnership contributions stay 100% with our local council and supports exciting programs, events and activities for girls, program sites and properties, including camps, leadership training, and Financial Aid for all GSGLA members. Thank you for investing in the best programs for your girl. To add a donation to a membership order:



a. Click the down arrow next to *Please Select* to choose your donation amount from the drop-down menu.

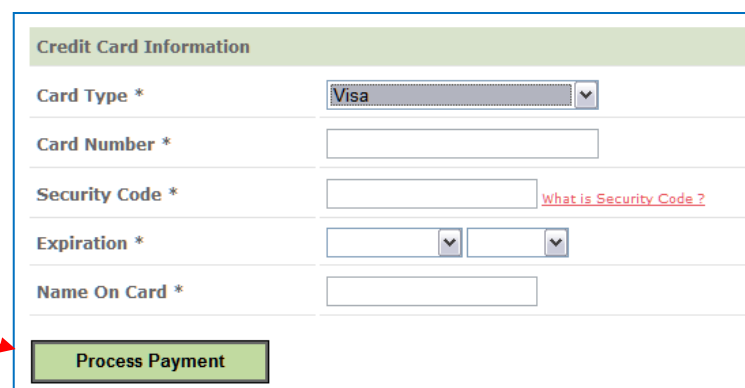
b. **After** making your selection click on the *Donate* button.

c. **If** you selected an incorrect donation amount, you can “de-select” that amount by clicking on

the check box next the incorrect amount so that no check mark shows. Your order total will automatically update.

d. You may select multiple donation amounts to add up to the amount you wish to contribute to Girl Scouts of Greater Los Angeles.

15. With all of the details taken care of, now is the time to enter your credit/debit card information. After you enter Card Type, Card Number, Security Code, Expiration and Name on Card, click on **Process Payment**.



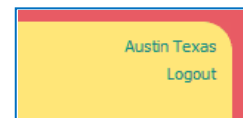
16. **After your payment processes you will see an Order Summary screen.** You may print this for your records. Please note: the GSGLA Tax ID number is listed on the *Order Summary* for your tax records. You will receive a confirmation email for your membership order and a confirmation email for your donation. You will also receive an acknowledgement letter for your donation by US Mail after the payment has been processed.

Order Summary			
Order Number: 1050088590			
GIRL_2012 Girl Membership 2012 10/01/2011 to 09/30/2012			
Shipping Address	Lansing Michigan 7700 Edgewater Dr Oakland, CA 94621-3030	Discount Applied:	\$0.00
Order Date :	4/21/2011	Line Tax:	\$0.00
LineStatus:	Active	Line Total:	\$12.00
FulfillStatus:	Active	Previous Amount Paid:	\$0.00
		Current Amount Paid:	\$12.00
		Balance:	\$0.00
WEB_DONATION_060 DONATION - \$60 Family Giving Donation 4/21/2011 to 9/30/2011			
Shipping Address	Lansing Michigan 7700 Edgewater Dr Oakland, CA 94621-3030	Discount Applied:	\$0.00
Order Date :	4/21/2011	Line Tax:	\$0.00
LineStatus:	Active	Line Total:	\$60.00
FulfillStatus:	Active	Previous Amount Paid:	\$0.00
		Current Amount Paid:	\$60.00
		Balance:	\$0.00
Payment Information			
Receipt Amount:		Shipping & Handling:	\$0.00
		Discounts:	\$0.00

		Estimated Tax:	\$0.00

		Grand Total:	\$72.00
		Previous Amount Paid:	\$0.00
		Current Amount Paid:	\$72.00
		Balance:	\$0.00

17. **To activate another account, make sure you have logged out of the first account.** Please look at the upper right-hand corner. If there is a name there, you will need to log out before you can login as another person, e.g. yourself, your spouse, your daughter or your other daughter.



MANAGING TROOPS WITH THE TROOP MANAGEMENT HUB

ebiz includes a great resource for leaders called the Troop Management Hub. It is available to the leader designated as the "01." With it, they can manage troop communications, membership registration, registering for adult training courses, and more. With it, they can easily renew members or register new ones

Why would one want to use the Troop Management Hub?

- Know who's registered in the troop and who's not.
- Email parents. (The email address in "From" is the leader's.)
- Print rosters.
- Update girls and parents' contact information.
- Update troop meeting information, including the troop's grade level.
- Print membership cards for girl and adult members.

