Hi this is Anna Jarrett, I am here to present today's Mandatory Troop Cookie Program Online Training. We’ve Got This is this year’s theme and Hope the horse is our mascot.

I am doing an overview and providing the basics of this year’s Cookie Program. All the details can be found in the Troop Cookie Manual.

You will notice on the top right on most slides I have a page number referencing the Cookie Manual that you will receive once you view this training and pick up your materials from your SU Cookie Coordinator.
All experiences in Girl Scouting incorporate the Discover, Connect, and Take Action keys to leadership. Girl Scout experiences are also, as much as possible, girl-led and encourage learning by doing (experiential learning), and cooperative learning. These three processes promote the fun and friendship that have always been so integral to Girl Scouting.

Participation in Girl Scout Product Programs allows girls from K-12th grade to not only learn valuable life skills but to progressively build an entrepreneurial mindset, preparing them for future business opportunities and leadership roles.

NEW – Entrepreneurship Badges

Dreaming about creating a business that can make a difference? With the Entrepreneurship badges, you will create and pitch a product or service that solves a real-life problem. Then you’ll build a business plan and think about topics like production, cost, profit, marketing, and competition. (Funded by Susan Bulkeley Butler and designed in collaboration with VentureLab).
Girls can begin taking orders from the public: Wednesday, January 6 through Saturday, January 30, 2021. Please remind parents that girls are not allowed to sell face to face prior to this date, except to family members during the holiday season.

Troops have until Monday, February 1 at 11:59pm to Submit initial orders and initial rewards in eBudde - the Cookie program data entry system.

Delivery dates are February 17-22. Your specific delivery date will be provided to you by your SU Cookie Coordinator.

Booth Sales will begin on Friday, February 26 and end on Sunday, March 21.

A complete list of dates can be found in your troop Cookie manual.
Here are the bank dates for this year. The first bank sweep, from your troop account, will be on March 8. This will be for 50% of your troop’s initial order, minus the troop proceeds.
The second and final sweep for the remaining 50% and any extra cookies picked up from a cupboard will be on April 7.

ALL troops need to add or edit their banking name, account and routing number into eBudde by February 1. Troops that do not have complete banking information added may not be able to pick up their troop’s initial cookie order.

Please adhere to the required dates listed on your screen for parent delinquencies and NSFs in order for GSNI to cover the troop financially. If dates aren’t met, your troop takes on the risk and is responsible for the debt.

**Protect your troop from bad debt:**
1. Every parent needs to sign the Product Program Permission/Financial Responsibility form before receiving any cookies.
2. Parent counts with leader and signs receipts when picking up cookies AND when turning in money.
3. Do not accept checks from strangers (i.e. booth sites).
We offer a two-tier proceeds plan. The more your girls sell, the more your troop earns! The troop proceeds plan allows a troop to increase their proceeds based on the average number of packages sold per girl. This is calculated based on the number of girls selling, not the number of girls registered to your troop.

Only Cadette, Senior and Ambassador troops can consider opting-out of rewards for higher proceeds. Troop leaders should guide girls to carefully consider which option is best for their troop.

<table>
<thead>
<tr>
<th>Tier level</th>
<th>Average # of Packages Sold</th>
<th>Regular Proceeds</th>
<th>Older Girl Opt Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1:</td>
<td>1-159</td>
<td>$.85</td>
<td>$.95</td>
</tr>
<tr>
<td>Tier 2:</td>
<td>160+</td>
<td>$.90</td>
<td>$1.00</td>
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</tbody>
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Note: The average number of packages sold (or Troop PGA-per girl average) is determined by the number of girls in the troop who sell cookies.

Please note: If your troop is receiving a credit for your troop proceeds due to online sales, any amount under $20 will be issued as a GSNI store e-code.
Posts ALLOWED

- Posts December 14-January 5 may only refer to online Digital Cookie sales. Information regarding all types of sales may be posted January 6-March 21. Information regarding booth sales may be posted February 26-March 21.
- Posting to personal social media is permitted. Be cognizant of settings (private vs. public).
- Posting to LOCAL public social media sites (approved membership or public) with Girl Scout or Troop Digital Cookie link is permissible for the promotion of booth sale sites, online direct ship orders and public pick-up of girl delivery orders. We remind parents and troop volunteers to be safety conscious and cautious providing a URL to unknown customers.
- ALWAYS meet in a public location for distribution of Girl Delivery orders from unknown customers.

