Online Membership Registration
Frequently Asked Questions

Welcome to the online membership registration Frequently Asked Questions pages. These pages will assist you in finding answers to common questions you may encounter while submitting your registration online. Should you not find an answer to your question below, please contact the Customer Care Department at customercare@gsofct.org.

Provide your full name, your daughter/ward's name, and/or troop/group number along with a brief description of the problem you are experiencing in your email.

To assist you in finding the answers to your questions, the Frequently Asked Questions have been categorized and then alphabetized for ease in locating information.

Benefits:
What are the benefits of online membership registration for troop/group leaders?
Online registration saves troop/group leaders valuable time. No multiple trips to the bank to deposit money. No waiting to know who's registered. Troop/Group leaders can also pay for membership fees using their troop debit cards.

Computer Access:
How will we address the needs of troops/groups and families with limited access to computers?
The new system is web-based so computers at a local library may be used. Girl Scouts of Connecticut offices will also make a computer available to anyone who comes in to register for membership. Please contact your council staff person to make arrangements.

Is the online membership registration system Mac compatible?
The online membership system supports functionality with both Windows and Mac with the following browser versions:

- Internet Explorer – 8 and above
- Safari – 6.1.6 and above
- Chrome – current version
- Firefox – current version

Difficulties arise when your personal browser versions are not current.

Where do I go to log into my online membership registration account?
To access the Online Membership Registration portal:

- Log onto www.gsofct.org
- Click on the blue "Membership" tab
- Select "Online Membership Registration"
- Click on the green "GSOFCT Online Membership Registration" box to begin.

Data Recovery:
When updating information, if you exit without paying, will the changes be saved so that when a person comes back at a later time, they will not have to edit everything all over again?
The changes will be saved. However, if a record was not added to the cart prior to exiting, it will not show in the cart when you return. You will need to open the record again and click through all the screens until you get to the dues payment screen where you can add the missing record to the cart.
Disbanding Troops:

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

Member records from disbanding troops stay affiliated with that troop until they are placed into another one. The Service Unit Registrar does not have direct access to any individual troop account. However, they can view the members of each troop via the Service Unit Roster.

The Service Unit Registrar can move a member within their Service Unit using the Service Unit Registrar search. They cannot transfer members from another Service Unit into theirs. The Service Unit Registrar handles all transfer requests when applicable.

Donations:

Where do you enter donations to GSOFTC?

Donations to GSOFTC are entered onto the “Add to Cart” screen during the online registration process if:

- the parent/guardian has included the donation in the check provided for membership registration
- the parent/guardian is paying with a personal credit card; donation to GSOFTC will be charged with membership fees

If a parent/guardian writes a separate check made out to GSOFTC, the membership form along with the check must be sent to the Service Unit Registrar for processing.

Where do you enter donations to troop?

Monies donated to a troop in support of troop programming must comply with GSOFTC’s Gift Acceptance policies and be accounted for on the Troop/Group Year-End Financial Report. Please review Volunteer Essentials, Chapter 6, Managing Group Finances for specific information on donations.

If the family is making a donation, is it marked on both the girl registration and the adult registration?

A family donation can be made on either the girl registration or the adult registration but not both.

Early Bird:

What is Early Bird Registration?

Early Bird Registration is the time of year when currently registered troops re-new their membership with Girl Scouts for the upcoming year. GSOFTC holds Early Bird Registration beginning in May of each year.

What is the deadline for Early Bird registration?

The deadline for Early Bird registration whether online or via paper, is June 12. 

Please note: if you choose to submit Early Bird registrations using the paper registration forms, remember that the forms must be reviewed by your local Service Unit Registrar prior to sending into Council. Once reviewed, the Service Unit Registrar will forward the forms to GSOFTC. Please check with your local Service Unit Registrar or Membership Manager for your Service Unit’s deadline date to review paperwork for Early Bird processing. Strict adherence to this date ensures your paperwork will be forwarded to Council by close of business June 12.

Is there a discount for Early Bird registration?

GSOFTC typically provides an incentive to girls who participate in Early Bird Registration. This incentive is determined yearly and may vary year-to-year. See your Service Unit Registrar for details.

How do I order Early Bird Patches?

The option to order Early Bird Patches will not be available online. Once membership is verified, your Service Unit Registrar will submit a report to council listing those who qualify for the Early Bird patch. Patches will be given to the Service Unit Registrar who will then distribute.
If my troop wants to Early Bird a girl that has not been registered with Girl Scouts in several years, how do I register her before June 12?

