

Member Preview: Girl Scouts Refreshed Environment



Objectives



Highlight and introduce several of the key concepts and features in the refreshed environment:

- the new member registration experience
- myAccount with improved functionality for managing household member accounts and Girl Scout participation
- member renewal management





Enhancing the Member Experience

Delivering more features, more fun

Members will experience clean screen views and increased self-service account management functionality

Members will be able to combine multiple products into a single transaction (e.g. volunteer roles and membership)

Many member experiences have been simplified for greater ease and efficiency





Registration Experience for New Members

Search

Register/Signup

Checkout/Cart

Submit Order

Confirmation

Search

Registration/Signup

Checkout/Cart

Submit Order

Confirmation

1

How would you like to participate?

First, select participation type:

- Search Troops
- Search Events
- Start a Troop
- Volunteer

During the initial search individuals can search by*:

- Radius from zip code
- troop number
- grade level

The screenshot shows the Girl Scouts website home page. At the top, there is a green navigation bar with links for GIRL SCOUTS, OUR PROGRAM, SHOP, COOKIES, FOR ADULTS, and FOR GIRLS. A blue speech bubble on the left says "Welcome to the home page." The main heading is "How would you like to participate?". Below this, there are four options, each with a photo, a description, and a button:

- SEARCH TROOPS:** Photo of four girls in green vests. Description: "Participate in weekly troop activities throughout the school year." Button: "SEARCH TROOPS".
- SEARCH EVENTS:** Photo of five girls in white shirts and blue shorts with arms raised. Description: "Participate in short term events throughout the school year and summer." Button: "SEARCH EVENTS".
- CREATE A TROOP:** Photo of three girls in blue vests holding a sign that says "D.A.T.C.Y. TROOP". Description: "Participate in weekly troop activities throughout the school year." Button: "CREATE A TROOP".
- VOLUNTEER:** Photo of three girls, one in a green shirt, one in a white shirt, and one in a grey shirt. Description: "Participate in short term events throughout the school year and summer." Button: "VOLUNTEER".



*Once initial results are displayed, individuals can further narrow their search using sort and filter.

