Thank you so much for renewing for another year of Girl Scouts! This step-by-step guide will walk you through how to renew your household for another Girl Scout year.
Step 1

Visit [girlscoutsosw.org](http://girlscoutsosw.org) and click MY GS to sign in.
Step 2

Log in to your account.

If you are having trouble logging in, click Forgot password?

- In the next screen, type in your account email address, and GSUSA will send you an email with the subject line Reset Password.

! If you don’t receive an email from GSUSA within 15 minutes, be sure to check your spam/junk folder. If you can’t find the email there, please fill out a Contact Form or email answers@girlscoutsosw.org.

! If you receive a message There is no user with that username or email, please fill out a Contact Form or email answers@girlscoutsosw.org for assistance.
Step 3

Click on the yellow **My Account** button at the top of the screen.
Step 4

Click on the My Household or Manage my household members (both work).
**Step 5**

Click on all appropriate check boxes for any family members you’re renewing. **Take your time to make sure you’re renewing:**

- General Membership
- Troop Participation
- **And for adults**, Volunteer roles the adult will be continuing
If you're not sure and want to play it safe, you can check the **Select All** boxes to renew everyone in your household in all of their troops and roles.

**Step 6**

Once you’ve selected everyone you're renewing, click on the green **ADD RENEWAL** button.
Step 7

Confirm you've got the right membership year.

Choose Membership

- **Current Year - 2023**
  - October 2022 - September 2023
  - $25.00

- **Next Year - 2024**
  - October 2023 - September 2024
  - $25.00

In the example above, Grace has not renewed for the current membership year. She can either be renewed for the current year or for the upcoming year.

*If you have more than one membership year option available and don’t know which one to choose*, fill out a [Contact Form](mailto:answers@girlscoutsosw.org) or email [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org).
Step 8

Choose your payment method, then click **SAVE DETAILS** or **NEXT PARTICIPANT** (if renewing more household members).

! Please visit the [Financial Assistance](#) page on our website before selecting the **Apply for financial aid** option.

! If your girl would like to use her **Program Credits** for membership renewal, click the **Program Credits** option. GSOSW staff will redeem up to $25 from available program credit cards beginning with the oldest program credit card on file for your girl.

- **If your girl has less than $25 in program credits**, you can still choose this option! GSOSW will reach out to take payment over the phone for the remaining balance due.

- **If your girl is waiting on 2023 Cookie Program credits, that’s ok!** Click the program credit option anyway.

If you are renewing more than one member, the screen will move onto the next person you’re renewing, and you’ll repeat steps 7-8.
Step 9

Click REVIEW CART.
Step 10

Review your cart and agree to the Girl Scout Promise and Law.

Click ADD PAYMENT DETAILS.
Step 11

Add payment details and click **SUBMIT PAYMENT**.
You’re all done!

Be sure to print a receipt if you need one.

Special Note about Individually Registered Girls aka Juliettes
What do you do if your girl isn’t planning to continue with the troop, but is planning to renew as a Juliette? Renew the girl’s membership without selecting the troop renewal checkbox as seen in Step 6. Once you have completed and paid for the renewal, either complete a Contact Form or email answers@girlscoutsosw.org and explain that your girl isn’t continuing with the troop and will be a Juliette. Staff will update the girl’s record accordingly. Please indicate if the change should be effective immediately or at the beginning of the new membership year.
To the caregivers, parents, friends and family volunteers, cookie booth helpers, troop product managers, treasurers, day camp volunteers, troop leaders, and service team volunteers:

THANK YOU

You build girls of courage, confidence, and character.