

Looker Guide for Service Units

Use this guide to navigate Looker, our Girl Scout reporting platform, and effectively support your Service Unit, troops, and girls.

Looker Access Requirements

Who is eligible for Looker access and requirements before accessing.

Logging In and Getting Started

Setting up your account, logging into Looker and getting started.

SU Reports

How to find the data you need from available reports.

Tips and Tricks

Filter Glossary, saving custom reports and downloading data.



Looker Access Requirements

Who Gets Access?

The following Service Unit roles are provided access to Looker to help them perform their responsibilities, support their Service Unit and SU Team and better serve girls and Leaders.



Program Lead



Operations Lead



Membership Lead



Finance Coordinator



New Leader Liasion



Data Management Coordinator



Cookie Manager

Requirements Before Access is Granted

To recieve Looker access, you must complete the following:

- ✓ Active Girl Scout Membership
- ✓ Active Background Check
- ✓ Fingerprinting Complete
- ✓ Annual Volunteer Agreement Submitted
- ✓ Non-Disclosure Agreement Submitted
- ✓ Role Selected in myGS

If any of these requirements are missing or expired, your Looker access may be delayed or interrupted.



Logging into Looker

Logging in for the First Time

You will receive an email from Looker the day after you meet all the requirements and selected the role in your myGS. Be sure to check your spam or junk folder!

1.  Check the inbox of the email address associated with your myGS account.
2.  Click the link in the email to activate your Looker account.
3.  Follow the prompts to create your Looker password.

You've been invited to join Looker!

Hi there,

An admin has given you access to Looker. Once you've activated your account you'll be able to dig deeper and do more with your data.

Ready to love your analytics? Let's begin...

[Activate Your Account](#)

Logging in using Multifactor Authentication (MFA)

Starting October 21, 2026, logging into Looker will require code from an authenticator app in addition to your usual password. The first time you log in on or after October 21st, you will see a prompt to set up MFA before you can access data.



Why is MFA Required?

Looker contains sensitive member information, including youth data, so protecting this information is essential. Multi-Factor Authentication (MFA) adds an extra layer of security by requiring a verification code in addition to your password, helping prevent unauthorized access even if your password is compromised.



Logging into Looker

Setting Up Multifactor Authentication (MFA)

Follow the below steps to set up Multifactor Authentication for the first time logging in on or after October 21, 2026.

1.



Download Authenticator App

Looker recommends the Google Authenticator app. No need to download a new app if you already have one on your device.

2.



Log into Looker

Navigate to www.girlscouts.looker.com/login/email and log in as you normally would.

3.



Scan QR Code

After logging in, you will be prompted to set up multifactor authentication with on-screen instructions by scanning the QR code.

4.



Retrieve and Enter Code

Scanning the QR code generates a 6-digit verification code in the authenticator app. Enter the code on the Looker login screen.

Logging into Looker in the Future

On subsequent logins, you will enter your email and password and then enter a 6-digit verification code from your authenticator app.

Log In

Email

Password

☐ Stay logged in. This is a trusted computer.
You will be logged out automatically after a short while unless you indicate that this is a trusted computer.

Primary login page

[Forgot your password?](#)



Getting Started

Reports

Your Looker dashboard includes the following 6 pre-set reports:

Contact Lists

View your SU roster with troop and contact info only

Full Roster

View your SU roster with full member details

Troop Details

View your SU troop list and details

gsLearn Summary

Track SU volunteer gsLearn courses

Membership Analysis

Compare your SU data to last year or next year

New in the Last 2 Weeks

Identify new members from the last 2 weeks

Important to Know

Keep these key pieces of information in mind as you navigate and use Looker:

- ✓ You will only see data from your own SU
- ✓ Looker data is one day behind and doesn't reflect immediate changes
- ✓ Data should only be shared with registered and background screened volunteers



Getting Started



What is Visible in Looker

- Volunteer Background Check Status
- Troop Meeting Info
- Girl & Adult Participation (including Juliettes)
- Training course completion & progress
- Girl's School & Grade
- Contact Info
- Troop size & number of open spots
- Renewal status



What is Not Visible in Looker

- Fingerprinting Completion
- Information submitted through email forms (like Troop Banking Forms)

Need More Support?