Posts NOT ALLOWED

- Posting to national sites such as, but not limited to, eBay, Craigslist, Amazon, Facebook Marketplace is NOT permitted.

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GSNI reminds everyone that the Girl Scout Cookie Program is a girl-led program and girls should be involved as much as possible in social media and online sales. We also recommend parents use caution when posting to ANY social media site and possibly taking orders from strangers. The safety of Girl Scouts and their families is first and foremost. Parents should use their best judgement when approving in-person delivery orders, versus shipped-only orders, to customers they don’t know. A girl should be accompanied by an adult at all times when delivering cookies. Abuse or misuse of a girl’s Digital Cookie site may result in council
inactivating the girl’s site.
Our top priority at GSNI has always been and will always remain the safety and well-being of our inspiring girls, their supportive families, and our dedicated volunteers. Thank you for sticking with Girl Scouts!

Using Digital Cookie 7.0 in conjunction with social media, texting, emails, calls, video chats, door hangers, or even video presentations allow for contactless, safe selling to friends and family! Product pick-up and deliveries to customers can be done through arranged porch drop-offs, curbside, or other contactless procedures. Girl Scouts also have the option to ask customers to choose shipping as their preferred method of delivery.

Properly worn face masks and appropriate social distancing, outside of a family’s contact circle, must be practiced during ALL phases of the 2021 Cookie Program as required by current Restore Illinois restrictions. All established GSNI troop meeting procedures and guidelines should continue to be followed as each troop decides how to best participate in the 2021 Cookie Program.

Any pictures shared on social media or as part of GSNI contests, MUST display girls and volunteers/parents following all COVID guidelines.

As the GSNI Product Program Team writes this manual, we all know COVID restrictions

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<tr>
<th>Covid-19 Guidelines</th>
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<tbody>
<tr>
<td>• Girl Scout participation in any of GSNI’s Product Programs should always be a Girl Scout family decision. For the 2021 Cookie Program, we encourage Girl Scouts to discuss with their families the most appropriate and safest way to participate, based on their family needs.</td>
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and Restore Illinois guidelines can change at any time and be different for different areas of the council. We are outlining the program to the best of our ability, with the understanding that policies, procedures, dates could change as we progress through the program. Updates will be communicated to volunteers and girls/parents through emails, website postings, social media posts as quickly as possible. We appreciate your cooperation.
In the ever-changing world, there are still multiple ways for girls to participate in the Cookie Program. From the traditional door to door sales with order card or packages in hand with a mask to online platforms and using approved social media.

### How girls can participate?

1. **Door-to-Door** – Take cookie orders using the cookie order card wearing your mask.
2. **By Phone** – Call customers personally. Text a picture of order card and send to family and friends.
3. **Social Media** – Text, email, and post messages on approved social media sites.
4. **Digital Cookie 7.0** – Contact potential customers with a personalized cookie platform for online ordering. Digital Cookie Mobile App is available!
5. **Cookie Booth** – Sign up or arrange for one or more cookie booth sites.
7. **Parent Workplace** – Design posters and flyers to post with an order card at the workplace or go to the workplace afterschool or on a day off from school to take orders in person.
8. **Businesses** – Contact business owners to make a cookie purchase.
9. **Virtual Cookie Booth** – Use Troop Digital Cookie link for shipped/donation orders. Use Girl Scout Digital Cookie links to promote pre-orders with a planned date/time in a public location for customers to pick-up their orders.
GSNI has standardized pricing. This simply means all cookie varieties are to be sold at $5/package. Even though our two specialty cookies cost more, GSNI has elected to go with $5 across all varieties for standardization and simplicity. Cookie payment is expected at the time of delivery. The only exception is when customers purchase cookies for donation.

Please note the new Toast-Yay cookie is not available through Little Brownie Bakers and is not to be sold by GSNI troops.

To ensure your troop has S’mores and Toffee-tastic for booth sales, add the quantities you want to your initial order on the booth line to guarantee having them. However keep in mind these will be added on the initial order due and 50% for these will be owed on the first bank sweep.
Service Unit Goals

- Service units that reach their council-set goals will receive 6¢ per case.
- Those exceeding their council goal by 5% or more will receive 12¢ per case.