To participate in Early Bird Registration a girl or adult must be registered for the current Girl Scout year. Should you want to include her for Early Bird Registration, you would first need to register her for the current year and then again for the upcoming one. Hence she is paying for two years.

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

No. Only currently registered members may participate in Early Bird registration.

**Employer Information:**

How is employer information entered?

Employer information is entered into the “Contact and Demographic Information” section. Upon entering the first few letters of your employers’ name, a list will populate and you will be able to select from the list of employers. Entering your employer information is not required. Should your employer not be listed, contact your Service Unit Registrar.

**Financial Assistance:**

How do I register a girl that needs financial assistance?

Membership registrations that require any amount of financial assistance need to be submitted using paper registration forms. Unfortunately at this time, online financial assistance processing is not available.

**Forms:**

Where do I get a copy of the forms needed to register in Girl Scouting?

All membership registration forms can be found in the Forms Library or can be downloaded below.

- [Girl Membership Form](#) (Writable)
- [Adult Membership Form](#) (Writable)
- [Membership Registration Summary](#) (Writable)

**Individually Registered Girls:**

How will Individual girls (Juliettes) register?

Individually registered girls (Juliettes) can register or re-register using the online membership registration portal. Juliettes use their personal credentials (username and password) when registering using the online portal. For questions regarding online membership registration credentials, please contact the Customer Care Department at [customercare@gsolct.org](mailto:customercare@gsolct.org). After completion of the registration process, all members should save and/or print the membership registration email confirmation.

I am the Juliette Coordinator for my Service Unit. Will I have access to the Service Units non-affiliated troop to re-register our girls?

No. Individually registered members, both girls and adults, will need to submit their paper membership registration forms to the Service Unit Registrar for processing.

**Lifetime Members:**

What is the cost of a Lifetime membership?

The cost of a Lifetime membership for adults is $375.

Can lifetime memberships be done online?

The purchase of a lifetime membership can only be done using the paper process.
I am a graduating senior this year. How do I register for the discounted Lifetime Membership?
Graduating seniors who are currently registered members may purchase a Lifetime Membership at the discounted rate of $195 (regular $375) if they register by August 15 of their graduating year. In order to receive this discounted rate, they must MAIL or deliver a current year adult membership registration form along with payment to Council by August 15. Mail forms to: GSOFCT, Attn: Lifetime Registration, 20 Washington Ave, North Haven, CT 06473. Lifetime Membership requests sent via email will not be accepted. Click here for an Adult Membership Form (Writable).

Can we update lifetime member information using the online registration system?
An individual can change their personal information at anytime. We encourage our members to periodically review their member profiles to ensure accuracy of information. Service Unit Registrars with access to the Online Membership Registration system can also aid with information updates for Lifetime Members within their Service Unit.

Login/Passwords:

Will a troop now have two passwords?
No. Each troop will only receive one set of credentials.

There are two types of credentials we issue to access our online registration systems: Troop Credentials and Individual Member credentials.

Each troop leader/contact, once trained, will receive the troop’s online membership credentials to register their members for the upcoming year.

Each individually registered member will receive their own set of personal credentials which allows them to directly register for programs, trainings and events.

The troop leader/contact will use their personal credentials to register themselves as well as the troop, for programs, trainings and events.

Can a girl and her parent/guardian have the same password?
No. Each individual receives their own personal login/password. It is suggested that parents/guardians put the letter with their Girl Scouts credentials in a safe place so they can access as needed.

I have forgotten my login and password, what do I do?
You may reset your online membership registration credentials by going to the Sign In section of the Online Membership Registration system or contact customercare@gsofct.org.

You may reset your program, training and event registration credentials at http://www.gsofct.org/iMIS_public/ or contact customercare@gsofct.org.

Where do I go to register for programs, trainings, and events?
To register for programs, trainings, and events logon to www.gsofct.org, find the MEMBERSHIP tab, and select Program and Training Registration area. Click here for the direct link: http://www.gsofct.org/iMIS_public/

If you have forgotten your password for programs, trainings and events, you may reset your program, training and event registration credentials at http://www.gsofct.org/iMIS_public/ or contact customercare@gsofct.org.

Do Leaders need to go through online membership registration training before they get their troop ID and password or is there another way to receive them?
Following completion of online membership registration training and the submission of a signed GSOFCT Confidentiality Statement for Volunteers with Access to iMIS form, the troop leader/contact person will receive their online membership registration credentials. You should receive your credentials within 10 days of the receipt of your confidentiality statement into Girl Scouts of Connecticut.

Will our troop online registration ID and password change every year?
Your online membership registration credentials will only change if the adult trained to input your troop’s membership registrations online changes.
I am a Troop/Group Leader for two troops. Will I receive a separate ID and password for each troop?
Yes. Each troop receives separate online membership registration credentials which allows them access their specific troop member’s information only.