Take the GSOC Looker Training in gsLearn!
The course is under the 622 Volunteer Roles Pathway!

Full Roster

Use this report to:

- ✓ See New and Renewed Members
- ✓ Pull Rosters for Individual Troops
- ✓ Check Volunteer Background Check Status
- ✓ Pull Troops by Program Level
- ✓ Pull Volunteers by Role and Troop

To See New Members

1. Is Membership New? – Yes
2. Update

To See Renewed Members

1. Is Member Renewed for Next Year? – Yes
2. Update

To See Renewed Girls and Troop Leaders Only

1. Is Member Renewed for Next Year? – Yes
2. Role Name – Troop Leader, Girl
3. Update

To See all the Juliettes in the SU

1. Participation Type – IRG
2. Update

To See Volunteers who are not Background Checked

1. Background Check Status – Sent to Vendor
2. Update

To See Volunteers with Upcoming Expiring Background Check

1. Background Check Status – Expired
2. Background Check Expiration – is in the year- 2025 or in in range select date in dropdown calendar
3. Update

Troop Details

Use this report to:

- ✓ Pull Troops with Open Spots
- ✓ View Troops by School Association
- ✓ View Forming Troops
- ✓ View Existing Troops in need of Leader(s)
- ✓ Ensure Troop Meeting Details are Accurate

Troops with Open Spots

To See Troops Displayed in the Online Participation Catalog

1. Youth Openings Remaining – greater than – 0
2. Display in Catalog – Yes
3. Update

To See Troops that are not Displayed in Online Participation Catalog

Youth Openings Remaining – greater than – 0
Display in Catalog – No
Update

Troops by School or Grade

Troops by School

1. School Association – is – select school dropdown list
2. Update

Troops by Grade

1. Troop Grade – is – select school dropdown list
2. Update

Troops in Need of Leader(s)

To See Forming Troops

1. Troop Formation Status – is – Pending
2. Update

To See Existing Troops

1. Troop Formation Status – is – Support Needed
2. Update

Meeting Information

To See Troops with No Meeting Information

- Meeting Days – is – TBD
- Update

To Check Troops Meeting Information

- Run report with no additional filters

Contact Lists

Use this report to:

- ✓ Pull Simple and Streamlined Contact Info
- ✓ Filter by Troop, Role and Program Level

gsLearn Summary

Use this report to:

- ✓ Track Course Completion for New Leaders
- ✓ Confirm Travel and Cookie Training
- ✓ See Troops Opted into Experience Boxes
- ✓ Review Trainings by Troop and Role

Required New Leader Courses

- 622 Mandated Reporter Training for Volunteers
- 622 Girl Scout Essentials for New Leaders or 622 Girl Scout Essentials for New Leaders Webinar
- 622 Discovering Daises, 622 Blasting into Brownies, 622 Jumping into Juniors or 622 Jumping into Juniors Webinar, 622 Cruising into Cadettes, 622 Soaring into Seniors and Ambassadors
- 622 Managing Troop Finances for Troop Leaders, Troop Treasurers and Signers

Girl Scout Experience Boxes

To See Troops that have opted in to receive Experience Boxes

1. Event Name - contains - Experience Box
2. Update

New in the Last 2 Weeks

Use this report to:

- ✓ See Girls and Adults who Joined or Renewed within the Last 2 Weeks

To New Members in the Last Two Weeks

1. Is Membership New? – Yes
2. Update

To Renewed Members in the Last Two Weeks

1. Is Membership New? – No
2. Update

Membership Analysis

Use this report to:

- ✓ See Year-over-Year Membership Data
- ✓ Pull New and Renewed Membership Numbers

To See New Membership Numbers

1. Is Membership New? (Yes/No) – Yes
2. Update

Membership Numbers- Renewed

1. Is Membership New? (Yes/No) – No
2. Update

Filter Glossary

Background Check Status

- **Eligible:** The volunteer has an active Background Check and can supervise girls, handle money, and manage product.
- **Expired:** The volunteer's Background Check is no longer active. They must resubmit the Background Check before supervising girls, money, or product. Email Customer Care with the subject line "Background Check," and GSOC staff can send a new link to the volunteer.
- **Not Applicable:** This status applies to roles that do not require a Background Check (e.g., Delegates) and is also displayed for girl members.
- **Sent to Vendor:** The Background Check link has been sent to the volunteer but has not yet been completed. Links are valid for 48 hours and must be resent by GSOC staff if expired.

