

Online Membership Registration (eBiz) FAQ

Computer Access

Q: How will we address the needs of troops and families with limited access to computers?

A: The online registration system (eBiz) is web-based so computers at a local library may be used. Girl Scouts of the Colonial Coast offices will also ensure a computer is available to anyone who comes in to a council office to register for membership. Please contact your council staff person to make arrangements.

Creating a New eBiz Account

Q: I am new to Girl Scouts with no eBiz account. What do I need to do?

A: You will need to create an eBiz account in order to register online for Girl Scouts. Once an account is created, you can purchase a membership for you and/or your daughter(s) or current troop members and register for Girl Scout program activities and events.

Step 1. Go to ebiz.gsccc.org

Step 2. Click on "New Online Account" button (green rectangle with white print)

Step 3. Fill out Personal Information including home address, date of birth, and gender and hit "Continue" (must be at least 18 years old to create an account)

Step 4. On the "Welcome to Girl Scouts" page, click "Continue" under the "Are you brand new to Girl Scouts?" section

Step 5. Create and verify a new username and password. Both username and password must be at least 7 digits with both letters and numbers, one letter must be uppercase, and no special characters like "@" are allowed.

Step 6. Create and answer a challenge question

Step 7. Enter your email address and phone number. Click "Submit Online Profile" at the bottom left of the page. You are now logged into your account.

Q: I'm not a new Girl Scout member and I got the message, "You are about to create a new customer record..." What do I do?

A: Please contact the helpdesk by opening a ticket or sending an email to support@gsccc.org so a customer service team member may assist with this issue.

Disbanding Troops

Q: What happens to the records for troops that are disbanding? Will members stay listed in that troop for eventual placement into another troop and if so, can the registration coordinator have access to the account?

A: Yes, members will stay listed in the troop. The service unit registration coordinator will see the girls on the service unit roster and she will request that we transfer members to an active troop.

Employer Information

Q: How is employer information entered?

A: There is a field to enter in the first few letters of your employer's name. Once this is done a list will populate and you will be able to choose from the list of employers. Contact support@gsccc.org to add the employer if it does not appear on the list.

Q: Is employer a required field for adults?

A: No, employer is not a required field for an adult to register but helpful to the council.

Family Manager

Q: What can a family manager do when using their eBiz account?

A: Family managers can:

- Register family members for the Girl Scout year.
- Register family members for upcoming Girl Scout program events and activities.
- Add brand new members to Girl Scouts to their family record and register those members as Girl Scouts for the first time.
- Update demographic and contact information for themselves and family members.
- Make a donation to GSCCC.
- Print a Girl Scout membership card for the current membership year (GSUSA ID numbers are listed on the card).

Financial Assistance

Q: What registration form will be used for financial assistance?

A: Forms in digital format are available [here](#). Contact your service unit registration coordinator or council staff person for assistance.

GSUSA ID

Q: Do members need their GSUSA ID number in order to access the new online system?

A: No, a GSUSA ID is not required to access the online system. A member's name and email are the only information that is needed. It is important to know if you have not provided Girl Scouts of the Colonial Coast with your email address you will not be able to access the system. Contact your service unit registration coordinator or support@gscgcc.org for assistance if needed.

Q: When will GSUSA IDs be assigned to members after they register? How can members get their numbers?

A: The GSUSA ID number is assigned immediately upon registering in the online eBiz system. The online registration system has the option for members to print their membership card that contains their GSUSA ID number. Click on "My Account" and "Print Membership Card" to see the card with the GSUSA ID. ID numbers also appear next to the member name on the "Pay Orders" screen when paying for membership.

Incentives

Q: How will I receive Early Bird Patches?

A: Patches will be mailed to troop leaders in mid-June. Individual Registered Girls will receive their patches by mail.

Individually Registered Girls

Q: How will individual girls register?

A: Her parent/guardian can register her online as an individual, through the "My Family" tab, once the parent/guardian logs into the parent/guardian's eBiz account.

Q: For re-registering individual registered girls, should the parent/guardian use the online registration system?

A: Yes, a parent/guardian may re-register her daughter as an individual registered girl. The parent/guardian is in the best position to pay for the renewal.

Q: Does an individual registered girl need an "01" troop leader to register?