Managing the “Cart”:
Can I “Add to Cart” then log out and come back at a later time to finish?
Yes. The information will remain in the cart until payment for that record has been completed.

Up to what point does the information get saved?
Once information is entered into the system, it is auto saved until payment is processed or the record is removed from the cart.

Can I check out several times?
Yes. We encourage you to separate payments into two types of transactions: payment by individual parent/guardians’ credit cards and payment by troop debit card. If more than one parent/guardian is paying by personal credit card, these transactions will need to be done separately. Ensure you save and print the confirmation page after each processing.

Multilevel Troops and Groups:
What happens when you have two levels in your troop? Can you choose both Daisy and Brownie?
When a troop leader/contact updates their troop’s information on the Troop Information screen, they will designate the troop’s grade level. Only one grade level can be selected. You would select the grade level associated with the level most represented in your troop - If you have 7 Girl Scout Daisy’s and 8 Girl Scout Brownies, you would register as a Brownie Troop. If you have an equal amount of both levels, choose appropriately.

New Members to Troop:
How will new members be added to an existing troop?
The Troop Leader or Troop Contact person may add the new member to their existing troop on or after October 1st. New members may not be entered during Early Bird registration. Early Bird registration is for the re-registration of current members only.

On a registration form, it asks for number of years as a Girl Scout. When a new girl starts as a 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?
Years as a Girl Scout are calculated from the time initial registration and payment are submitted. It is not determined on whether or not the member has completed a year of Girl Scouting. Upon registering, the new Girl Scout Daisy would note “1” as her years in Girl Scouting.

Online Payment:
Is my troop supposed to have a debit card?
We suggest troops obtain a debit card linked to their troop checking account so that the Troop/Group 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 let your council staff person know.

When I opened my checking account, the bank said they could only do a business debit card, which is not covered against fraud. Do I have to close out my account and go to another bank?
Contact your council staff person for assistance.

What forms of payment are accepted for online membership registration?
All online registrations are paid for with a credit or debit card: Discover, MasterCard, or Visa. We do not accept American Express. Financial aid requires the use of paper registration forms.
How do I handle multiple types of payments; cash, checks, personal credit cards, and/or troop debit card?
We encourage you to separate payments into two types of transactions: payment by individual parent/guardians’ credit cards and payment by troop debit card. Cash and personal checks need to be deposited into the troop bank account ensuring all monies are available prior to using the troop debit card. If more than one parent/guardian is paying by personal credit card, these transactions will need to be done separately. Be sure to save and print the confirmation page after each processing.

Can you put in more than one form of payment for one girl? Last year I had a girl who paid half with a check and half on a credit card?
No. Online registration will only accept credit card payments in full.

Are checks received by parents/guardians still made out to GSOFCT or to the troop?
All checks received should be made out to GSOFCT, Troop XXXX.

Can I use my personal credit card for payment of the troop’s online membership registration?
Yes, you may use a personal credit card to pay for your troop’s online membership registration. However, this is discouraged. Should you choose to use your personal credit card, ensure reimbursement is done per GSOFCT’s financial policies and procedures. Refer to Volunteer Essentials, Chapter 6, Managing Group Finances for more information. If you have questions, please contact your Service Unit Treasurer.

What if we do not have a bank card or the volunteer does not want to use their personal credit card for payment?
We suggest that the troop registers using the paper registration forms. If some parents/guardians choose to use their personal credit cards, enter these registrations using the online system and forward the others to the Service Unit Registrar for processing.

We used the electronic funds transfer (EFT) option to pay for product sales. Can we use this same process to pay for online registration?
Payment by EFT for online membership registration is not available at this time.

If a parent/guardian provides a personal credit card to pay for membership registration, do they receive a confirmation/receipt or should I share my confirmation email with them?
No. The confirmation is sent to the email of the troop leader/contact that is re-registering or adding a new member. It is recommended that the troop leader/contact forward the email that contains the payment information to the holder of the credit card used for online membership registration. Individual registration confirmation can be forwarded to the parent/guardian by changing the email on the payment screen. If you send the confirmation directly to the parent/guardian, you will not have a copy for your records. We suggest you forward a copy to them.

How will I know if the credit card provided by a parent/guardian is good?
Debit/credit card processing is immediate once the “submit” button is pushed. Transactions using debit/credit cards that are not approved will be immediately declined and the registration will not be completed. To complete the pending membership registration, an alternate form of payment must be provided.