Desired # of Girls

The total number of spots the troop has available, as indicated in the Girl Scout system.

Display in Catalog

- **Yes:** The troop is visible in the Participation Catalog, the online list of open troops for families to join.
- **No:** The troop is not displayed in the Participation Catalog. However, this does not necessarily mean the troop does not have room for more girls.

Is Awaiting Placement? (Yes/No)

- **Yes:** The girl is registered and linked to the Service Unit but not yet placed in a troop. Additional support is required to help with placement. GSOC New Member Specialists reach out weekly to those Awaiting Placement and offer troop options. This status often occurs when a parent forgets to select a troop during registration.
- **No:** The girl is registered and properly linked to a troop within the Service Unit.

Filter Glossary

Participation Type

- **IRG:** Individually Registered Girl or a Juliette, a girl who is actively registered as a Girl Scout but not linked to a specific troop.
- **Job Assignment:** Any adult within the Service Unit holding a volunteer role.
- **Service Unit:** An adult member affiliated with the Service Unit but not a specific troop; often Lifetime Members.
- **Troop:** A member, whether girl or adult, linked to and participating in a troop.

School Association

A dropdown list showing all schools within the Service Unit boundaries, as recorded in the Girl Scout system.

Troop Formation Status

- **Active:** Troops with at least two registered Troop Leaders.
- **Pending:** Troops still forming and in need of Leaders to become fully active.
- **Support Needed:** Existing, established troops that lost a Leader and require support; these are not new troops.

Troop Start Date

The date the troop number was created in the Girl Scout system:

- **10/01:** Troops formed in the fall or winter (August–March).
- **4/01:** Troops formed during the Extended Year season (April–July).

Filter Glossary

Troop Sub-Type

- #NotApplicable: Traditional troops led by volunteers.
- Staff-Led: Troops led by GSOC staff, usually part of GSOC's Community Programs team, and not present in most Service Units.

Youth Assigned

The number of girls actively registered in a troop.

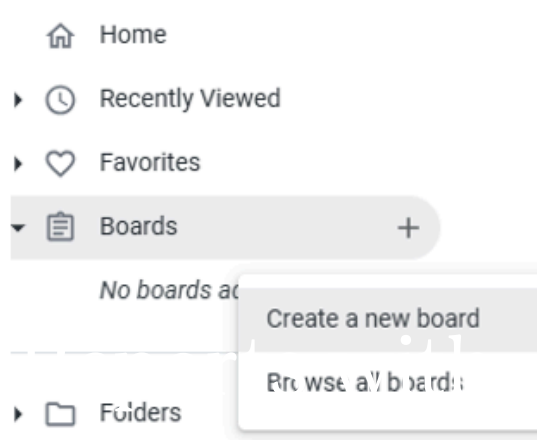
Youth Openings Remaining

The number of open spots available for new girls to join the troop.

Saving Custom Filter Reports

In Looker, you can adjust filters on a report and save a version with those specific filters applied. This allows you to quickly revisit and use the report without needing to reapply the filters each time. Perfect for frequently used data and reports!

1. From the Looker homepage, click the + next to **Boards** and select *Create a new board*.



2. Name your board. If you get an error message, add your SU number to the name.

Create board ×

Name

Daisies

Board with this title already exists.

