Renewal Steps - Family

Need assistance? Our Customer Care Team is available if you need help with any part of the process. You can reach them at 800-541-9852 or CustomerCare@girlscoutww.org.

Step 1

Navigate to the Girl Scouts of Western Washington home page – www.girlscoutww.org. Then, you'll need to log into your My GS Member Profile by clicking on the yellow My GS, and then on Member Profile.

Step 2

Your username is the full email address at which you receive Girl Scout communications. Only one adult per household has access to My GS. If you've forgotten your password, or if this is your first time logging into My GS, click on the Forgot your Password? link. Then enter your email in the Username box. If you do not receive a password reset email within 5 minutes, reach out to our Customer Care team for assistance.
Step 3

You are now on your family membership tab. This page shows any family members who have a Girl Scout membership. Active troops and roles have a status of current, past roles and troops have a status of inactive. To renew for next year, look for the drop down at the top of the family list that says “current year” and change this drop down to “next year.”

Step 4

Now you are looking at the options for renewing your family! Any troop participation or volunteer role that was current on the previous page will show up here with a drop down menu next to it.

There are three options on the drop down menu.

- Renew Now = Renew this person now. If you have multiple volunteer roles, you can renew them all at once. You’ll only be charged the membership fee once per member, no matter how many volunteer
roles your or your family members may hold. If you’re a Lifetime member, remember you still need to renew your role for next year! Lifetime members will not be charged when they renew their roles.

- Renew Later = Use this if a girl or volunteer hasn’t decided yet if they are returning for next year, or if you plan to renew them at a later date.
- Don’t Renew – Cancel = Only use this if you are sure a family member is not going to continue as a member next year. This will cancel their membership, their troop participation, or any volunteer roles effective October 1, 2019.

If the drop down menu is missing for anyone in your family who you believe should be eligible for renewal, contact our Customer Care team for assistance.

Once you have made selections for each family member, troop, and role, click the green Continue button.

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You are now on the Girl Scout Promise and Law screen. Accept by clicking Continue.

Slide 7

You have reached the payment screen. You can choose to add a donation to your membership purchase, or to select not at this time. If you or anyone in your family are upgrading to a Lifetime Membership, you can do so on this page. Read the different options carefully before selecting a Lifetime Membership.

Next is the Financial Assistance section. If you have already submitted a 2018-19 Financial Assistance Application, just check off the financial aid box for each family member who receives financial assistance so we can process your grant. If you haven’t filled out a 2018-19 application yet, after you’re done renewing head over to www.girlscoutsww.org/financialassistance to submit one!

If you are not requesting Financial Assistance, or are only doing so for some family members, scroll down to the Payment section. On this screen you will enter your payment information. Once you’re done, click Continue.
Slide 8

You are now on the final confirmation screen! Review your renewals, and if you selected anyone by accident, use the green x to remove them from the transaction. Otherwise, click submit to process your payment. It may take a moment for your payment to process, so please be patient!

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You're done! You'll receive a confirmation email shortly with your receipt. Welcome back to another year of fun and exploration with Girl Scouts!