If you do not print the confirmation screen, is there a way to go back and access the payment information listing all of the girls/adults registered during a transaction?
No there is not. Due to the security requirement of the check out cart process, you are not able to "go back" to the screen. Please be sure to print your copy before leaving the confirmation screen.

Will there be a confirmation number for each transaction?
The system does not assign confirmation numbers. If you do not receive a confirmation email, check your spam or junk folders. If you still do not have a confirmation email, contact customercare@gsofct.org to confirm your payment has been recorded.
Will the confirmation show a breakdown of membership fees and Council Service fees paid?
No. For security purposes, the breakdown of fees paid will only appear on the confirmation screen at the end of the check out process.

What is the member ID number on the email confirmation?
That is the GSOFT ID number for the named record that completed the check out process. If you are logged in as a troop, it will be the troop’s GSOFT ID number. If you are logged in as yourself, it will be your GSOFT ID number.

Parent Signatures:
Is a parent/guardian signature required for online membership registration?
No. Troop Leaders will keep the Girl Health forms, Annual Consent forms and the Troop Trip/Event Permission forms for parent/guardian permission to participate in Girl Scout activities. These forms will continue to require the parent/guardian signature.

How will leaders get information on photo restrictions?
The Annual Consent form, required for a girl to participate in Girl Scouting, will provide you with this information. Yearly review and/or update with the parents/guardians in your troop is required.

Position Codes:
Is there a way to note that a person holds multiple Service Unit position codes?
Multiple positions codes may be entered in the “Add Additional Troop Info and Position Code” section of the Adult Participation screen that follows the Demographic screens. You may add as many additional codes as needed.

I am a Service Unit Manager and a Council Learning Facilitator. What would I put for a position code?
The position code you enter in the “Participation” screen will become your primary position code. It is your choice as to which role will be your primary one. Select the role in which you will mainly be acting in as your primary one.

If a parent is registered under another troop by another troop leader and they indicate they are a member in my troop as well, will I see them when I log in?
No. You will only see those members registered with your troop.

Can you be a “01” for more than one troop?
Yes. Remember that each troop will have its own credentials therefore, you will receive troop credentials for each troop for which you serve as the “01”. Please be sure to safeguard these credentials.

How do we know what role a parent/guardian in our troop has with another troop?
Only the individual, the Service Unit Registrar or staff person can see that information. Contact your Service Unit Registrar with any questions.

Registering Troop:
Who is able to input online registrations for the troop?
Only one troop leader/contact will receive credentials to register the troop online. This individual will have completed the online membership training and submitted their GSOFT Confidentiality Statement for Volunteers with Access to iMIS form.

How can I see the girls in my troop?
To view all the members of your troop along with their registration status/paid thru date and adult position codes for adult members, click on the “ON BEHALF OF” tab and select “Troop Roster”. Enter the paid thru date in the “equal to or greater than” field and click “Find”. A listing of all troop members will appear on the screen. You can print this screen or export it in several different formats.
There are girls missing from my troop listing that should be registered with my troop?
For girls that are being transferred into your troop from another troop or from another Council, it may take some time for the paper Troop Transfer or Change in Member Information Form to be processed by the Customer Care Department. For girls that are transferring into your troop from another within your Service Unit, your Service Unit Registrar (SUR) may be able to help you with this transfer if she/he has received SUR Online Membership Registration credentials. Please contact your SUR for assistance.

Some of my girls are showing as not current for this year but their registrations have been turned in. Why are they not current?
If paper registration forms were submitted to the council office for registrations, it is possible that they may be in the queue for processing. Utilization of the online membership registration system is the quickest way to register your girls and will allow girls to be immediately updated after they are re-registered or newly registered online.

Registration Forms:
Now that there is an online membership registration system, does Girl Scouts of Connecticut still accept paper registration forms?
Paper registrations should ONLY be used in these instances:
- When a member requires full or partial financial assistance
- Lifetime members, including registration of graduating 12th graders at the discounted rate
- 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.

We highly encourage all eligible members to register using the online system.

How will we gather registration information on girls whose parents/guardians directly submit their registration into the Online Membership Registration system?
The troop leader/contact can pull a Troop Roster from the Online Membership Registration system that shows all the registered members in the troop.

Registration Status:
When is a girl or adult considered to be "registered"?
If registration is completed online, a girl or adult is considered registered immediately with GSUSA. If registration is completed using the paper registration forms, a girl or adult is considered registered when the paperwork along with payment has been received by GSOFCCT. New member registrations become active for the membership year in which they are registering.