Just like the girls set goals, Service Units have goals as well. Service Units who make or exceed their goal earn a monetary bonus! The money earned can be used to host a fun party to celebrate cookie success or another service unit event! Service units that reach their council-set goals will receive 6¢ per case. Those exceeding their council goal by 5% or more will receive 12¢ per case. If you would like more information on your Service Unit’s goal, please contact your Service Unit Cookie Coordinator.
Our Resource Centers serve as cookie cupboards so troops can get more cookies for online girl delivery order, cookies in hand, and booth sales. Here are the dates and times for the service center cookie cupboards. All cupboards open February 25.

We also have volunteer run cupboards. The complete list of all cupboards will be emailed to all troops in February and can be found in eBudde on your Reports and Help tabs.

Cookies must be ordered using eBudde - the data entry system. You will use the Transactions tab to place cupboard orders for additional cookies needed. You will receive an email when your order is un-pended and ready for pickup.

We recommend troops place their orders on Sunday or Monday for pick up later in the week to help council get inventory needed to appropriate cupboards. This is especially important as we get closer to the end of the program.

Lake Zurich is for cookie craver orders ONLY. Not a cupboard location.
This year’s Booth Sales, Girl Scouts need to **Follow all current COVID-19 restrictions including properly worn masks, social distancing as possible, and respect space of all retail customers.**

Booth Sales are a fast and easy way for Girl Scouts to get cookies to customers. Booth sales also builds girl’s People Skills! Customers using the Cookie Finder App will be able to find you ONLY if you register your site for approval in eBudde™.

Council Sales booth sites are defined as a merchant location with multiple opportunities which are secured and entered into eBudde by GSNI staff. Generally these sites are high-traffic locations such as local food chains, department stores or “big-box” stores including most Walmart’s and Walgreens. Volunteers are discouraged from contacting these locations on their own to avoid conflicting communication with the store managers.

Initial Booth Sale sign up for Council sites begins January 25 at 6 a.m. Troops may only sign up for 3 time slots at 3 different retailers.

The secondary Booth Sale sign-up for Council Sites begins February 1 at 6 a.m.

My Sales booth sites are defined as a merchant location where a volunteer may have a special connection to a location that is suitable for a troop booth sale and is NOT listed as a Council Sales site. Some examples of My Sales booth sites are banks, churches,
family restaurants, or other small businesses.

If available, the troop must obtain permission from the merchant first before requesting approval in eBudde™.
All requests can be entered into eBudde starting January 6, by clicking on the Booth Sites tab. We do not recommend contacting retail locations to make reservations prior to January 1.
When entering your requests, complete address information is required. The request will not be approved by GSNI without a complete address including exact street number and street. Requests are approved on a first come, first served basis.
NEW Troop Digital Cookie Link – All troops will be set up with a Troop Digital Cookie Link for online shipped and donation orders ONLY. The Troop Cookie Chair will need assign themselves as the “parent” and manage the account. For all troops that activate their Troop Digital Cookie Link, starting February 19-March 21 the link will be available for customers to search on the Cookie Finder App by zip code. Additional instructions on setting up and managing the troop link will be provided through emails, in the eBudde™ Troop Manual and at www.girlscoutsni.org/cookieresources. Troops interested in a Troop Digital Cookie Link that includes Girl Delivery should contact
cookies4you@girlscoutsni.org or their area Product Program Team member to discuss the options.

**NEW Virtual Booths** – Virtual Cookie Booths are organized by a troop for selling cookies online utilizing social media.

- Use the Troop Digital Cookie Link and promote online shipped and donated orders through social media.
- Girls use their Digital Cookie links on social media promoting pre-booth online orders with a date and time of a public location for customers to pick up orders.

Additional resources will also be provided at www.girlscoutsni.org/cookieresources.
Girls may collect donations or “sell” boxes of cookies to be donated to military troops through Operation Care and other organizations. These also includes local First Responders. During the Initial Order stage, girls sell donation packages for $5 per box. When a troop leader enters the girl’s Initial Order into eBudde™, these donation packages should be listed under the “CGOC” column. The girl and the troop will get credit for selling these cookies but won’t physically receive the packages. Girl Scouts should collect payment at the time of the order since there is no delivery. Girls who sell 18 or more donated packages, can earn this patch! These packages must be entered in under the CGOC column in eBudde to earn this patch.

We have a Gift of Caring Opportunity for girls.
As a way to encourage more troops and Girl Scouts to be involved in the distribution of donated cookies, GSNI is encouraging troops to deliver GOC cookies. All troops that deliver GOC cookies and complete the GOC Delivery form will be entered into a drawing. All girls in the troop who sold donation cookies and/or participated in the delivery date will receive the Cookies on the Go patch!
Digital Cookie 7.0 is a program in its sixth year developed by GSUSA in conjunction with Little Brownie Bakers which allows girls to take electronic orders for cookies.

