



Member Guide for the Upcoming System Wide Refresh

Supporting 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 short time away—and we want to make sure that our volunteer and member communities are ready!

The attached [Member Go-Live Timeline](#) details the schedule from now through Go-Live. While much of the downtime period is set to occur the week of Thanksgiving, a time when troops and volunteers often take a break to be with family and friends, we know that Girl Scouts and volunteers are always on the go and we want to make sure that you are aware of the downtime, its potential to impact your Girl Scout plans, and steps you can take before November 18th to prevent any surprises.

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!

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
- Looker (service unit admin team reporting resource)
- Background check completion and submission for processing
- New membership registration/s and membership renewals

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.

Readiness Lists - Overview

The Readiness Lists are a snapshot of the potential impact of system downtime on 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
- Looker (service unit admin team reporting resource)
- Background check completion and submission for processing
- New membership registration/s and membership renewals

Each readiness list will inform members and volunteers of:

- accessibility and timing of impact
- potential impact to members and volunteers, by role*
- implication/s
- solutions – action items volunteers and members can take prior to system downtime to mitigate impact, and
- additional council support opportunities, if available.

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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Volunteer Toolkit (VTK) Readiness List

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**
- Member Household Account Managers: **NONE**

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

Additional Council Support

- The Customer Connections Team can be contacted at customerconnections@gswcf.org. Note: we will respond to all inquiries but, due to the demands of facilitating the transition, most responses will be after Dec. 7.
- **For all emergency needs, please email us using "Emergency" in the subject line.** Due to our limited capacity to respond, we will be prioritizing emergency needs (like girl and volunteer safety) for timely responses prior to Dec. 7.

myGS Readiness List

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*)

Additional Council Support

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gsLearn (volunteer online training platform) Readiness List

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 Account 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 are encouraged to reach out to productsales@gswcf.org to learn more about council plans for 2021 cookie training.

Looker (service unit admin team reporting resource) Readiness List

Unavailable to all users beginning November 20*, 11:59 PM EST thru Go-Live; **note date difference*

User Impact Potential

- Volunteer Recruiters/Liaisons: **MEDIUM**
- Service Unit Administrative Team Volunteers: **MEDIUM**
- Cookie Program Volunteers: **MEDIUM**
- Returning Troop Leaders/Co-Leaders: **NONE**
- New Troop Leaders/Co-Leaders: **NONE**
- Volunteer Mentors, Coaches, Program Coaches, Facilitators, Trainers: **NONE**
- Volunteers, Other: **NONE**
- Member Household Account Managers: **NONE**

Implication/s

- Volunteers who rely on Looker reporting will be unable to access reports

Readiness Solution/s

- In some instances, volunteers may be able to use the most recent data available to meet their needs; volunteers should download a copy of the most recent/available data before November 21

Background Check Processing and Screening Readiness List

Unavailable for processing and screening beginning November 18, 11:59 PM EST thru Go-Live.

User Impact Potential

- All volunteers whose role requires a background check but who have not completed it prior to system downtime: **HIGH**
- All volunteers with an “expiring background check” that needs to be renewed who have not completed the renewal prior to system downtime: **HIGH**

Implication/s

- Due to system integration between background check vendors and Girl Scouts member account management system, background check processing and screening will be unavailable during system downtime
- New and current volunteers required to complete a background check to serve in their role will have to postpone meetings and/or activities until post Go-Live when background check processing and screening will resume

Readiness Solution/s

- All volunteers who have received an invitation from the background check vendor to complete (or renew) their background check should submit their background check prior to November 14

It is important to note that results of background checks that have been submitted but have not completed processing and screening prior to the start of system downtime (November 18 at 11:59PM EST) will be considered incomplete. Girl Scouts will have to postpone volunteer engagement for these individuals until post Go-Live when eligibility status can be confirmed. We kindly ask volunteers with pending background checks to submit their background check no later than November 14 to allow optimum time for processing and screening.

New Member Registrations and Renewals Readiness List

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
- Any new or renewing members can be directed to our [online form](#) to register