Schools:
My troop’s school is not listed. How will new school codes be created?
The online membership registration system contains a list of Connecticut schools our membership has defined over past membership years. Some schools have multiple ways they can be defined. We ask that you search using multiple names. If your school is not found in the drop down menu, select "Other" and notify your Service Unit Registrar who will inform council so that the school can be added to the menu and the member’s record updated.

Is there an option for girls being home schooled?
Yes, the online system provides home school as an option.
Security:
Will the online membership registration process be password protected or can anyone log on and register?
At this time, only trained troop leaders/contacts have access to register their troop members using the online membership registration system. Anyone may create a member profile and register for program, trainings and events through the Program and Training Registration Area on the GSOFCT website. They will, however, only have access to their own information.

Spanish Resources:
Is online membership registration available in Spanish?
Not at this time. Membership registration must be completed using the paper process:
- Girl Membership Registration – Spanish
- Adult Membership Registration – Spanish (Writable)
- Membership Registration Summary – Spanish

System Problems:
While completing registration, there was an interruption and now the screen is back to the home page. Do I need to start over?
That depends on when you were interrupted. If you have already entered the credit card information and it was still processing when the interruption occurred, then you will need to contact the GSOFCT Customer Care Department for assistance.

If you were in the middle of inputting a record, check the cart to be sure all the records you previously entered were retained. All data previously entered should still be there. Return to the record you left off on and click “Next” until you are back to where the interruption in keying occurred. Continue entering where you left off. Contact customercare@gsofct.org for additional assistance.

Training:
Is online membership registration training required?
The Troop Leader/Contact person must take online membership registration training. They must also submit a signed GSOFCT Confidentiality Statement for Volunteers with Access to iMIS prior to obtaining their troop credentials.

Can the new troop volunteer take the training before they have completed GSOFCT Orientation and/or Troop Start-Up?
The volunteer that will be the troop contact for online membership registration must have successfully completed the Volunteer Application Process prior to taking the training. Completion of GSOFCT Orientation and/or Troop Start-Up is based on the position the troop contact has within the troop. We highly suggest that the troop contact complete GSOFCT Orientation and/or Troop Start-Up prior to taking the online membership training if applicable. This way, they will be ready to begin the registration process with their troop.

Transfers:
How will we handle girls who are currently registered with one troop but want to Early Bird register into another one (especially in the case of bridging)?
If a girl is moving from a troop in your Service Unit into your troop, you may ask the Service Unit Registrar (SUR) for assistance in this process. If the SUR has received training and has SUR credentials for the Online Membership Registration system, she/he will be able to move the girl into your troop. Once she has been placed into your troop, you will be able to access her information and include her in your troop’s online Early Bird registration.

If a girl is moving into your troop from a troop outside your Service Unit, please send a Troop Transfer Request to the Customer Care Department via email to customercare@gsofct.org and ask for the girl to be moved into
your troop so that you can view her through the online system and register her during Early Bird with your other troop members.

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

See above and use the same guidelines for girls moving from a disbanding troop into your troop within the same Service Unit and those that are moving from a disbanded troop outside your Service Unit into your troop. For additional assistance, please contact your Service Unit Registrar or Membership Manager.

**Troop Access:**

**Can more than one leader have access to the registration page for the troop?**

No. Each troop is assigned one set of credentials for which one person is held accountable for its security. This volunteer signs the [GSOFC Confidentiality Statement for Volunteers with Access to iMIS](#) accepting responsibility to respect and uphold the confidentiality of all member records.

**Troop Check Card:**

**What is a Troop Check Card?**

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 Numbers:**

**How will new leaders be assigned troop numbers?**

The Service Unit Registrar will assign troop numbers upon confirmation that the new leader has successfully completed the Volunteer Application Process and GSOFC Orientation.

**Troop Roster:**

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

Yes. To view all the members of your troop along with their registration status/paid thru date and adult position codes for adult members, click on the “ON BEHALF OF” tab and select “Troop Roster”. Enter the paid thru date in the “equal to or greater than” field and click “Find”. A listing of all troop members will appear on the screen. This listing can be sorted by clicking on the column headers.

If we are required to carry contact information with us to meetings and on field trips, how will we do this without the paper forms?

Troop Leaders will keep the Girl Health forms, Annual Consent forms and the Troop Trip/Event Permission forms for parent/guardian permission to participate in Girl Scout activities.

**What happens to the Troop Roster after 9/30?**

The Troop Roster is pulled using a “paid thru date equal to or greater than” search. If you want a current listing of troop members you would enter the dates for the current membership year (ex: 10/1/14 and 9/30/15.) If you want a listing of all troop members past and present, you will need to put in an older paid thru date (ex: 10/1/11 and 9/30/15.)