

### **What is the best way to access my troop information?**

The **ONLINE REGISTRATION SYSTEM** is an excellent tool to assist leaders with managing their troops. Leaders can: re-register current troop members for membership from early May through September 29<sup>th</sup>, register for programs, communicate with your troop, review past and future troop orders, update troop member information, print membership cards and rosters, add/edit troop meeting information, and add/register NEW girls and NEW adults year round. **TO ACCESS: Visit our website, [www.gsep.org](http://www.gsep.org), and click on the ONLINE REGISTRATION SYSTEM on the menu to the left of your screen, click on GO TO ONLINE REGISTRATION SYSTEM, then log in on the right.**

### **My troop members are not receiving emails I send using the ONLINE REGISTRATION SYSTEM?**

The system enters each email address of the members you select to email in the "BCC:" for privacy purposes; however, it is recommended you put your own email in the "TO:" section as many providers will block emails as spam if there is no email address under "TO".

### **Who can register using the ONLINE REGISTRATION SYSTEM?**

- Any adult (18 years or older) who has a profile and user name and password
- Any adult listed as the *Family Manager* of another adult can register the other adult in addition to him/herself
- Any adult who is listed as a girl's *Guardian 1* in our database can access the girl's record. **IMPORTANT NOTE: Any parent/guardian who needs to change or update the *Guardian 1* on their girls' record must contact GSEP in writing with the request and will need to verify their request prior to changes being made.**

### **When can Leaders re-register members for membership?**

Leaders can re-register current troop members for membership during *Early Bird Registration* (early May -6/30) through September 29<sup>th</sup> only. **IMPORTANT NOTE: At 12:00 AM on September 30<sup>th</sup>, the Leader position for that membership year ends and, with it, the ability to access and re-register troop members for that year. The preferred option is to have parents/guardians re-register girls but if the leader is going to do it, it is best not to wait until the last minute!**

### **When can Leaders register members for programs?**

Leaders can only register current members (membership is active 10/1 – 9/30) in their troop for programs that take place between 10/1 – 9/30 of that same membership year. Future leaders appointed for the upcoming year cannot access new member records until 10/1.

### **When can Guardian 1s register girls for programs?**

Because most of our programs are "member only", the *Guardian 1* can register girls for any program taking place during the membership year that corresponds with the program date (10/1 – 9/30) as long as the girl has an active membership on record. For example:

- If a girl registers during *Early Bird Registration*, then wants to register for a November program, the *Guardian 1* can register her. Her new leader cannot because the leader role/membership year does not start until 10/1
- If a girl is registered for the membership year that begins 10/1 but wants to attend a program in September, she cannot, because she does not have a current membership for that year

### **How can I/my parents/guardians register?**

General registration for membership, camp, training, programs, and special events is ONLINE ONLY. Paper registration is only accepted for financial aid, camp scholarships, and out of council girls. GSEP does not accept registration by phone. All registrants and their families are expected to review and respect registration policies regarding deadlines and refunds. **IMPORTANT NOTE: Because we are an online registration organization:**

- **No space is reserved for paper registration for any camp, program, training or event**
- **Processing of paper registrations can take up to 4 to 6 weeks**
- **All paper registration payments made to GSEP are deposited or processed immediately upon receipt for security purposes; however, depositing of checks DOES NOT indicate confirmation of registration**
- **Emailed or faxed forms containing credit card information as a form of payment are strongly discouraged as GSEP cannot guarantee the security of credit card information that is mailed, dropped off, faxed, or emailed. The ONLINE REGISTRATION SYSTEM is the best option for credit card payments**

### **What do I do if girls and adults who are in my troop don't appear in the [ONLINE REGISTRATION SYSTEM](#)?**

Leaders should submit transfer requests for any registered girls and adults missing from their troop to GSEP at [trooptransfer@gsep.org](mailto:trooptransfer@gsep.org). Please forward the original email confirmation (if available) or include the full name and address of the member(s) you need transferred. Don't forget to request registered parents/guardians to be transferred with the girls!