Note that leaders only have access to the girls' and families' basic contact information, not all the details of their lives!

With the Troop Management Hub, while leaders can register girls and adults, we do recommend they get their families in the habit of doing it. It saves them effort when the parents/guardians get the hang of it and makes it a one-step process, rather than the leader being the go-between.

Leaders can, of course, do it themselves in the following circumstances:

- They have parent permission (signed registration form)
- The troop decides to pay the girls and/or adult membership fees
- If a parent wishes to pay with cash or check (deposit into troop bank account and use troop debit card)

Be Aware! Leaders can only renew members through the Hub from the open date of online renewal **through 9/30 at 8:59 pm!** After that date (the beginning of the new membership year), all members not renewed disappear from the roster. After that date, members wishing to renew must register online individually. The troop leader will not be able to register them. If they try to add previously registered girls or adults after September 30 through Troop Management, it will create duplicate records in the database.

Adding a NEW Girl/Adult to an Existing Troop

Congratulations on growing your troop! New girls and adults **MUST** be added by using the Troop Management Hub. Click on the "Add Girl" or "Add Adult" features to add them. Who is "new?" Anyone who is new to Girl Scouting **in GSGLA**. In other words, if they were registered in another Council, they are new to us. (If someone was registered in another council for **this** membership year, then an inter-council transfer must be executed. The Helpdesk should be contacted for that.

2013-2014 Membership Registration Online Membership Registration Checklist for **NEW** Troop Leaders

Leaders will register new members:

- ☐ Print out girl and adult Membership Forms, Parent Permission/Responsibility Agreement (*Product Sales*) and Health History forms from the website to distribute to your parents or ask them to download forms directly from the website. Encourage Family Partnership contributions! See additional information on the Family Partnership Campaign.
- ☐ Collect membership registration forms signed by parents and payments (cash or check only) if applicable. *For your records, keep signed registration forms for the year.* At end of the membership year SHRED paperwork.
- ☐ Deposit cash/checks IMMEDIATELY into your troop bank account prior to using your troop debit card for registration. Allow sufficient time for checks to clear.
- ☐ Using the Troop Management Hub, ADD new members (adults first, then girls) online WITHIN ONE WEEK of depositing payments into troop account. All new members registered online prior to September 30 will appear on your troop roster for 2013-14 effective October 1, 2013.

Click here for step by step instructions you can print on How to Register New Members to a Troop: [http://www.girlscoutsla.org/documents/How to Register NEW Members to a Troop](http://www.girlscoutsla.org/documents/How_to_Register_NEW_Members_to_a_Troop) (Coming soon! For immediate attention please submit a help desk request at helpdesk@girlscoutsla.org) >

- ☐ Encourage parents to activate their eBiz account. Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management area from their own individual accounts to update membership information and make donations for multiple members of their family.
- ☐ If you receive a “duplicate membership” error message, the person in question is already in our database and must register themselves. Please submit a help desk ticket if they need help activating their eBiz account.
- ☐ Remind parents to fill out, sign and turn in to you, a Parent Permission/Responsibility Agreement (*Product Sales*) and Health History forms (link will be provided to fillable forms in their email confirmation after you register them online).

More Info for Troop Leaders:

- ☐ Use the Troop Change Form if a girl/adult is currently a member of another troop and is transferring from that troop into your troop. The Troop Change Form is an online form and can be found on our website (see below).
- ☐ If any troop members are requesting Financial Aid, a paper registration form must be submitted to your Service Unit Registrar. Please refer to instructions in the Offline Membership Registration Checklist.
- ☐ Encourage all parents/adult members to set up eBiz accounts so they can register online for future events and/or trainings. It will save time and money and, more importantly...**it's green!**

Resources

For more information about Membership Registration, including activating eBiz accounts, online instructions, online demos, registration forms in English and Spanish, Troop Change form, etc. go to our website at www.girlscoutsla.org and click on the eBiz tab.

