



2022-2023 Spring Renewal FAQ

GENERAL RENEWAL

Q: When does Spring Renewal start and end?

A: Spring Renewal begins on April 1st, 2022 and ends June 30th, 2022, for the 2022/2023 Membership Year. You can continue to renew after June 30th, but you will no longer qualify for the incentives.

Q: How much is renewal for the annual membership?

A: \$35 for girls and \$25 for adults.

Q: Where do I go to renew my membership?

A: Go to <https://mygs.girlscouts.org/> to log into your MyGS account.

Q: What do I do if I need help renewing my membership?

A: Please email Customer Care, CustomerCare@girlscoutsoc.org to let us know if you need further assistance with membership renewal. Include any details of the issue you are running into.

Q: How do I renew my membership / How do I renew my girl(s) as a parent?

A: Go to GirlScoutsOC.org/renew and follow the renewal directions. Contact CustomerCare@girlscoutsoc.org if you need any further assistance.

Q: How do I renew my troop as a Troop Leader?

A: Go to GirlScoutsOC.org/TroopRenew and follow the renewal directions. Contact CustomerCare@girlscoutsoc.org if you need any further assistance.

Q: I am a Troop Leader. Are there directions I can send to my girls' parents/guardians so they can renew?

A: Yes, please go to GirlScoutsOC.org/TroopRenew for the email template. You can copy/paste the email template and send to the girls' parents/guardians.

Q: I would like to renew my membership with a different troop; how do I do this?

A: We recommend you renew in the current troop, and then request a transfer by clicking on Change my participation in your Account.

Q: I would like to renew my membership with a different volunteer role; how do I do this?

A: We recommend you renew in the current role, and then request a different role by clicking on Change my participation or Add a new role in your Account.

Q: I would like to renew/have renewed but need help with finding a different troop next membership year; who can help me?

A: Your Placement Specialist can assist you with finding a troop to transfer to for the next membership year. Contact your Placement Specialist or email CustomerCare@GirlScoutsOC.org for assistance.

Q: How do I get her Fund for Success patch?

A: You must donate \$50 or more to receive the Fund Her Success patch.

EXTENDED YEAR MEMBERSHIP

Q: What is Extended Year Membership?

A: Extended Year Membership is a discounted membership option for girls and adults to participate in the remaining 2022 membership year and the following 2023 membership year (total 19 months).

Q: Can I renew with Extended Year Membership?

A: Extended Year Membership is only available for brand new Members. If your last membership year was 2019 or prior, you can take advantage of the offer but will need to create a new account in MyGS.

Q: How much is Extended Year Membership?

A: Extended Year Membership is \$45 for girls and \$35 for adults.

Q: When is Extended Year Membership available to purchase?

A: Extended Year Membership is available from 4/01/2022 to 7/31/2022.

LIFETIME MEMBERSHIP

Q: Who can purchase a Lifetime Membership (LTM)?

A: 12th grade girls and any adult.

Q: How much does a Lifetime Membership (LTM) cost?

A: 12th grade girls - \$200, Adults - \$400

Q: How do I register or renew with a Lifetime Membership (LTM)?

A: Go to <https://mygs.girlscouts.org/> to log into your MyGS account. You will see the option(s) listed by the annual and Extended Year memberships.

TROOP & INDIVIDUAL INCENTIVES

Q: What renewal incentives are available?

A:

- All girls and adults who renew by April 30th are invited to register and attend the special members-only virtual event with Kristen Bell
- The first 2,000 girls and leaders to renew receive an exclusive GSOC t-shirt.
- Troops who renew 75% girls or more and two Leaders will be entered into a drawing to win \$100 Visa gift card (3+ chances to win).
- All girls and Troop Leaders who renew by June 30th receive an exclusive membership patch.

Q: Do I have to be a 2023 registered Girl Scout to attend the Kristen Bell, *Girl Scouts - Paint Your World Purple* event?

A: Yes, with a 2023 Membership.

Q: Do I have to choose between the *Girl Scouts - Paint Your World Purple* event and the t-shirt?

A: No, you can earn both!

Q: What does the Membership Patch look like?

A:



Q: Will SU/Troop Volunteers, who are not Troop Leaders, get the Membership Patch/T-shirt?

A: No

Q: Will Lifetime members that renew their roles be eligible to receive a Membership Patch/T-shirt?

A: If the Lifetime Member is renewing a Troop Leader role, they are eligible to receive the patch and T-shirt.

Q: I had issues with renewing on the last day for Spring Renewal; can I still get the incentives?

A: For the *Girl Scouts - Paint Your World Purple* event with Kristen Bell, all members must be renewed and registered for the event by May 13th. Since we do not have any flexibility with this deadline, we encourage you to renew this Spring and to email CustomerCare@girlscoutsoc.org if you need assistance.

For the T-shirt, patch, and troop incentives, please email CustomerCare@GirlScoutsOC.org for assistance. We will do our best to accommodate for any issues.

Q: When will I receive my Membership Patches?

A: Service Units will receive in the patches in August and should distribute to troops in the SU by September.

Q: I did not receive enough patches for my troop, how do I get more?

A: Ask your Service Unit for extra patches.

Q: What does the Renewal T-shirt look like?

A:



Q: What sizing/fit is available for the T-shirt?

A: We will be offering standard, unisex children's sizing. For adults, we will be offering unisex sizing from Small to 3x.

Q: Where do I submit the T-shirt size(s)?

A: Be on the lookout for an email later this spring with instructions on how to request the size.

Q: When will I receive my Renewal T-shirt?

A: Fall 2022.

SU INCENTIVES

Q: What Renewal Incentives can my Service Unit receive?

A: Service Units that reach the following renewal percentages by June 30th, 2022 can earn according to the renewal percentage below.

- 76-100%: \$300
- 70-75%: \$200
- 65-69%: \$100
- 50-64%: \$50