

**From:** Girl Scouts of West Central Florida <girlscoutswcf@email.girlscouts.org>  
**Sent:** Friday, October 30, 2020 2:30 PM  
**To:** Alice Benefiel  
**Subject:** [Notice of the Dark Times]:We're preparing to upgrade our Girl Scout member account system!

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## More Features. More Fun!



In December, Girl Scouts of West Central Florida will debut a refreshed member account management system designed with you in mind. Cleaner views, more features and functions, and enhanced search options will make it easier for you to find what you need and discover more fun for your Girl Scout!

**In the new platform, all parents/caregivers must have a unique email address** so we can identify them in the system. Currently, many parents/caregivers are sharing one email address to access their family's Girl Scout account. To ensure a smooth transition for your family, and to avoid the need to ask for assistance later, we're encouraging all members to take a moment to prepare their account (if you haven't already.) You can be ready for our fresh new environment by following these 3 steps before November 12:

1. Log in to your MyGS account

2. Review the email addresses for your household, are the parents/caregivers in your household using the same email address? If yes, complete the next step.
3. Provide a new email address for the secondary caregiver.

That's it, you're all set!

Thank you for your help in ensuring a smooth transition for your family to Girl Scouts' refreshed member account platform.

***Look for a brief introduction later next month to preview all the new features you'll find when accessing your Girl Scout. We think you're going to like it!***



## Common Questions

### **Why do we need different email accounts?**

Unique email addresses support new functionality in the new system including the ability to allow household managers (primary caregivers) to affiliate other adults to a Girl's account, e.g. parents in split households and/or grandparents who may now directly register and pay for Girl Scout experiences.

### **Do we have to create multiple email accounts? It's going to result in more Girl Scout emails and we'd like to avoid that.**

We understand. In the refreshed member account management portal, you will have the ability to edit your preferences for receiving Girl Scout communications, without council assistance, once the new system is live.

### **ACCESS TO SYSTEMS AND CUSTOMER CONNECTIONS AFTER NOVEMBER 19**

In order to transition to the new platform, we will need to completely shutdown several functions. From Nov. 19 through Dec. 7, the Customer Connections team will be hard at work on the preparing the new experience just for you and will not be available to provide our usual customer service. During that time, you will also not be able to access the following online systems:

- MyGS member account portal
- Volunteer Toolkit
- gsLearn

We ask for your patience and understanding during this time as we will have

very limited capacity to respond to inquiries and will be prioritize emergency needs only. You can still reach us [by email](#). **For all emergency needs related to member safety, please [email us](#) and include “Emergency” in the subject line.** We will be responded to these emails as quickly as possible.

ALL other inquiries will be responded to after Dec. 7. We apologize for any inconveniences this may cause, but this downtime is necessary for us to fully train, integrate, and bring our new systems on line.



**Have a question? Don't be shy!**  
**[Contact us](#) for more information.**

This email was sent to: [wheaton197@gmail.com](mailto:wheaton197@gmail.com)

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