Search

Registration/Signup

Checkout/Cart

Submit Order

Confirmation

2

Search results

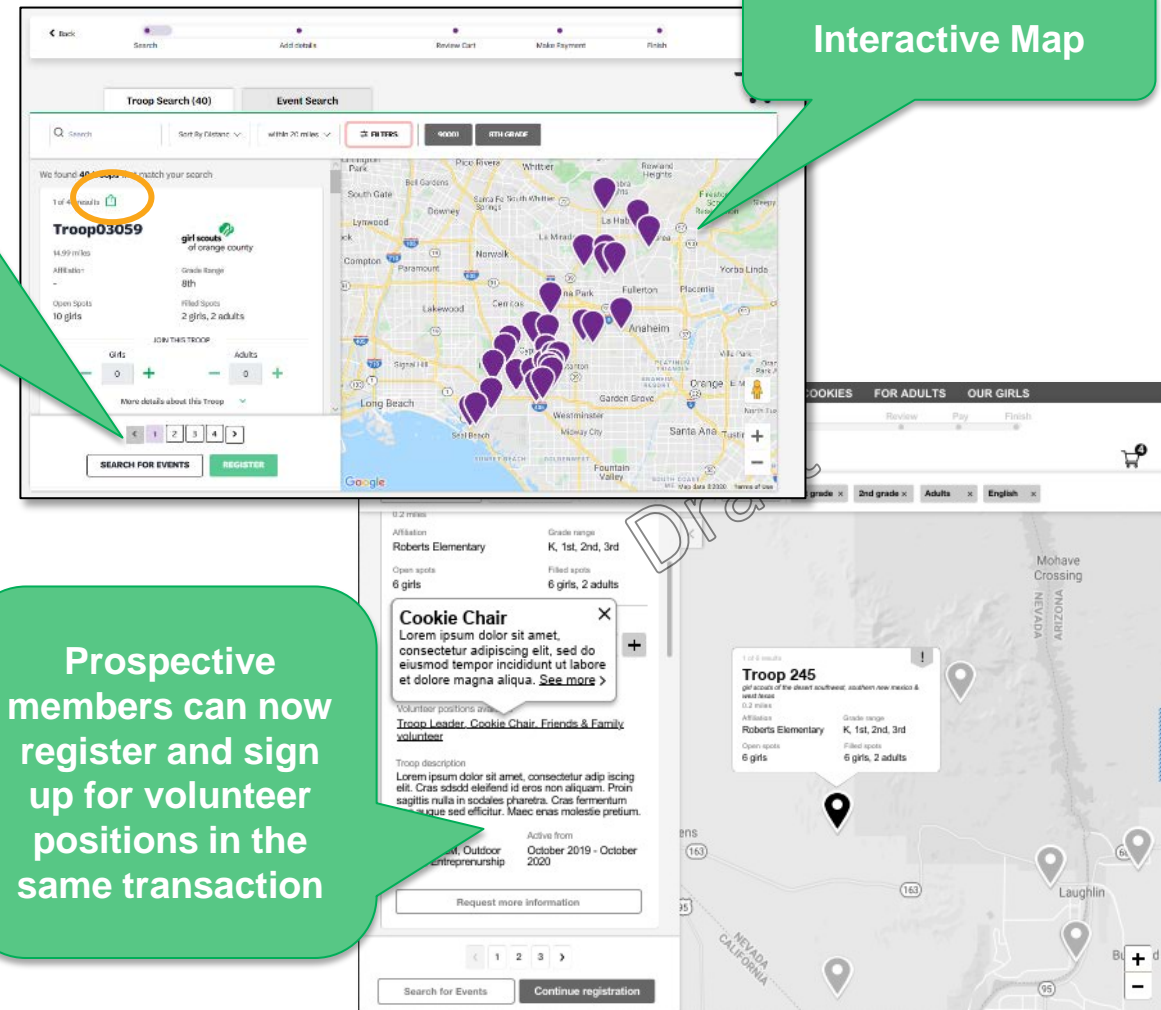
For troops that meet their search criteria, they will see:

- Troop Number
- Council
- Affiliation (school or other institution associated with the troop)
- # of openings
- Grade
- # of current members (girls/adults)
- Link to additional troop details

This side of the screen will show a scrolling list of all matches. When a prospective member finds a troop they would like to join, they will click JOIN on the troop listing

Prospective members can now register and sign up for volunteer positions in the same transaction

Interactive Map



Search

Registration/Signup

Checkout/Cart

Submit Order

Confirmation

After finding a troop, it's time to JOIN/register, since this is a new member, they will be asked to create an account.

1

Welcome to Girl Scouts, Close

Create an account!

First name	Email address
<input type="text" value="Liliana"/>	<input type="text" value="VS2.0TestAcct+11@gmail.com"/>
Last name	Create password
<input type="text" value="Jimenez"/>	<input type="password" value="*****"/>
Phone number	Confirm password
<input type="text" value="5551231234"/>	<input type="password" value="*****"/>
Zip/Postal code	<input type="checkbox"/> I agree with GSUSA privacy policy
<input type="text" value="08054"/>	<input type="checkbox"/> I agree with terms and conditions
	<input type="checkbox"/> SMS opt in - standard data and text messaging rates apply.
	<input type="checkbox"/> Email opt in - I agree to receive transactional emails from GSUSA.



