

# MY 21-22: TROOP LEADER RENEWAL PROCESS

Use the following steps below to complete your renewal for the 21-22 Girl Scout membership year.

## GETTING STARTED

- Visit <https://mygs.girlscouts.org/>
- Username is the email you use to receive Girl Scout emails.
- Use “forgot password” button if you cannot remember previous years or receive an error \*(If you do not receive a password reset email, please contact Customer Care.)



## MY TROOP - RENEWAL PROCESS:

- Once logged in, select “My Account”. Then select “My Troops”.
- From this tab you can select your Troops and which members you’d like to renew.
- Select check boxes next to members you wish to renew **or** use the “Select All” option at top of page to renew all troop members.
- Select **green** “Renew.” (*Trefoil icon will indicate how many renewals are in your cart*)
- Confirm membership details on next screen.  
*\*Note: Participation type and name are not editable and will be auto populated\**
- Select membership year for “2022.”
- At the bottom of the page select “Next Participant” and repeat for any additional members you are renewing.***
- Confirm all details- by selecting **review cart**.
- Agree to “Promise and Law” (checkbox presented)
- Agreement to “Promise and Law” will prompt payment steps.

## PAYMENT PROCESS

- If paying by phone, customer must contact customer care\****
- Payment completion will direct customer to a confirmation page.
- Confirmation page includes: ***order number, recipients receipt email, and total paid.***
- Phone payments will be processed by Customer Care representatives:  
Contact information:  
Phone (800) 728-8750  
Email: [customercare@gksmo.org](mailto:customercare@gksmo.org)