To get started, watch for your registration email from Girl Scout Cookie Program. This email will be sent out December 9. Every parent of a registered Girl Scout will receive this registration email if an email address has been provided to GSNI.

Today I am touching on the highlights. We will be providing a separate online training for Digital Cookie 7.0 which will go through instructions in much greater detail. This training will be available on the GSNI website starting December 2.

A popular delivery option is to have cookies shipped directly to a customer’s home! This is great for friends and family out of town that a Girl Scout cannot deliver to in-person.

Shipping fees are paid by the customer ordering the cookies. The customer is informed up front of shipping fees before confirming their order. The customer receives their cookies within a few days of ordering, even if it is during GSNI’s initial order time.

**NEW** – Reduced shipping rates December 16-23, $5 off orders of 9 packages or more
Girl Scouts, 13 years and over and parents will be able to download the DOC Mobile App to their smart phones so customers can purchase cookies when face to face using Digital Cookie!

After a girl’s site set-up is complete, the app can be downloaded to a smart phone. On this App there are tips for selling, a Share feature so a girl can enter someone’s email, and an option for the customer to place an order.

- **NEW** – QR code available on app for contactless selling!
- **NEW** – OCR (optical character recognition), girls can scan a customer’s credit card to avoid manual entry of information.

There are 3 main features of the App:
- Tips for selling and using the App.
- Share feature: enter a potential customer’s email and send them a link to the girl’s Cookie website.
- The customer can place an order. The process to place an order is similar to being on the girl’s cookie website.
For you as the Cookie Chair or Leader, you have the ability to see information and be able to track the online sales of girls in your troop on your Troop Dashboard. You can view information on total online sales, sales by cookie type, volume of sales by week and sales by delivery method - Shipped, Girl Delivery or Donation.

This is a view of the bottom portion of the troop dashboard. Cookie Chairs or Leaders can see their girl’s progress at a glance to encourage their customer service skills. You will see all the girls in your troop and details including the parent email connected to her account, date of birth, if they have set up a site, sent customer emails, and/or have orders, including any pending orders. To see more details about each girl’s order, Cookie Chairs or Leaders can click on the green underlined number in the “# of orders” column.

Please note, at the end of Initial Sales, Sunday, January 31 at 12:00 a.m. through Thursday, February 4, at approximately 2 p.m. there will be a pause of DOC orders flowing into eBudde during initial order submission time. Customers can still place orders during this time. However, the orders won’t be transmitted to eBudde until the pause has ended.
Looking in eBudde, when the parent approves the order, a Girl Delivery order will be labeled with DOC DLVR and the amount the customer paid will show as a positive number in the Paid column and as a negative number or credit in the balance due column. eBudde automatically assigns Shipped and Donated online orders to the girl so these do not need to be added.

Remember Digital Girl Delivery total orders will now be visible in eBudde under initial order tab, DO NOT enter the cookies needed for these orders or it will duplicated.
Now let’s discuss where you will add girl orders, choose booth sites, and so much more. eBudde is the all in one place to run your Cookie Program.

Using your welcome email you gain access to eBudde. This is the only way to get access to the system. The link to register in the email will expire in 7 days. These emails will be sent out December 9, 2020.

We will do weekly uploads into eBudde of troops, registered Girl Scouts and adult Leaders and/or Cookie Chairs. A Leader and/or Cookie Chair must be registered Girl Scout members with a current criminal background check completed in order for the troop to be added into eBudde. After the initial login, if you forget your password, you can click the fourth bullet link to reset your password via two options.

The updated eBudde™ App is available for both Apple and Android smart phones and tablets.

This must-have app for volunteers in the Cookie Program now has a new name and added functionality. The eBudde App makes your life simpler by meeting you wherever you are in the cookie season.
Built into the app are all the best parts of eBudde for desktop. If you’re a troop or service unit volunteer you will love the power and simplicity!

Help topics and videos are built into the app. Download the app and try it out! More information will be included with the eBudde™ Manual and eBudde™ online training.
The eBudde Help Center is a great tool to help you navigate and answer any eBudde questions you may have. We will post GSNI resources on the Help Center tab as well as at www.girlscoutsni.org/cookieresources.