Search

Registration/Signup

Checkout/Cart

Submit Order

Confirmation

2

Complete registration - add membership details:

- general information - phone, email, address
- Girl information – birth date, grade, ethnicity, race, school, participation type
- adult information – gender, ethnicity, race

The screenshot shows the 'Add membership details' page on the Girl Scouts website. The page is titled 'Add membership details' and features a navigation bar with links for 'ABOUT GIRL SCOUTS', 'OUR PROGRAM', 'SHOP', 'COOKIES', 'FOR ADULTS', and 'OUR GIRLS'. Below the navigation bar, there are tabs for 'Participate', 'Search', 'Join', 'Add details', 'Cart review', 'Pay', and 'Finish'. The main content area is divided into two columns. The left column contains a list of members being added: 1. Jane Doe (Troop 245, Troop 177), 2. Jean Doe (Troop 245), and 3. Girl participant. The right column is a 'Membership Summary' table. The form includes various input fields for each member, such as 'Participation type', 'Grade', 'First name', 'Last name', 'Street address', 'ZIP code', 'State/Province/Region', 'Country/Region', 'Ethnicity', 'Race(s)', and 'Birth date'. There is also a section for 'Caregiver 1' with fields for 'Caregiver first name', 'Caregiver last name', 'Caregiver phone number', and 'Caregiver email address'. A checkbox labeled 'I am the caregiver' is checked. At the bottom left, there is a small disclaimer about data collection and a note about council fees.

Membership Summary	
1. Jane Doe	
Troop Leader	Troop 245
Cookie Chair	Troop 177
Membership	\$25.00
2. Jean Doe	
Troop Member	Troop 245
Membership	\$25.00
Council fees*	\$5.00
3. Girl	
Troop Member	Troop 177
Membership	---
Council fees*	---
Subtotal (3 memberships)	---



Search

Register

Checkout/Cart

Submit Order

Confirmation

1

Enter payment details

- *Credit card, program credits, request financial assistance*

2

Submit order

Upon submission:

- payment processed
- troop-to-member affiliation created
- Internal invoice created and payment recorded



Search

Register

Checkout/Cart

Submit Order

Confirmation

System triggers and sends order confirmation via email.

- Look and feel of the order confirmation will be slightly different and will include all products in the order



Search

Registration/Signup

Checkout/Cart

Submit Order

Confirmation

Highlights - create account and member details functionality

- The new requirement to **Create an Account** will improve overall member experience and reduce follow-up for missing account information.
- Throughout this workflow, individuals will have the opportunity to “request help/ask for someone to contact them for assistance”.






Member Experience


myAccount

myAccount


Portal for member self-management of their household memberships and participation.



Gateway to managing household member accounts



Initially created when a person begins the “Create Account” workflow to purchase a new membership or registers for a non-member event



Most often used during renewal process or to update account information or troop participation



Accessed through a link on the council website



myAccount navigation and page views

Home Page/Landing Page – “one-stop-shop for member household account management”

1

Dashboard

- Summary view of household members
- Summary view of troop involvement
- Portal to account management

Left Menu

Summary View of Household Memberships

Summary View of Troop Participation

The screenshot shows the myAccount dashboard for a user named Momthreegirls MgrOne. The page features a green header with navigation links: Donate, Find A Council, En Espanol, My Account, Logout, Join, and Volunteer. A search bar is located on the right. Below the header is a navigation bar with links: ABOUT GIRL SCOUTS, OUR PROGRAM, SHOP, COOKIES, FOR ADULTS, and FOR GIRLS. The main content area is divided into several sections:

- Welcome, Momthreegirls MgrOne!**: A personalized greeting.
- My Household's Events**: A list of upcoming events, including "Monthly patch program" (1 July - 31 July 2019) and "Cyber camp" (14 July - 18 July 2019).
- Momthreegirls MgrOne's Household**: A table showing household members and their participation in Troop 02051.
- My Troops**: A section for Troop 02051, showing meeting times, program levels, roles, and membership status.