2013-2014 Membership Registration
Online Membership Registration Checklist for
RENEWING Troop Leaders
Renew by Sept. 30, 8:50 PM for Troop Management Access

RENEWING GIRLS & ADULTS who are listed on the Troop roster

Preparing your parents for renewing online—follow these instructions:

- ☐ Activate your own eBiz account if you haven't already done so and renew your membership so that you have access to the online Troop Management Hub. Be sure to click on My Account and scroll down to My Roles to report your position for 2013-2014. Only leaders with the 01 position code will have access to the Troop Management Hub. eBiz only allows one adult to be designated 01.
- ☐ Use the Troop Management Hub to update troop meeting information for 2013-14 and to send out an email to troop members to remind them to reregister online. Provide a link to GSGLA website and tell them to click on the eBiz tab to renew registration online.
- ☐ Encourage parents of currently registered girls and all adults (new and renewing adults)—to individually renew their membership online for quick, accurate, and secure registration. They can also make a Family Partnership contribution online. All members renewing their membership online prior to September 30 will appear on your troop roster for 2013-14.
- ☐ Have parents forward their registration confirmation email to the troop leader. Check the Troop Management Hub to see who has registered. If a member is not showing in troop roster, troop leader should submit a Troop Change Form listing girl's name and troop number. The Troop Change Form is an online form and can be found on our website (see below).
- ☐ Remind parents to fill out, sign and turn in to you, a Parent Permission/Responsibility Agreement (Product Sales) and Health History form (link to fillable forms will be provided in their email confirmation after they renew online).

For Leaders Renewing Troop membership:

You may wish to renew some or all of your troop members through the Troop Management Hub because:

- Your parents are paying by cash or check and you will use Troop debit card for payment. If so, please follow the instructions below:

- ☐ Print out girl and adult Membership Forms, Product Permission forms and Health History forms from the website to distribute to your parents or ask them to download forms directly from the website. Encourage Family Partnership contributions! See additional information on the Family Partnership Campaign.
- ☐ Collect membership registration forms signed by parents and payments (cash or check only) if applicable. If a parent wishes to pay with a credit card, they should individually renew membership online. For your records, keep signed registration forms for the year. At end of the membership year SHRED paperwork.
- ☐ Deposit cash/checks IMMEDIATELY into your troop bank account prior to using your troop debit card for registration. Allow sufficient time for checks to clear.
- ☐ Using the Troop Management Hub, renew registrations online WITHIN ONE WEEK of depositing payments into troop account. All members renewing their membership online prior to September 30 will appear on your troop roster for 2013-14 effective October 1, 2013.

NEW GIRLS & ADULTS

Leaders will register new members:

- ☐ Print out girl and adult Membership Forms, Parent Permission/Responsibility Agreement (Product Sales) and Health History forms from the website to distribute to your parents or ask them to download forms directly from the website. Encourage Family Partnership contributions! See additional information on the Family Partnership Campaign.
- ☐ Collect membership registration forms signed by parents and payments (cash or check only) if applicable. For your records, keep signed registration forms for the year. At end of the membership year SHRED paperwork.
- ☐ Deposit cash/checks IMMEDIATELY into your troop bank account prior to using your troop debit card for registration. Allow sufficient time for checks to clear.
- ☐ Using the Troop Management Hub, ADD new members (adults first, then girls) online WITHIN ONE WEEK of depositing payments into troop account. All new members registered online prior to September 30 will appear on your troop roster for 2013-14 effective October 1, 2013.
- ☐ If you receive a “duplicate membership” error message the person in question is already in our database and must register themselves. Please submit a help desk ticket if they need help activating their eBiz account.
- ☐ Encourage parents to activate their eBiz account. Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management area from their own individual accounts to update membership information and make donations for multiple members of their family.

More Info for Troop Leaders:

- ☐ If your troop is splitting next year, please have the members renew their membership then go to www.girlscoutsla.org, click on the eBiz tab, and submit a Troop Change Form. Any member with an unknown troop should be transferred to the Service Unit as an Independent Member.
- ☐ Use the Troop Change Form if a girl/adult is transferring from your troop. The Troop Change Form is an online form and can be found on our website (see below).
- ☐ If any troop members are requesting Financial Aid, please refer to instructions in the Offline Membership Renewal Checklist.
- ☐ Members who do not renew their membership by Sept 30 will no longer show on the troop roster on Oct. 1 and the leader will no longer be able to register them. They will be considered a “lapsed” member and will have to individually register online.
- ☐ Encourage all parents/adult members to set up eBiz accounts and renew online. It will save time and money and, more importantly...it's green!

