



Member Guide for the Upcoming System Wide Refresh

For GSNCCP Girl Scout Volunteers and Member Households through Go-Live

Preparing for Girl Scouts Upcoming System Downtime

In October, we shared information about Girl Scouts upcoming system refresh and plans to debut an enhanced member account management system later this fall. It's true! Girl Scouts is on track to pull back the curtain and Go-Live with myAccount in early December—just a month away—and we want to make sure that our volunteer and member communities are ready!

Starting November 18 at 11:59 PM EST, Girl Scouts will begin system-wide updates that will temporarily restrict the ability to complete many volunteer and member related tasks and pause access to:

- Volunteer Toolkit (VTK)
- gsLearn (volunteer online training platform)
- myGS
- New membership registration/s and membership renewals

Please take a moment to review the important information included in this document regarding the system downtime period that will take place in November and what you can do now to prepare. As always, we'll be here to support you every step of the way!

What should volunteers and members do?

Start by reviewing this guide which breaks down each of the platforms and processes listed above and what volunteers and members should do before November 18 (11:59 PM EST). For each of the impacted areas you will find a Readiness List showing what you can do now to ensure that everything is in order and you have what you need for any troop meetings or activities on your Girl Scout calendar during the downtime period.

In the coming weeks we will continue to share information and updates with our member and volunteer communities on a regular basis. Please watch for important reminders in future emails and council newsletters. Thank you for your patience while we work to enhance your Girl Scout member experience.

As you read through this document, and at any time throughout the transition to Girl Scouts' refreshed member account management system, the helpdesk is always ready to support you at:

helpdesk@nccoastalpin.es.org or 800/284-4475

Readiness Lists - Overview

The Readiness Lists on the following pages are a snapshot of the potential impact of system downtime on service unit admin team members, volunteers and members who rely upon Girl Scout tools and resources or need to complete tasks related to any of the following during downtime:

- Volunteer Toolkit (VTK)
- gsLearn (volunteer online training platform)
- myGS
- New membership registration/s and membership renewals

Each Readiness List shares information to help volunteers and members prepare by detailing the:

- accessibility and timing of impact
- potential impact to members and volunteers, by role
- implication/s, and
- solutions – action items volunteers and members can take prior to system downtime to mitigate impact, and

Impact Scale

The potential impact and the importance of completing given action items are based on the frequency that users typically access the platform throughout the year as shown below.

HIGH Users access platform frequently.	MEDIUM Users access platform in moderation.	LOW Users access platform seasonally or as needed.	NONE User does not use or have access to the platform.
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System Readiness Checklists

myGS

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

User Impact Potential

- All member household account managers and volunteers: **MEDIUM**

Implication/s

- All users will be unable to access their Girl Scout account

Readiness Solution/s

- All users should take care to visit and review their account before November 18
- Household members with an expired membership should renew before November 18
- All members and volunteers should watch for an email from Girl Scouts in early December announcing the debut of our refreshed member account management system, updated login information, and instructions on how to access their refreshed Girl Scout account (*myAccount*)

Volunteer Toolkit

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

User Impact Potential

- Returning Troop Leaders/Co-Leaders: **HIGH**
- New Troop Leaders/Co-Leaders: **HIGH**
- Volunteer Mentors, Coaches, Program Coaches, Facilitators, Trainers: **MEDIUM**
- Volunteer Recruiters/Liaisons: **LOW**
- Service Unit Administrative Team Volunteers: **LOW**
- Volunteers, Other: **LOW**

Implication/s

- Users will not have access to meeting aids and other resources available in the VTK to support meetings and activities scheduled during downtime
- Demo access will not be available for leader training, mentoring, coaching, etc.

Readiness Solution/s

- Troop leaders should download all meeting aids and/or resources needed for troop meetings or activities scheduled from November 18 – Go-Live
- Troop leaders should consider any non-meeting or activity needs they may have during this time. For example, will you need your troop roster? Are you planning a visit to the council shop to purchase awards and badges? Remember to print your shopping list before November 18.
- Service Unit team members (mentors, program coaches, trainers, etc.) should reschedule all VTK trainings from November 18 – December 7

gsLearn (volunteer online training platform)

Unavailable to volunteers beginning November 18, 11:59 PM EST thru Go-Live.

User Impact Potential

- New Troop Leaders/Co-Leaders: **HIGH**
- Cookie Program Volunteers (for councils who host Program trainings in gsLearn): **HIGH**
- Returning Troop Leaders/Co-Leaders: **MEDIUM**
- Volunteer Mentors, Coaches, Program Coaches, Facilitators, Trainers: **MEDIUM**
- Service Unit Administrative Team Volunteers: **LOW**
- Volunteers, Other: **LOW**
- Volunteer Recruiters/Liaisons: **LOW**
- Member Household Managers: **NONE**

Implication/s

- Volunteers who need to meet training “complete by date” deadlines will be unable to complete trainings between November 18 and Go-Live and will be unable to serve in their role if trainings are a requirement for service i.e. required New Leader Training before hosting troop meetings

Readiness Solution/s

- All users should complete any required (or desired) trainings before November 18
- **Cookie Program volunteers** should reach out to the area cookie program coordinator for access to troop cookie program training during downtime.

New Member Registrations and Renewals

Unavailable to all users beginning November 18, 11:59 PM EST thru Go-Live.

User Impact Potential

- New (prospective) members: **HIGH**
- Returning Troop Leaders/Co-Leaders: **MEDIUM**
- Volunteer Recruiters/Liaisons: **MEDIUM**
- Member Household Account Managers: **MEDIUM**
- Volunteer Mentors, Coaches, Program Coaches, Facilitators, Trainers: **LOW**
- Service Unit Administrative Team Volunteers: **LOW**

Implication/s

- New (prospective) and renewing members will be unable to complete registration or renewals

Readiness Solution/s

- Current members should review their household memberships (in myGS) and complete any necessary renewals by November 18
- Volunteers who support new member registrations and/or renewals are encouraged to reach out to customer care for information and council guidance on supporting new member registration and renewals during this time