A: No, her parent/guardian can register her online as an individual.

Lifetime Members

Q: Are there any issues with Lifetime members who are 01s?

A: No, there are no issues.

Q: What is the cost of a Lifetime membership?

A: Lifetime membership is \$375 for adults. Girls who are registered members and graduate high school or the equivalent are eligible to become Lifetime members at the reduced cost of \$195 until September 15 of the year that they **graduated**. The paper registration and check must be turned in by September 15 of the year that they **graduated**.

Membership Cards

Q: Membership cards list the wrong expiration date.

A: The card is reflecting the current year. It will show the correct expiration date when the new Girl Scout year begins on October 1.

Multilevel Troops and Groups

Q: How does the online system handle multi-grade level troops and groups?

A: When a troop leader updates her troop's meeting information in "Troop Maintenance" she designates the troop's grade level. Multi-grade is an option. Each girl's membership is designated by the grade level chosen on her individual membership order.

Q: Will the GSUSA grade level requirement affect multi-level troops from reregistering?

A: No, re-registration may be done by any troop in the system regardless of program level.

My Troop Tab

Q: How can a troop leader ensure that she will have access to the "My Troop" tab (troop management) after September 30?

A: Troop leaders will pre-register as early as possible, preferably during Early Bird (April and May) and they will select "01-Troop Leader" as their volunteer position code. Troop leaders who have current volunteer paperwork on file and who have successfully fulfilled the requirements of their position will be activated prior to October 1 and will have access to troop information in troop management.

New Members to Troop

Q: How will new members be added?

A: New troop members can register online. Troop leaders who believe that girls are missing from their roster will email their service unit registration coordinator and submit a request to support@gscoc.org.

Q: How can I add a girl to my troop?

A: Once a parent registers a girl online, a troop leader can request the girl record be moved by submitting a request to support@gscoc.org.

Q: On a registration form, it asks for number of years as a Girl Scout. When a new girl starts as a Girl Scout Daisy, should this number be "0" indicating previous years as a Girl Scout or "1" to indicate she will be a Girl Scout during the coming year?

A: The number reflects the number of years completed so the first year a girl or adult ever registers, the number of years in Girl Scouting will show as "0" years.

New Troops

Q: May new troops that will be starting in the fall register during Early Bird?

A: Absolutely. This is recommended.

Q: How will new troops register during Early Bird?

A: The service unit registration coordinator will contact the council staff representative to obtain a troop number. When the troop is active in the system the troop leader will ensure that the Troop Meeting Information, including pathway designation is completed. Each service unit registration coordinator will receive a listing of available troop numbers to distribute within the service units from the council data specialist.

Online Payment

Q: If an adult signs on to the website to register but then never gives the dues to the troop leader how will that be tracked at the council level?

A: To register online, immediate payment is required. If the volunteer or parent is self-registering and paying, they will pay with their own credit card.

Q: Is my troop supposed to have a check or bank card?

A: We suggest troops obtain a check card linked to their troop checking account so that the troop leader can sign up for adult learning courses as well as sign the troop up for events. If you are encountering problems in securing a card, please contact the council office so that we can determine the issue.

Q: Can I use my personal credit card for troop transactions?

A: Yes, you may use a personal credit card to pay for online troop transactions. However, this is discouraged.

Q: What if we do not have a bank card, or the volunteer does not want to use their personal credit card for payment?

A: We offer the following recommendation: The best practice is to direct the parents to the online registration eBiz site for them to renew their daughters or their membership registrations. This would mean that they would use their personal credit card.

Parent Signatures

Q: Is a parent/guardian signature required for online membership registration?

A: No. The online purchase of a Girl Scout membership by a parent/guardian replaces the need for a signature*. Troop leaders will keep the girl health form and the girl activity or trip permission slip form for parent/guardian permission to participate in Girl Scout activities. These forms will continue to require the parent/guardian signature.

**In accordance with the Uniform Electronic Transactions Act, parents/guardians completing membership registrations on the eBiz website for their girl(s) are providing their consent for their daughter to participate in Girl Scouts.*

Q: Does the troop leader still need to send the registration forms with the parent/guardian signatures?

A: Yes, if the troop leader re-registers the girls, they will submit the paper registrations with parent/guardian signature to Council through their service unit registration coordinator. However, parents are encouraged to register their girls online because their online payment serves as an electronic signature* and no paper form is needed.