Name	Troop(s)	Participation	Status
Momthreegirls MgrOne	Troop02051	Troop Co-Leader	● ACTIVE MEMBERSHIP
Alicia Mgr1	Troop02051	ambassadors	● TIME TO RENEW MEMBERSHIP
Mgr1	Troop02051	ambassadors	● MEMBERSHIP PENDING
Emmie Mgr1	Troop02051	ambassadors	● ACTIVE MEMBERSHIP

Meeting time	Program level	Role	Expiring members	Open spots
Bi-weekly Wednesday 2:15 PM - 3:45 PM	ambassadors	Troop Co-Leader	8 girls 3 adults	6 girls -2 adults



myAccount home page/landing page – a closer look

girl scouts

Donate Find a Council En Espanol Login Join Volunteer

Search

ABOUT GIRL SCOUTS OUR PROGRAM SHOP COOKIES FOR ADULTS OUR GIRLS

Welcome, Jane Doe!

My Home

My Household

My Troop(s) ▾

My Household Profile

My Events

Volunteer ToolKit

GSLearn

Contact Council

Log Out

Welcome, Jane Doe!

Jane Doe's Household

Name	Troop(s)	Participation	Membership Status
Jane Doe	Troop 177, 245, 365	Volunteer	● RENEW FOR 2020
Alex Rogers	None	Adult	● RENEW FOR 2020
Jennifer Rogers	None	Adult	● RENEW FOR 2020
Matt Doe	Troop 365	Volunteer	● RENEW FOR 2020
Jean Doe	Troop 365	Ambassadors	● RENEW AS ADULT
Jill Doe	Troop 245	Daisies	● RENEW FOR 2020
Sally Rogers	None	Juniors	● RENEW FOR 2020
Melissa Rogers	Awaiting placement	Daisies	● ACTIVE
Sue Doe	Troop 177	Daisies	● INACTIVE

Manage my Household members >

My Household's Events

Monthly patch program >
1 July - 31 July, 2019
10:00AM - 12:00PM
Participant(s): Jane Doe, Jill Doe

Cybersecurity camp >
15 July - 19 July, 2019
All-day
Participant(s): Jill Doe

IBM EX.I.T.E. camp >
22 August - 25 August, 2019
All-day
Participant(s): Sue Doe

Top secret stem badge day >
26 August 2019
10:00AM - 12:00PM
Participant(s): Jane Doe, Jean Doe

My Troops

Troop 177 Forming Troop !

Meeting time	Role	Program level	Expiring members ?	Open spots ?
--------------	------	---------------	--------------------	--------------



*Screens are snapshots of a system that is still in active development and testing; field names and other written material in the system are still subject to change before Go-Live but the concepts are the consistent.

myAccount navigation and page views

2

Left Menu Column

Portals to member information, participation details and account management options

My Household
My Troop(s)
My Profile
My Events
Contact Council
Log Out

The screenshot shows the myAccount page for a manager. The top navigation bar includes the Girl Scouts logo, links for Donate, Find A Council, En Espanol, My Account, Logout, Join, and Volunteer, and a search bar. Below this is a secondary navigation bar with links for ABOUT GIRL SCOUTS, OUR PROGRAM, SHOP, COOKIES, FOR ADULTS, and FOR GIRLS. The main content area is titled 'Welcome, Momthreegirls MgrOne!' and features a left-hand navigation menu with options: My Account, My Household, My Troop(s), My Profile, My Events, Contact Council, and Log Out. The main content is divided into three sections: 1. 'Momthreegirls MgrOne's Household' which contains a table of household members with columns for Name, Troop(s), Participation, and Status. 2. 'My Troops' which shows details for Troop 02051, including meeting time, program level, role, and open spots. 3. 'My Household's Events' which lists upcoming events like 'Monthly patch program' and 'Cyber camp'. A shopping cart icon is visible in the top right corner.

