

FAQ's for eBiz/Personify

What is the difference between Personify and eBiz?

Personify is a Customer Relationship Management System that has been developed by GSUSA and other Girl Scout councils specifically for Girl Scout use. Personify is used internally to view troop and customer information. eBiz was developed for Girl Scout Members and their families to access their basic information in Personify to complete a number of tasks. eBiz allows users to make donations, update membership (2013 membership year), and register for programs and trainings.

What do I need to do to use eBiz?

To use eBiz, users must first be in our Personify database. This does not mean a membership is required, only that basic information has been captured (name, address, email and phone). If you are unsure if you are in Personify please contact helpdesk@girlscoutsla.org to work with staff at our council to locate your record.

Once in Personify, users may activate their account by clicking on "create login" located under the username and password fields. An email address is required to set up an eBiz account as it will send an activation link to the email which will then prompt the user to create a username and password. Once a username and password have been selected the account has become active and will allow the user to perform a number of tasks.

It says customer not found, but I've been a member before, why can't it find me?

eBiz requires a name, address and email to locate a member. If any of this information is missing an error message appears stating that the customer could not be found. Usually it is as simple as adding an email address to the account. In some instances this message appears for new members and leaders whose membership information has not been entered into Personify yet. By contacting the Help Desk at helpdesk@girlscoutsla.org, we can create a customer profile to be used for registration until the membership information is reflected properly.

Unable to access a previously activated account:

I activated my account, but cannot remember my password.

Click on the "forgot password" link on the home page below the login box.

You will need to enter your username and e-mail address.

I activated my account, but cannot remember my username.

Click on the "forgot username" on the home page below the login box .

You will need to enter your name and e-mail address which is in the system.

Why can't I register my daughter from my account?

eBiz places an order under each individual record when registering participants for programs and trainings. This allows Personify to reflect accurate history for each member. To register a girl/daughter for a program, an account for her will need to be activated. Basic information (name, address, and email) will allow for the activation to be completed. A parent or guardian's email should be listed for any girl under the age of 13. Those over 13 should list an email that is checked frequently by the girl and an adult. The best practice is usually to list an adult's email address. To add an email address to an account please email helpdesk@girlscoutsla.org.

**Family registration will be available in the future, please check back for updates!*

My daughter doesn't have an email address, how can I activate her account?

The same email address can be used with multiple accounts. We ask that a parent or guardian's email address be listed on the girl's account, especially for girls under 13. This email address must be checked regularly as confirmations and other information regarding programs and trainings will be sent to the email address on the account.

Can the same email be on different eBiz accounts?

Yes. The email address is used to activate each account but the username and password are unique for each person. The same email can be used for an entire family or troop.

How to see "My Account" page:

I cannot see "My Account" information.

Be sure you are logged into your account. On the left navigation bar click on the "My Account" link and you should see your name and address at the top of the page.

The eBiz menu/login doesn't display and I can only see my basic information.

Not all web browsers are supported by eBiz. Google Chrome and Safari are sporadic in their compatibility with eBiz. More recently, the Internet Explorer 10 upgrade is incompatible. Please follow the below instructions to use compatibility mode in IE10 or choose a different browser.

IE 10 must run in Compatibility Mode (Windows 8).

eBiz users running Windows 8 with IE10 will need to run eBiz in the browser's compatibility mode. Please choose on of the three steps:

1. Press F12 and choose the different browser mode.
2. Right click on the top bar within IE10 and check, "Menu bar" > Click on "tools" > compatibility view settings > Check, "display all websites in compatibility mode"
3. There is a compatibility icon that is usually located near the address bar and it looks like a piece of torn paper. They can also click on that.

How do I know if my membership is current?

In the left navigation bar underneath "Shopping Cart" there is a box with your membership information. The date you need to renew your membership is listed in this box. You can also print a copy of your current membership card from this box.

What if I want to submit a paper registration form?

Paper registration forms will only be accepted for members applying for **Financial Aid**, those purchasing a **Lifetime Membership**, or a **Graduating Senior Lifetime Membership**.

I have moved and need to change my address.

Click on "My Account" on the main menu. Under the "My Address" section click on the "edit" link. A new screen will open allowing updates to the address. Click "save" when finished.

I have a new phone number or e-mail address.

Click on "My Account" on the main menu. Under the "My Contact Information" fields will display allowing edits at any time. Click "save" when all updates are finished.

I want to check my "Race & Ethnicity" record.