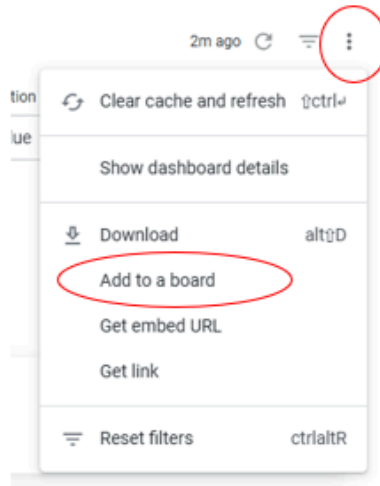
Create board ×

Name

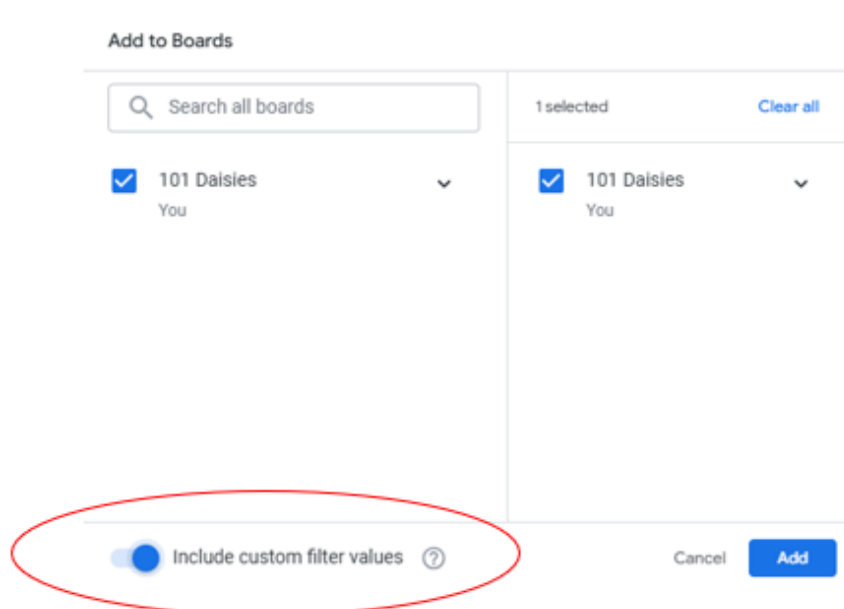
101 Daisies

Saving Custom Filter Reports

3. Once the board is created, navigate to the report you would like to filter down and save.
4. Add and adjust the report filters as needed. When ready to save, select the three dots icon in the upper righthand corner next to the *Update* icon and select *Add to a board*.



5. Select the board you want to add to and **be sure to include custom filter values**. Select *Add*.

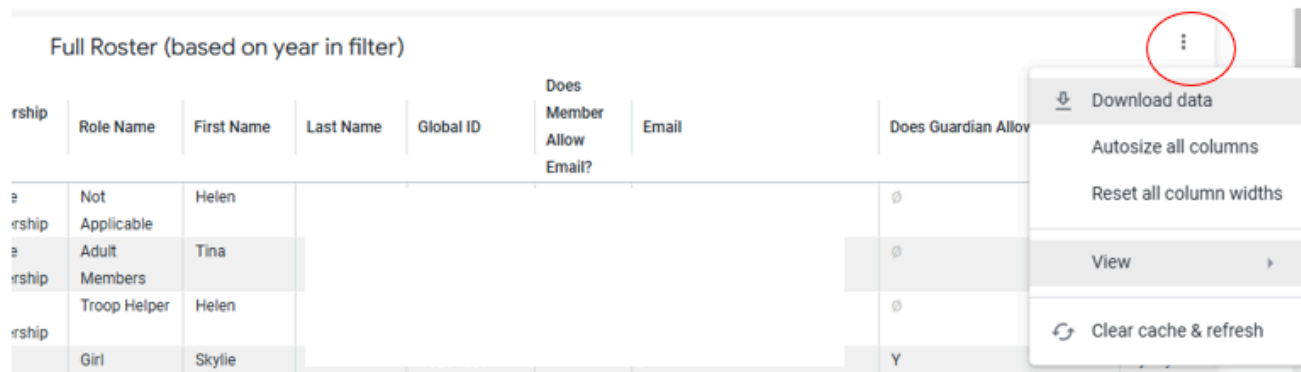


6. The report with the saved custom filters will now be listed under the board.

Downloading Data

To download data in Looker, use the three-dot icon within the report table itself rather than the one in the upper-right corner next to the Update icon. Downloading from the table offers more formatting options and ensures the column headers match the data correctly.

On some reports, the three-dot icon within the table will only appear when you hover over it.



1. Select the three dots from within the report table and select *Download data*.
2. A dropdown menu of different formats appear. Excel is the recommended.
3. Download and open.

Download Active Troops with at least 1 Girl Assig

Format
Excel Spreadsheet (Excel 2007 or later)

▶ Advanced data options

Open in Browser

Cancel

Download