### **A parent/guardian is trying to register online but is getting an error message, what should I do?**

If a parent receives a message "We have found you in the system, but in order to continue please contact us." The parent must contact Council! We are likely missing an updated email address, there is a duplicate record, the guardian 1 has not set up their information yet, or the parent is not linked to their girl in our system. In these cases, Leaders are unable to assist parents/guardians so they should forward them to us.

### **My troop is going to participate in Nuts About Reading/Cookie Sales, what do we need to do?**

Any girl who is going to participate in product sales must be a registered member of GSEP and be assigned to the correct troop in the [ONLINE REGISTRATION SYSTEM](#). Additionally, troop leaders must be registered, self-appointed and approved in that role prior to kick-off. Girls participating in NAR and returning Leaders should register and self-appoint during *Early Bird Registration* (early May -6/30). For cookies, girls should be registered before they start selling - no exceptions! **IMPORTANT NOTE: Leaders must check the [ONLINE REGISTRATION SYSTEM](#) at least once a month to ensure girls/adults participating in troop meetings and activities are registered & appear in their troop so you are prepared for data uploads for both sales.**

### **How do I become a Leader in the system?**

GSEP volunteers should self-appoint their position codes annually using the [ONLINE REGISTRATION SYSTEM](#). Returning leaders should re-register and self-appoint during *Early Bird Registration* (early May -6/30). New leaders and other volunteers can self-appoint anytime during the membership year as long as they have an active membership on record. As with all GSEP position codes, the Troop Leader position's start and end dates correspond with the membership year (10/1 – 9/30.) **IMPORTANT NOTE: Each troop is required to have one 01 and one 02. GSEP allows for up to two 01s per troop as many leaders prefer to share the online responsibilities. If more than two 01s exist in a troop, the last 01(s) to be approved will be removed.**

### **Some of my parents want to volunteer in the troop, what should they do?**

Any parent/guardian or adult who is actively volunteering in your troop must have an active membership on record and must self-appoint the position they are holding. Those providing general support can code themselves as an 03-Support Volunteer; or they may use a more detailed position such as Troop Treasurer, Troop Product Sales-Fall or Troop Product Sales-Cookies. Many of these specialized positions also require CBC clearance. Please check *Volunteer Essentials* for more information or contact Volunteer Management at [volunteer@gsep.org](mailto:volunteer@gsep.org).

### **How do I or my parents/guardians Self-Appoint Position Codes?**

- Visit our website, [www.gsep.org](http://www.gsep.org), and click on the [ONLINE REGISTRATION SYSTEM](#) on the menu to the left of your screen, click on [GO TO ONLINE REGISTRATION SYSTEM](#), then log in on the right
- Click on your account (in white underlined text at the top of your screen) to access your profile
- Under the section **How I Participate**, located at the bottom of the page, click [Add Volunteer Roles](#)
- Click the drop down box next to **Role** and find your volunteer position
- Select the **Year** you wish to serve (during *Early Bird Registration*, there will be two membership year options, please confirm the start and end dates prior to your selection)
- Under **Serving**, click on the level you are appointing (Area is not in use at GSEP), enter the troop or service unit number, and click [Search](#)
- Click on the correct troop or service unit in the list, it will be added to the **Your Selections** section to the right of your screen
- Search and add any additional position codes
- When finished, confirm the information under **Your Selections** is correct and click [Add](#)
- The position will be added to your record with a pending status. Position codes are made active each business morning for the previous day and are subject to final approval by membership and SU managers
- Click [Update Involvement](#) to return to your account

### **How do I reserve space at a GSEP property for my troop to go camping?**

Camp reservations are done online at [www.gsep.org](http://www.gsep.org), select **Rent and Campsite or Property** under **Camps** on the menu to the left. The *GSEP Facilities Guide* should be referenced for additional details and instructions.