Hover the mouse over the "My Account" option on the main menu and click on "Race & Ethnicity". A new screen will appear allowing updates. Click "Update Race and Ethnicity" when all updates have been finished. This information is voluntary and used for statistical purposes only. Providing this information helps to ensure community support and funding for Girl Scouts in your local area.

I need to change my user name and/or password.

Hover over on the “My Account” link and you will see a dropdown list of options. Click on the option you wish to change. Be sure to click “Save” for all changes.

How do I know if I am registered/attended an event/class?

Hover over the “My Account” link and you will see a dropdown list of options. Click on the option “My Orders”. You will see a history of orders placed by you previously. Click on the order number to see a copy of the receipt you can print. Please note that troop orders will not display on eBiz.

Why can't I view troop management, I'm the Troop Leader?

Troop Management requires one person to hold the Troop Leader (01) position and they must be a current member in the database. The person holding the 01- Leader position will reflect the Troop Management area in eBiz. If all requirements to be a Troop Leader have been completed the position can be requested in the “My Roles” area under “My Account”.

How do I cancel out of a program or training?

eBiz will not allow for online cancelation of a program or training, those requests should be directed to the proper registrar. You may call any of our offices to be transferred to the proper person or you may email the following staff:

Program Registrar – Monica Paniagua, mpaniagua@girlscoutsla.org

Camp Registrar – Vanessa Gomez, campregsitration@girlscoutsla.org

Volunteer Development (training) Registrar – Vanessa Campos, vcampos@girlscoutsla.org

Why can't I register more than one person in my troop for a program, training, or camp?

To register your troop for an event, training, or camp, please follow the steps below:

1. Make sure your shopping cart is clear of any items.
2. Click on Troop Management on the left side of your screen.
3. Check off all the members you wish to register.
4. Click on the drop down that says “Action”.
5. Then click on the last option “Register members for...”
6. Now you can find the program/training and add it to your cart. You may do this by typing in key words in the search box at the top right of your screen or you may click on the Programs Activities and Events or Adult Trainings link on the left of the screen to filter through your options.
7. You may also watch the first part of this demo for a step by step guide.

<http://ceslearning.girlscouts.org/eBusinessOverview/TrpProgramCoverPage.htm>

NOTE: Any event, training, or camp requiring a deposit will not accept Troop Registrations Online. Please have each person register through their individual accounts.

Why didn't I receive an email confirmation for my order?

Please make sure an email is listed on your profile or on any person's profile you may have registered. Sometimes confirmations go into spam/junk folders, to avoid this please add **noreply@uapps.net** to your list of approved email addresses.

Why can't I see the login screen or some of the pages on eBiz?

If you cannot see the login boxes on the home page please look to the top right of the page for your name. If you see a name listed you are already logged into eBiz.

Please note that Google Chrome is not compatible with eBiz. Please use another browser (Internet Explorer, Firefox, Safari, etc.) if you are still experiencing issues.

I registered a girl or adult through my Troop Management but they disappeared before I could complete the purchase.

All membership transactions purchased through eBiz must be completed **BEFORE 9pm** the day the person was added to the troop. If the person has dropped off the troop roster an individual account must be created and the membership must be purchased through the individual account. Once the membership is complete please contact helpdesk@girlscoutsla.org to have the member linked to the appropriate troop.

***GSGLA recommends that memberships be purchased by the individual girl or parent as a best practice.**

Why is my troop debit card not working online? (Invalid name on card error)

First make sure a name is being typed in, example: Jane Doe instead of Troop 99999. Sometimes the name on the physical card is not the name on the troop account. Please be sure to call the bank to verify the name on the account. Usually the name on the account is the name that should be used during the transaction.

Why are some adults listed in my troop twice? Is it a duplicate membership?

Usually adults list twice as an Adult Member and again with any other position they may hold in the troop (01-Leader, 02-Co-leader, etc.). It is totally normal for adults to hold multiple positions in a troop. If you still feel there may have been a double charge please email helpdesk@girlscoutsla.org with the order numbers on the two membership confirmations that were emailed or send a copy of the charges on your bank statement. Our Help Desk will be happy to look into it further.

A parent said she registered her daughter but I don't see her listed in my troop. Why isn't she showing up?

When a girl is NEW or has LAPSED a membership year they register to a general area and need to be linked/transferred to the troop. Please submit a help desk ticket or fill out the Troop Change Form to request the transfer.

*Another indicator that a girl or adult is not registered to the troop is to check the Troop/SU at the bottom of the emailed membership confirmation. If it states **Greater Los Angeles** then the individual requires a transfer.