**In accordance with the Uniform Electronic Transactions Act, parents/guardians completing membership registrations on the eBiz website for their girl(s) are providing their consent for their daughter to participate in Girl Scouts.*

Purchasing a Membership Online

Q: How do I purchase a Girl Scout membership online for myself and/or my daughter?

A: Once your online eBiz account is activated, you can purchase a membership by following these steps:

1. Go to ebiz.gscoc.org.
2. Enter your Login information under the "Current Member Login" heading.
3. If you are an individual member, click on the "Join Now" green button. If you are the Family Manager and are not registering yourself, click on the "My Family" tab, then click on the name of the family member you wish to register, and then click on the "Join Now" button.
4. Select in the dropdown box the membership you wish to purchase and click the start button.
5. Verify the name, date of birth and gender of the registrant and click next.
6. Verify/fill out any additional information, click the next button to progress through the screens.
7. If you are an adult and want to be associated with a certain troop, be sure to click on "Yes" for "Are you a Girl Scout Volunteer?" and on the next screen enter, at the very minimum, a position code of "03-Support Volunteer".
8. If you are registering a girl, be sure to click "Troop" as the pathway of entry on the "How I Participate" page, then enter the troop number in the box that opens.
9. You will be asked to verify one more time and then click next, leading to the shopping cart with the checkout screen.
10. Click on "Checkout".
11. You will be asked if you wish to make a donation.
12. The next screen, enter all payment info and click "Process My Order".
13. You will then see an Order Summary page and have the option to print it.

Registering Individual Girls to a Troop

Q: Will a parent have access to their daughter's account? Is there a way to link families in the system?

A: A parent of a re-registering Girl Scout may go online to activate their personal account. Once their account is activated the associated family members are displayed on the "My Family" tab.

Registering Troop

Q: How can I see the girls in my troop?

A: You must be designated as the 01-troop leader to have access to the troop members' information. The 01-troop leader designation will remain "Pending" until activated by the volunteer services department*. Once you have logged into eBiz, click on the "My Troops" tab. If you are the troop leader for more than one troop, you will see a tab for each troop. After you select the correct troop, you will have access to your troop meeting information and each current member in your troop to include girl and adult members. For more details on each member's record, click on the member's name to access their contact and/or guardian information.

*Current volunteer information (volunteer application and background check) must be on file at the council office in order for the 01-troop leader designation to be activated.

Q: Should troop leaders renew memberships and how is that accomplished using the "My Troops" tab?

A: It is preferred that parents/guardians renew girl and adult memberships online:

- An individual renewing their membership online is a one-step process
- It's green -- no paper forms!
- It's accurate -- all spelling and contact information is correct because the parent/guardian is providing it directly.
- It saves the troop leader time.
- The parent/guardian is responsible for the payment process and ensuring enough funds are available on the credit or debit card used to register her daughter(s) and herself -- troop leaders may be burdened with bounced checks or other transaction fees that might be incurred when serving as an intermediary for the collection of funds from parents.
- **Most importantly, by the parent/guardian completing the online registration, they are providing an electronic signature, meaning that they accept the Girl Scout Promise and Law and is authorizing their daughter to participate in Girl Scouts.**

If, however, a troop decides with the consent of the parents and guardians to have the troop pay for each girl and/or adult's Girl Scout membership, then it is recommended that the troop leader use the troop's bank account debit card to pay for the online membership renewals using the eBiz "My Troops" tab. Using "My Troops" to renew members is only available from the open date of online renewal April 1 through September 29, 8:59 p.m. (Personify is on east coast time). After this deadline, only family managers ("Guardian 1") will be able to re-register girl memberships.

In order to demonstrate parent consent, troop leaders will provide a membership registration form signed by a parent or guardian, for each girl that the troop leader re-registers. This documentation is not necessary for any girls who are registered directly by their parent/guardian. This documentation will be turned in to GSCCC through the service unit registration coordinator/ service unit recruiter or staff representative.

Q: What happens to the "My Troops" tab and roster after September 29, 8:59 PM?

A: Girls/adults who have not renewed their membership for the new membership year disappear from the roster. The roster will only include registered members for the current membership year. Girls will not re-appear until the parents or guardians go online and register their daughter(s).