Name	Troop(s)	Participation	Status
Momthreegirls MgrOne	Troop02051	Troop Co-Leader	● ACTIVE MEMBERSHIP
Alica Mgr1	Troop02051	ambassadors	● TIME TO RENEW MEMBERSHIP
Naya Mgr1	Troop02051	ambassadors	● MEMBERSHIP PENDING
Emmie Mgr1	Troop02051	ambassadors	● ACTIVE MEMBERSHIP

Meeting time	Program level	Role	Expiring members	Open spots
Bi-weekly Wednesday 2:15 PM - 3:45 PM	ambassadors	Troop Co-Leader	8 girls 3 adults	6 girls -2 adults



myAccount – my household and my troop tabs (parent view)

Example: primary caregiver to multiple girls; active in multiple volunteer roles

	My Household	My Troop/s
Features	<p>Detailed information for all household members including:</p> <ul style="list-style-type: none"> troop affiliations volunteer roles membership dates renewal checkboxes membership cards 	<p>Detailed information for all household members' troop affiliations including:</p> <ul style="list-style-type: none"> current role (volunteer, member) program level membership status (current/expiring) open spots open volunteer roles
Benefits	<ul style="list-style-type: none"> Clear and consolidated view of all household memberships Ability to renew multiple household members in a single order 	<ul style="list-style-type: none"> Clear and consolidated view of all household members' troop participation information Highlights open volunteer opportunities

myAccount my household tab – a closer look

girl scouts

Donate Find a Council En Espanol Login Join Volu

Search

ABOUT GIRL SCOUTS OUR PROGRAM SHOP COOKIES FOR ADULTS OUR GIRLS

Welcome, Jane Doe!

My Home

My Household

My Troop(s)

My Household Profile

My Events

Volunteer ToolKit

GSLearn

Contact Council

Log Out

My Household members

Adults

select all Show inactive memb

Admin

Jane Doe Edit member details

Membership

Participation	Status	Exp. date	CBC expiration	Caregiver of
<input checked="" type="checkbox"/> Membership	● RENEW FOR 2020	09/30/2019	09/30/2019	
<input type="checkbox"/> Troop 177	● RENEW FOR 2020	09/30/2019	09/30/2019	Sue Doe
<input type="checkbox"/> Friends and family volunteer	● RENEW ROLE	09/30/2019	09/30/2019	
<input type="checkbox"/> Troop 245	● RENEW FOR 2020	09/30/2019	09/30/2019	Jill Doe
<input type="checkbox"/> Troop leader	● RENEW ROLE	09/30/2019	09/30/2019	
<input type="checkbox"/> Troop 365	● RENEW FOR 2020	09/30/2019	09/30/2019	Jean Doe
<input type="checkbox"/> STEM volunteer	● RENEW ROLE	09/30/2019	09/30/2019	

Alex Rogers Edit member details

Girls

select all Hide inactive memb

Renew as Adult

Jean Doe Edit member details

Participation	Status	Exp. date	Program level	Caregiver(s)
<input checked="" type="checkbox"/> Membership	● IN CART	09/30/2019	Ambassadors	
<input checked="" type="checkbox"/> Troop 365	● IN CART	09/30/2019		Jane Doe, Matt Doe

Jill Doe Edit member details

Participation	Status	Exp. date	Program level	Caregiver(s)
<input checked="" type="checkbox"/> Membership	● IN CART	09/30/2019	Daisies	
<input checked="" type="checkbox"/> Troop 245	● IN CART	09/30/2019		Jane Doe

Sally Rogers Edit member details

Participation	Status	Exp. date	Program level	Caregiver(s)
<input checked="" type="checkbox"/> Membership	● IN CART	09/30/2019	Juniors	Kate Rogers



*Screens are snapshots of a system that is still in active development and testing; field names and other written material in the system are still subject to change before Go-Live but the concepts are the consistent.

