

## Membership Renewal for Families

- Navigate to [GSWW](#) webpage.
- Log in to My Account which then defaults to Household page.
- Click My Household
- Select Household Members and/or volunteer roles that you would like to renew. Make sure to renew all your volunteer roles. Lifetime members please renew your roles too! There should be no charge for Lifetime members that are renewing a role.

The screenshot shows the 'Girls' management interface. At the top left, there is a 'Select All' checkbox which is currently unchecked. On the right, there is a 'Hide inactive members' link with a refresh icon. Below this is a header for a member named 'Av' with options for 'Edit details' and 'Change troop'. A 'Purchase Membership' link is visible in green. The main table has columns for 'Participation', 'Caregiver(s)', 'Exp. date', 'Program level', and 'Status'. Two rows are shown: one for 'Membership' and one for 'Troop 4'. Both rows have their respective checkboxes unchecked and their status is 'LAPSED MEMBERSHIP'. A red box highlights the 'Membership' checkbox. At the bottom right, there is a green 'REVIEW CART' button.

Participation	Caregiver(s)	Exp. date	Program level	Status
<input type="checkbox"/> Membership		09/30/2020	seniors	• LAPSED MEMBERSHIP
<input type="checkbox"/> Troop 4	Ro	09/30/2020	seniors	• LAPSED MEMBERSHIP

- Scroll to the bottom of the page.
- Click on Add Renewal to renew which is located on the right side of the page in green font.

This screenshot shows the same 'Girls' management interface, but now the checkboxes for 'Membership' and 'Troop 4' are checked. The status for both items has changed to 'IN CART'. A red arrow points from the bottom right towards the 'ADD RENEWAL' button, which is now highlighted in green. The 'REVIEW CART' button is no longer visible.

Participation	Caregiver(s)	Exp. date	Program level	Status
<input checked="" type="checkbox"/> Membership		09/30/2020	seniors	• IN CART
<input checked="" type="checkbox"/> Troop 4	Ro	09/30/2020	seniors	• IN CART

- The next screen will be the Confirm Member Details Page. You will need to check that all information is still correct and up to date. Choose a payment method and hit Submit Member Details.
- Confirm Member Details page with name and Troop placement (if applicable) by hitting green Review Cart button.
- While Reviewing your Cart you will need to Accept the Promise and Law. Then hit the green Add Payment Details button.

The screenshot shows a web form for confirming member details. On the left, there is a section for a discount or promotional code with a text input field labeled 'Code' and an 'APPLY CODE' button. Below this is a summary table:

Donation amount	\$0.00
Amount due	\$0.00
<b>Total amount</b>	<b>\$25.00</b>

Below the table, there are two lines of small text: 'Please note that Membership fees are non-refundable.' and 'Your membership fees power life-changing experiences for girls, locally and nationally. Membership is not refundable or transferrable to another person.' A second line of small text reads: '\*Council fees help power amazing experiences for girls in your community and are non-refundable.'

On the right side of the form, there is a section titled 'Girl Scout Law' containing the text of the law. A red arrow labeled '1.' points to the bottom of this section, specifically to a checkbox that is checked and labeled 'I agree to the Girl Scout Promise and Law (required)'. A mouse cursor is hovering over this checkbox.

At the bottom center of the form, there is a green button labeled 'ADD PAYMENT DETAILS' with a red arrow labeled '2.' pointing to it from the left.

- Complete Payment Information and hit the green Submit Payment button.
- Congrats your Membership Renewal is complete! Watch for an email receipt for confirmation of payment.
- **Need help with renewing?** Contact us!  
[CustomerCare@girlscoutsw.org](mailto:CustomerCare@girlscoutsw.org) or (800) 541-9852.