Q: I no longer see the girls in my troop. What happened? Some of the girls still need to register.

A: The troop list only shows active members. At the end of the membership year, all members who have not renewed their membership registrations for the upcoming year no longer display on the troop roster screen. Online membership renewals must be completed before September 29 to prevent this from happening.

Q. Some of my girls are missing. Where are they?

A. If paper forms were submitted to the council office for registration, it is possible that they may be in the queue for processing. Girls can only be registered with one troop at a time. If the "missing" girls were previously registered with another troop, contact your service unit registration coordinator to have the girls transferred to your troop.

Registration Forms

Q: Now that there is an online system, will Girl Scouts of the Colonial Coast still accept paper registration forms?

A: Yes, paper registrations should be used in these instances:

- When a girl requires full or partial financial assistance.
- Lifetime members, including registration of 12th graders at the discounted rate offered.
- Those with limited or no internet access. Internet access will be made available at all council office locations. Contact your local council staff person for details.

- Those who are paying for membership registration with anything other than a credit or check card.

Membership Registration forms can be found [here](#).

Q: How will we gather registration information if we are not using paper registration forms?

A: It is recommended that the troop leader log in to their ebiz account and review their “My Troops” tab early and often to view their troop roster and updates.

Registration Status

Q: When is a girl or adult considered to be "registered"?

A: If re-registration is completed online, a girl or adult is considered registered immediately with GSUSA. New member registrations become active for the membership year in which they are registering.

Schools

Q: My daughter’s school is not listed. How will new school codes be created?

A: The online membership registration system contains a school listing generated from the National Center for Education Statistics (NCES) database. It appears as a dropdown menu with a search field to find your school. The online system has a search function by school name to help complete the school question. If the school is not found, search for "Not Listed" and notify your service unit registration coordinator or contact support@gsgccc.org so the school can be added and the girl's record updated.

Q: Is there an option for girls being home schooled?

A: Yes, the online system provides “home school” as an option.

Security

Q: Will the registration process be password protected or can anyone log on and register?

A: Anyone over the age of 18 may create a profile, activate an account and register as a member. They will, however, only have access to their own information and their family’s information.

Q: Who has the authority to sign on and complete registrations?

A: A parent/guardian and a 01-troop leader are the only people that may complete online transactions on behalf of a girl.

Service Unit Registration Coordinator

Q: Are service unit registration coordinators or other members of the service unit team going to have a special code so they can access troop and service unit records (like the 01 for a leader)?

A: No, troop leaders with the 01 position are the only volunteers that have access to troop information in the online registration system.

Q: How will the service unit registration coordinator know who is registered in the service unit?

A: A full report of girls and adults registered will be emailed automatically at least monthly to all service unit registration coordinators. Your council staff person receives the same report. If service unit registration coordinators are not receiving this report or the report is not occurring in an adequate timeframe, please contact support@gsgccc.org.

Q: Will service unit registration coordinators be able to view troop rosters at any time or do they have to wait for their monthly rosters? What if they want to check in between the monthly email? How would that work?

A: Service unit registration coordinators will not be able to look at troop rosters at any time. They will get reports emailed monthly and can contact support@gsgccc.org to increase this frequency.

Q: The service unit volunteer support team often asks the service unit registration coordinator for a listing of troops. Will the service unit registration coordinator be able to request troop reports as needed?

A: The monthly membership report will be provided to service unit registration coordinators in MSExcel format. The service unit team may determine its own distribution process. Service unit registration coordinators can contact support@gsgccc.org to increase this frequency of this report.

Q: Is grade level listed on the service unit registration coordinator roster, so that they will be able to sort by grade level?

A: Yes, this information will be included in the rosters being sent.

Q: What are the benefits of online registration for service units?

A: One of the benefits of online registration is that the database is updated daily; there is only a one-day delay between when a parent registers and when the data is available. All memberships purchased online (by a parent or a troop leader) on Monday, for example, can be viewed by troop leaders in "My Troops" and accessed through reports on Tuesday. Therefore, everyone will have access to more timely information, especially when compared to the paper registration process.

Transfers

Q: How will transfers be handled to ensure troop leaders of both troops know where the girl is registered?