Resources

For more information about Membership Registration including online instructions, online demos, registration forms in English and Spanish, Troop Change form, etc. go to our website at www.girlscoutsla.org and click on the eBiz tab.

Family Partnership

Quick and Comfortable Talking Points

Talking about money isn't for everyone, and even for those who are comfortable with it, it isn't always easy. Here are few quick and comfortable talking points that you can use to help promote Family Partnership to the troop leaders and families in your area.

Quick comments to parents and troop leaders:

"Family Partnership gifts can be made online along with registration."

"Family Partnership is as important as ever, so I hope that you will consider making a gift when you register for the upcoming year"

"Show your support for the Girl Scouts; make a donation to Family Partnership when you register online. I made mine earlier this week and it was simple!"

"We can help get more girls involved in Girl Scouts, all you have to do is participate in Family Partnership"

"There is a really great new Family Partnership patch this year for anyone who is able to make a gift of \$25 or more."

"I hope that you were all able to get your girls registered and that you each got your Family Partnership gifts in."

Other ways to promote Family Partnership:

Send reminders and update emails

Announce how your SU is doing at each SU meeting. There is an update from the Treasurer each month, why not also have monthly Family Partnership updates? Cortney Szlemp can provide this for you.

Make copies of this for each of your Troop Leaders and ask them to share it with the families in their troops. The numbers tell it all!

Mention Family Partnership on your signature line for emails sent to troop leaders and families, *i.e.*,
Cortney Szlemp
SU Manager 11111
I support GSGLA Family Partnership and hope that you will too!

Questions? Contact Cortney Szlemp at 626-677-2314 or cszlemp@girlscoutsla.org

Family Partnership Thank You Gifts

For the Family

- \$25+ - Family Partnership Patch (see image below)
- Family Four Pack to Universal Studios– Anyone who donates \$100 or more towards FP 2013-2014 will be entered into a drawing for a four pack of tickets to Universal Studios

For the Troop

- A gift card to GSGLA Council stores for troops where all families participate
- \$20 gift card for troops who raise \$100-\$499
- \$40 gift card for troops who raise \$500-\$999
- \$60 gift card for troops who raise \$1000+
- Troop leaders must apply once troop reaches 100% participation
- Four Pack to Universal Studios – Any troop that has 100% participation will be entered in a drawing for a four pack to Universal Studios. We will include a “check here to be entered” box on the application form for above

For the Service Unit

- SU Manager Early Bird Registration Contest – Bragging rights for a year! (See “Contest” handout)
 - \$100 gift card for the top five service units based on total participation percentage



TIPS AND TOOLS

One of the most important functions of a Service Unit Team is to provide leader support so as they work with girls they have the resources they need to deliver a high-quality Girl Scout program in a safe setting.

Sharing your knowledge and experience by answering questions and clarifying information helps leaders become successful in Girl Scouting and gain a sense of pride. Here are some resources to help you.

GSGLA WEBSITE

There is a wealth of information accessible to all volunteers at a given time on the GSGLA website.—
<http://girlscoutsla.org>

- Adult Learning
- Become a Leader or Volunteer
- Cool Tools
- Family Partnership
- Forms
- On-line Event Calendar
- eBiz (see Resource section in this Workbook)
- Pixie List – GSGLA classifieds
- Registration information
- Safety Activity Checkpoints
- Volunteer Essentials
- Volunteer of The Month

WORKING WITH LEADERS AND VOLUNTEERS

One of the most important goals is to set the expectation of leaders/volunteers to be active and engaged participants. Your key responsibility in this area is to work with the leaders/volunteers and to maintain frequent contact. You should also encourage the leaders to develop a troop support committee – parents who have specific, assigned tasks, such as cookie mom, treasurer, program assistant, and driver. It is very important that those relationships are built early on.

Most leaders/volunteers are helpful and supportive and sincerely appreciate your time and effort on behalf of Girl Scouts. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for girls.

Perhaps the most important tip for communicating with leaders/volunteers is to use “I” statements instead of “you” statements. You want to clearly communicate what you observe or need and how they can help.

- “You” statements may make a person feel defensive. Here are examples of “you” statements:
 - “Your daughter just isn’t responsible.”
 - “You’re not doing your share.”
- “I” statements tell someone what you need from her/him. Here are examples of “I” statements:
 - “I’d like to help your daughter learn to take more responsibility.”
 - “I’d really appreciate your help with registration.”