myAccount my troop(s) tab - let's take a look

The screenshot shows the 'My Troops' page in a web application. At the top, there is a navigation bar with links: ABOUT GIRL SCOUTS, OUR PROGRAM, SHOP, COOKIES, FOR ADULTS, and OUR G. On the left, a sidebar menu is visible with the following items: Welcome, Jane Doe!, My Home, My Household, My Troop(s) (highlighted with a green circle '1'), Troop 177, Troop 245, Troop 385, My Profile, My Events, Volunteer ToolKit, GSLearn, and Change Password. The main content area is titled 'My Troops' and displays two troop cards. The first card is for Troop 177, labeled 'Forming Troop' (with a green circle '2' next to it). It includes the Girl Scouts logo, meeting time (1st & 3rd Wednesdays, 3:00 - 4:00 PM), role (Friends and family volunteer), program level (Daisies), expiring members (0 Girl, 0 Adult), and open spots (4 Girls, 4 Adults). Below this card are buttons for 'Troop leader', 'Camp supervisor', and 'Camp unit leader'. The second card is for Troop 245, with a green circle '3' next to it. It includes the Girl Scouts logo, meeting time (Mondays, 4:00 - 5:00 PM), role (Troop leader), program level (Daisies), expiring members (5 Girls, 2 Adults), and open spots (2 Girls, 2 Adults). Below this card are buttons for 'Cookie chair' and 'Troop organizer'. A green arrow points from the 'Troop 245' card to the 'Troop 177' card, and another green arrow points from the 'Troop 177' card down to the 'Troop 245' card.



*Screens are snapshots of a system that is still in active development and testing; field names and other written material in the system are still subject to change before Go-Live but the concepts are the consistent.

myAccount – my troop tab (troop leader view)

Example: troop leader manages membership for troop participants

	My Troops
Features	<p>Review and edit troop details</p> <ul style="list-style-type: none">• Meeting details (time, place)• View contact information for troop volunteers <p>Detailed breakdown of existing troop members (adults and girls)</p> <ul style="list-style-type: none">• Membership status (current/expiring)• Renewal checkboxes• Membership cards• Ability to register new troop members
Benefits	<ul style="list-style-type: none">• Clear and consolidated view of all troop members' troop participation• Highlights opportunity to expand participation on behalf of existing and new members and open volunteer opportunities

myAccount – my troop tab (troop leader view) – a closer look

The screenshot displays the 'myAccount' interface for a troop leader. On the left is a navigation sidebar with options: Welcome, Jane Doe!, My Home, My Household, My Troop(s) (expanded), Troop 177, Troop 245 (selected), Troop 365, My Household Profile, My Events, Volunteer ToolKit, GSLearn, Contact Council, and Log Out. The main content area features the Girl Scouts logo and 'Troop 245' title. A 'Meeting details' section includes location (Mark Twain Elementary) and time (Biweekly | Mondays, 4:00 - 5:00 PM), with an 'Edit meeting details' link circled in orange. A 'Program level' section shows 'Daisies, 5 - 6 years old' and 'Brownies, 6 - 8 years old', with a green circle '1' highlighting the latter. 'Contact information' lists roles: Troop co-leader (Jane Doe), Troop co-leader (Sara Smith), and Cookie chair (Sara Smith). The 'Member details' section shows '1 member selected' and a table for 'Jane Doe' (Troop leader) with an 'Edit member details' link circled in orange. The table includes columns for Role, Status (ACTIVE), Exp. date (09/30/2019), CBC expiration (09/30/2019), Caregiver of (Jill Doe), and Not returning. A 'Renew' button and 'Purchase Lifetime membership' button are also visible.



*Screens are snapshots of a system that is still in active development and testing; field names and other written material in the system are still subject to change before Go-Live but the concepts are the consistent.

Go-Live Member Timeline

More Features. More FUN!

Guide for volunteer and member household planning as we prepare for the launch of Girl Scouts refreshed member environment.



Nov 25 – 29
Thanksgiving Break



Nov 2 – 17

Nov 18 - ##

Go-Live
Window

← Current systems remain active and available during this time. →

← Member platforms unavailable. →
Activities (Activities councils) myGS, VTK, gsLearn

← Newly re-designed experience opens to members. →

← We're asking all volunteers and member households to be on the lookout for regular emails and updates throughout this period. We're excited to support you through the transition and welcome you to our new member platform later this fall!
Your friends and family at Girl Scouts of Northern Indiana-Michiana →





Questions?