A: When a girl is registered to a troop her name will appear on that troop's roster.

Q: What do I do about Early Bird registrations for girls that will have to be placed in new troops next year?

A: You will contact your service unit registration coordinator to request the transfer. Provide the name of the member along with the troop numbers you are requesting they be moved from and to.

Q: How will we handle girls who are currently registered with one troop but want to early bird into another one (especially in the case of bridging?)

A: You will Early Bird the girls in their existing troops. Then you will contact your service unit registration coordinator to submit your transfer request. A council data specialist will then transfer them to their new troop.

Q: How do we register girls that are transferring from disbanding troops?

A: You will Early Bird the girls in their existing troops. Then you will contact your service unit registration coordinator to submit your transfer request. A council data specialist will then transfer them to their new troop.

Q: Will the monthly service unit registration coordinator roster have the changes/transfers on it highlighted? If not, is there a way to do this so that they are aware of what is different without having to compare it to the previous one every time?

A: The monthly report will not highlight the changes. The reports are in MSExcel format, therefore there are filter/sort options that will help facilitate tracking.

Troop Check Card

Q: What is a troop check card?

A: A troop check card is a debit card that is linked to your troop bank account. You will use this card to pay for online troop transactions.

Troop Meeting Information

Q: In the "My Troops" tab, troop leaders are prompted to enter troop meeting information. Why is this information gathered and how will it be used?

A: Troop meeting information is of value to the council and the service unit. We consider this information necessary so that we have the opportunity to generate reports with this information for troop organizers and other service unit team members moving forward.

Troop Numbers

Q: How will new troop leaders be assigned troop numbers?

A: The service unit registration coordinator will provide new troop leaders with new troop numbers.

Troop Placement

Q: Do parents have the ability to register their daughters into a specific troop?

A: If a girl is already in a troop, she may be re-registered to the same troop online. If the girl is new, the girl must be assigned to a troop by the troop leader, placement coordinator or a council staff person.

Q: May girls register during Early Bird if troop leadership or placement is not yet confirmed for the next Girl Scout year?

A: Absolutely. This is recommended.

Q: How does a new girl or adult joining a particular troop register online?

A: When registering online, new (or lapsed) girls/adults can request a particular troop placement by providing the troop number they are interested in. Making the request does not guarantee participation with that troop. The request will be processed by council staff and service unit team members who will determine if the troop placement is appropriate, i.e., it's the appropriate age level, there are available spaces in the troop, etc. Placement processing can take a week or longer. Any questions concerning placement should be directed to the placement coordinator or by sending a message to support@gscoc.org.

For a Girl:

1. Choose "Troop" for the pathway of entry.
2. Then type the troop number in the blank box.

For an Adult:

1. Select "yes" as a Girl Scout Volunteer (if you would like to be a volunteer, otherwise move to step 3 to continue).
2. On the next page, select "03- Support Volunteer", unless you are a troop leader/assistant troop leader.
3. Then select "Troop" under serving.
4. Type the troop number into the blank box, then select your troop.
5. Click "Add".

Troop Roster

Q: Will troop leaders be able to pull up a list of girls in their troop?

A: Access to the “Troop Management” tab is automatically provided to any adult with an “Active”* 01-troop leader, position code in the troop. From the “My Troop” tab, a troop leader may send email, print a roster and register members.

*The 01-troop leader position code remains in “Pending” status until approved by the volunteer services staff. Only volunteers who have successfully completed the volunteer application and screening process will have their position code activated.

Q: Can the troop roster be sorted?

A: Yes. On the screen the troop roster can be sorted by the column headers. The “print roster” option will always put the members in alphabetical order.

Updates to Member Information

Q: I have made changes to member’s information, but it isn’t showing up on the information screen or roster.

A: Some information in the system takes 24 hours to update once it has been changed. If your changes still do not show after 24 hours, contact support@gscoc.org.

Volunteer Status

Q: After I select 01-troop leader as my volunteer designation, why does the status say “Pending”?

A: Volunteer designations remain “Pending” until the volunteer is approved by the volunteer services department. Volunteers who have current volunteer records on file (volunteer application and current background check), and who have successfully fulfilled the requirements of their position will have their position codes activated. The position code then is updated from “Pending” to “Active”.