Here are some specific situations:

If a parent or guardian....	You can say...
Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity.	“I do need your help. Here are some written guidelines on how you could help me prepare for our camping trip.”
Constantly talks about all the ways you could make the group better.	“I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Could you write out your suggestion so we can see how to fit it into the girls’ program?”
Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group.”	“I appreciate your letting me know. Girl Scouting is for all girls. Denise probably needs our support more than many. I could use your help to teach the girls to be sensitive to others’ feelings.”
Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help.	“I love volunteering for Girl Scouts and want to make a difference. Could you take a few moments from your busy schedule to let me know what you value about what we’re doing, I’d appreciate it. It would keep me going for another year.”

WHAT YOU NEED FOR YOUR GIRLS TO....

Getting the girls out to explore their world and experience new activities is fundamental to Girl Scouting and developing leadership qualities in the girls, whether it is taking a hike, planting new flowers at the local assisted living facility, camping, or traveling to Sea World, Savannah, Georgia, or Our Chalet in Switzerland. It is often confusing for leaders to know exactly what training they need, forms to fill out, or equipment to bring. The GSGLA Adult Educators team has created a handy chart reduce the mystery!

On the following page, you will find “What I Need for My Girls to Attend A....” Please feel free to share it with the leaders and volunteers in your Service Unit. It will be found in the workbook for each GSGLA Adult Education course and on our Council website. On the website, it will have interactive links so adults can immediately download the proper form or register for the necessary class! This chart will be updated periodically, so have your volunteers confirm all requirements in the online version.

WHAT I NEED FOR MY GIRLS TO ATTEND A...

Activity	*Forms/Equipment	Approval/Notification/Insurance	**Training/Certification	Review
Troop Meeting				
Troop Meeting - Location Change		Notify - Parents		
Meeting Time Trip	***Parent Permission Form	Notify - Service Unit Manager/Designee		
Day Trip	***Parent Permission Form	Notify - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	****First Aider	
1-2 Night Indoor Over-night (including federal holidays)	***Parent Permission Form	Approval - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	Indoor Overnight ****First Aider	
1-2 Night Outdoor Over-night (including federal holidays)	***Parent Permission Form	Approval - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	Indoor Overnight Camping Skills ****First Aider	Adult-to-girl Ratio
2+ Nights Outdoor Over-night (excluding federal holidays)	Extended/International Travel App. ***Parent Permission Form Additional Insurance	Extended Approval - Council 6 weeks in advance ****Insurance - needed for extended trips	Indoor Overnight Camping Skills Domestic Travel ****First Aider	Safety Activity Checkpoints
2+ Nights Indoor Over-night (excluding federal holidays)	Extended/International Travel App. ***Parent Permission Form Additional Insurance	Extended Approval - Council 6 weeks in advance ****Insurance - needed for extended trips	Indoor Overnight Domestic Travel ****First Aider	Volunteer Essentials
International	Extended/International Travel App. ***Parent Permission Form Additional Insurance	International Approval - Council 18 mo. in advance ****Insurance - needed for international trips	Indoor Overnight International Travel ****First Aider	
Group Money Earning	***Parent Permission Form Money Earning Form	Applications submitted online no less than 6 weeks before the event. Service Unit Manager/Designee	Special Events and Money-Earning	
Product Sales	Product Program Agreement Form		Product Program Sale Troop Training	
Product Sales Boothing	***Parent Permission Form Product Program Agreement Form	Notify - Service Unit Manager/Designee		

*Health History and First Aid Kit are required for every Girl Scout activity.

**Welcome Session and Council Orientation are required for all troop leaders, co-leaders, and assistant leaders.

***Parent Permission Form is required for every activity or trip for every girl, whether parents attend or not.

****Purchase additional insurance from council at least 4-6 weeks in advance of activity.

*****First Aider Level depends on remoteness of activity and danger involved.

Access to EMS	Minimum Level of First Aid Required
30 min. or under	Level 1 (Some health care providers may also serve)
30 min. or more	Level 2 (Some health care providers may also serve)
Wilderness	Wilderness First Aider or Wilderness First Responder

Federal Holidays: New Year's Day; Martin Luther King Day;
President's Day; Memorial Day; Independence Day; Labor Day;
Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day.