### ***How do members apply for financial aid?***

General financial aid is available to girls for membership, troop dues, and uniform components; and for adult membership. Parents/guardians must complete the application and submit it with proof of income to GSEP. Leaders should not be completing/submitting the application on behalf of parents/guardians. Incomplete applications will not be considered. Please direct parents/guardians to the following link for applications and additional instructions: <http://www.gsep.org/forms-publications/general-forms-for-volunteers-and-parents.php>. GSEP also offers financial aid and scholarships for camp. Additional details are provided on the applications.

### ***How long does it take to process financial aid?***

Membership is processed immediately upon approval, usually within 2 weeks of receipt of the completed application. Shop components are processed in September and are valid through July 31<sup>st</sup> of the membership year. Troop dues are processed in October and are only distributed if: 1.) the girl is registered with a troop in our system, 2.) the Leader is appointed and approved in the system, and 3.) an ACH account exists for the troop.

### ***Why can't I register for a program/camp/training that is tomorrow?***

All registration events have registration close dates so that we are able to plan and execute the event successfully. Typically, registration closes for:

- CAMP: Online - 5 to 7 days prior to the start date; Paper - 4 weeks prior to the start date
- PROGRAM: Online - when the program is full or 2 weeks prior to the date; Paper - 4 weeks prior to the date
- TRAINING: Online - approximately 3 business days prior to the date; Paper - 4 weeks prior to the date

### ***Another girl in my troop wants to attend but the capacity is full, why can't I register her?***

Attendance capacity is based on the needs of the camp/program itself and cannot be adjusted due to late registration, transfer requests, troop needs, buddy expectations, etc. However, if you have a registered girl in your troop who is cancelling and a girl who can take her place, you must notify GSEP so that we can update our system prior to the program date. We do not accept walk-ins for any program so it is important that the girls who are planning to attend a program are on the roster prior to the program date.

### ***All of my parents want to attend this program with us, why can't they?***

For programs, adult spaces are intended for the adults necessary to meet the required girl/adult ratios only as outlined in the Safety Activity Checkpoints available on our website. **IMPORTANT NOTE: any adult who attends a GSEP program must have a current membership on record; any adult who plans to attend a trip or overnight program, must also complete the GSEP Criminal Background Check (CBC) through GSEP's website prior to registering for the program**

### ***My troop can't attend a program and it's too late for a refund, do I need to do anything?***

Registrants are required to notify the registration department of all cancellations for program, training, camp or special events; regardless if admission is free or if a refund is applicable.

### ***Can I get a refund for my cancellation/membership?***

Requests for refunds must be submitted in writing to [ebiz@gsep.org](mailto:ebiz@gsep.org) at least 4 weeks in advance of the camp/program date for consideration. Refunds may take up to six weeks for processing.

- FOR CAMP: Refunds for cancellations occurring less than 4 weeks in advance are only considered in cases of emergency and handled on a case-by-case basis. These requests must be submitted within 7 days of the camp start date. Refunds are NOT issued for early departures from camp, campers who choose not to stay at camp during drop off, campers considered "no shows" (those who do not attend and did not give advance notification of cancellation), or for days missed during a camp session. This applies to programs, busing, overnights, and extended care for both resident and day camps.
- FOR PROGRAMS: Refunds are not issued for cancellations occurring less than 4 weeks in advance or if troop numbers are reduced less than four weeks prior to the program. Refunds are not issued for "no shows" (those who do not attend.)
- FOR MEMBERSHIP: Per GS USA, memberships are non-refundable and non-transferrable. **IMPORTANT NOTE: GSEP has a very limited window of opportunity to reverse a membership purchased in error (registered adult instead of girl, duplicate membership, or purchased wrong membership year) only in cases where: 1.) the membership was purchased online and 2.) we are notified within 10 business days of the purchase date. THERE ARE NO EXCEPTIONS so please caution parents to review the confirmation email sent at the time of purchase and ensure an active email address appears in their girl's record so the email is sent.**

Contact the Registration Department: by phone at 888-564-4657, press 2, or email at [ebiz@gsep.org](mailto:ebiz@gsep.org)  
Hours of operation: Monday through Friday, 8 am to 5 pm, excluding holidays & Council/department closures