

Want to avoid Digital Cookie problems this year?

Two of the most common problems that prevent your Girl Scout from setting up her online cookie site are that she's in the incorrect troop or that her caregiver's email address is incorrect. Let us help you resolve the issue before selling begins!

Verify your Girl Scout's Troop

1. Log into your myGS account [here](#).
2. Enter your login credentials.
 - If your email address has changed recently, please use the email address that you used to sign up for Girl Scouts.
 - If you forgot your password, click on the 'Forgot Password?' link. (Again, you may need to use the original email address used if yours has changed recently.)
 - If you are unable to get logged in, please contact Customer Care. DO NOT create a new account. This will create duplicate profiles.
 - Customer Care can be reached at (304) 345-7722 or CustomerCare@BDGSC.org
3. Once you've logged into your account, you will immediately be able to see what troop your Girl Scout is in (displays in the 'Household' section).

The screenshot displays the user interface for a myGS account. On the left is a navigation sidebar with a purple header 'Welcome, Mom Scout!' and a 'My Account' section containing links for 'My Household', 'My Troop(s)', 'My Profile', 'My Events', 'Volunteer ToolKit', 'gsLearn', 'Contact Council', and 'Log Out'. The main content area also features a 'Welcome, Mom Scout!' header and a 'Mom Scout's household' table. The table lists household members with their names, associated troops, participation roles, and active status. A 'Girl Scout' row is highlighted in yellow. Below the table is a link to 'Manage my household members'.

Name	Troop(s)	Participation	Status
Mom Scout	Troop 1912	Troop Leader	● ACTIVE
Dad Scout	Troop 1912	Troop Driver	● ACTIVE
Girl Scout	Troop 12345	multi-level	● ACTIVE

4. If your Girl Scout is in the correct troop, you don't need to do anything. However, if your Girl Scout is not listed in the correct troop, you can easily correct this! Start by clicking on the 'My Household' white tab on the left-hand side of your screen.

**Welcome,
Mom Scout!**

My Account

My Household

My Troop(s) ▾

My Profile

My Events

Volunteer ToolKit

gsLearn

Contact Council

Log Out

5. Next, scroll down to the 'Girls' section of the page and click on 'Change my participation'.

Girls

Select All Hide inactive members 

Girl Scout [Edit profile](#) [Change my participation](#)

Membership/Participation	Caregiver(s)	Exp. date	Program level	Status	Not Returning
<input type="checkbox"/> Membership		09/30/2023	multi-level 	● ACTIVE	
<input type="checkbox"/> Troop 12345 	Mom Scout	09/30/2023	multi-level 	● ACTIVE	<input type="checkbox"/>

[Add a troop](#) 

[SAVE RETURN STATUS](#) [ADD EVENTS](#)

- Under the first drop down box, you'll need to select your Girl Scout's name. Under the second drop down box, you'll need to select the incorrect troop number (transferring from).

Who is making a change?

Select a current member of your household.

What kind of change would you like to make?

You can choose to transfer to a different troop or change your current participation.

What would you like to do?

We love options! Search for troops and roles in our participation catalog by clicking next.

7. You will now flow through the standard screens that allow you to locate a troop. *Hint: you can enter your troop's number in the 'Troop Number' field to save time. Make sure to enter the word "troop" before the number.*

Location

Zip/Postal code

OR

Country/Region

State/Province

City

Outside the U.S.? Just enter your city and country and we'll show you options near you.

Search Radius

Search radius in miles

Membership year

When do you plan to start? Select a year to find available spots.

Current Year
October 2022 - September 2023

Troop Number *optional*

To join a specific troop, enter the troop number below.

Grade Level *optional*

Please select all appropriate grades if registering multiple girls

- Once you locate the correct troop, click on the 'Join This Troop' button.

2 of 2 results  

Troop 1912

8.56 miles

Grade Range
K, 1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th

Meeting Day(s)
Friday

Meeting Start Time
03:45 PM

girlscouts
of black diamond

Open Spot(s)
42 girls, 76 adults

Meeting Frequency
Weekly

Meeting End Time
05:30 PM

[JOIN THIS TROOP](#)

- You'll be asked to confirm this change. Select 'Join This Troop' once again.

You're requesting to join troop Troop 1912, right?

[JOIN THIS TROOP](#)

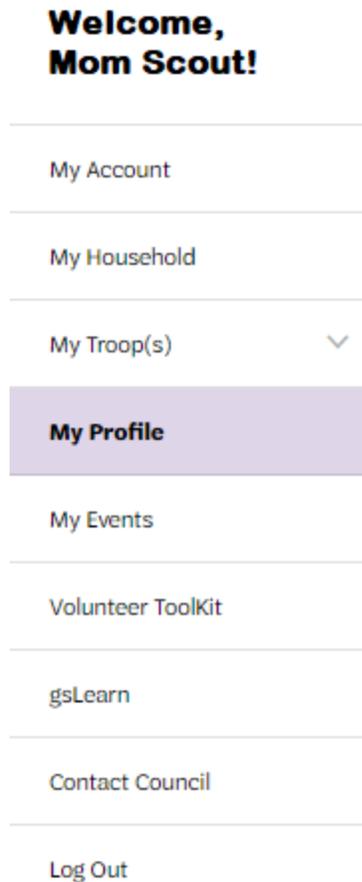
[JOIN A DIFFERENT TROOP](#)

[Cancel](#)

- The next screen will ask for your final confirmation of the change. Simply select 'Confirm' to finish the transfer process.

Updating Caregiver Email Address

1. Log into your myGS account [here](#).
2. Enter your login credentials.
 - If your email address has changed recently, please use the email address that you used to sign up for Girl Scouts.
 - If you forgot your password, click on the 'Forgot Password?' link. (Again, you may need to use the original email address used if yours has changed recently.)
 - If you are unable to get logged in, please contact Customer Care. DO NOT create a new account. This will create duplicate profiles.
 - Customer Care can be reached at (304) 345-7722 or CustomerCare@BDGSC.org
3. Once you've logged into your account, click on the 'My Profile' white tab on the left-hand side of your screen.



- In the 'Person Details' section, you'll see a field for your email address. If your email address is correct, you don't need to do anything. However, if your email address is incorrect, simply delete the email that's displayed and enter the correct email address. Scroll down to the bottom of the screen and click on the green 'Save' button.

That's it. Your email address is updated and will update for each Girl Scout listed in your account!

Personal details

Name	First name Mom	Middle name <i>optional</i> Isa
	Last name Scout	
Nickname <i>optional</i>	Nickname	
Primary caregiver of	Girl Scout	
Phone Number	(999) 999-9999	Mobile <input type="checkbox"/>
	Add another phone number	
Email address	ilovegirlscouts@gs.com	
Address	Street address 123 Scouts Lane	Street address Street address line 2
	Zip/Postal code 99999-9999	City Girls Rock
	State/Province West Virginia <input type="checkbox"/>	Country/Region United States <input type="checkbox"/>