Along with the Help Center, we have an eBudde manual created specifically for GSNI. This manual will be emailed out to all troops in December to help you navigate the system.
The Troop Sales Report is another very useful report. It details all cookies sold including Digital Cookie sales and Gift of Caring donations received by the girls. This report also shows your per girl average (PGA) selling, so you can easily keep track of how close you are to the next proceed tier.
For Girl Scouts who want to keep working towards a cookie sales goal after Initial Sales, this opportunity is for you! Parents, Troop Leaders or Cookie Chairs may bring in a Cookie Craver Contest entry form ONLY into a GSNI Council Cupboard from Saturday, February 27—Saturday, March 13, to receive cookies for additional customer orders. Payment is required at the time of submission/cookie pick-up. See guidelines and find forms [www.girlscoutsni.org/contests](http://www.girlscoutsni.org/contests).

Girl Scouts collect additional cookie orders from customers using a regular or Cookie Craver Contest order card. Payment is collected at the time of the customer’s order. Online orders cannot be submitted as part of this contest. **NOTE:** S’mores and Toffee-tastics may not be available at the cupboards and should not be sold through this contest.

### GSNI’s Contests

**Cookie Craver Contest**
- Girl Scouts with a Cookie Craver Contest submission of 18 or more packages will receive the Goal Getter Patch.
- Girl Scouts with submissions of 36 packages of more will receive a horse shaped pen. Limit of one (1) patch and one (1) pen will be issued per girl.
- Girl Scouts may complete and enter multiple submission forms for the contest. Four (4) Girl Scouts will be randomly drawn, from the entries received, to win choice of a Fuji Instant Camera OR Customized Vans shoes. Winners will be contacted directly week in April.

**Girl Scouts “We Got This!”** Girl’s can be a Cookie Entrepreneur by participating in the Cookie Business Challenge!
- Girl Scouts are encouraged to visit businesses and ask them to purchase 12 packages or more. When the cookies are delivered by the Girl Scout, we encourage a picture be taken and posted on social media tagging Girl Scouts of Northern Illinois and #gsnicookiebusinesschallenge.
- If a girl sells a case or more to three (3) or more businesses, she will earn the Cookie Entrepreneur patch. To receive the patch, the Girl Scout/parent must go to the contest page of GSNI website, [www.girlscoutsni.org/cookiecontests](http://www.girlscoutsni.org/cookiecontests) and complete the appropriate form by March 27.

Girl Scouts can be a Cookie Entrepreneur by participating in the Cookie Business Challenge!

Girl Scouts are encouraged to visit businesses and ask them to purchase a case (12 packages) or more of cookies or make a Gift of Caring donation purchase of 12 packages or more. These can be sold during Initial Order phase or
with cookies in hand during Booth phase of the Cookie Program. When the cookies are delivered by the Girl Scout, we encourage a picture be taken and posted on social media tagging Girl Scouts of Northern Illinois and #gsnicookiebusinesschallenge. Please note, any pictures shared on social media or as part of GSNI contests, MUST display girls and volunteers/parents following all COVID guidelines.

If a girl sells a case or more to three (3) or more businesses, she will earn the Cookie Entrepreneur patch. This patch is not calculated through eBudde™ and will be sent separately to Girl Scouts who earn.

Any business that purchases a case (12+ packages) of cookies from a GSNI Girl Scout will receive a window cling and certificate thanking them for supporting Girl Scouts of Northern Illinois and the Girl Scout Cookie Program. For any business that purchases 5 or more cases (60+ packages), we will give additional promotion of the business by recognizing on GSNI social media, GSNI website, at GSNI seller-bration events, and newsletters.
Join us for our First Virtual Cookie Kickoff.

Experience a Girl Inspired. Girl Created. Girl Led event!

This event is held to excite and introduce girls, parents, troop cookie chairs and leaders to the upcoming Cookie Program. There are many activities for girls of all levels. Families are welcome to attend as well!

The event will be held on Saturday, December 12. The registration deadline to guarantee a patch is Friday, December 9. $3 per person.

https://girlscouts.doubleknot.com/event/virtual-cookie-kick-off-dec-12-2020/2757257
Your vote counted! Each year GSNI sends out a survey in May to get feedback for rewards for the next Cookie season. Based on the voting results these items were chosen specifically by our girls in GSNI! All reward details can be found on the traditional order card.

To earn the multi-Girl Scout Family rewards, two or more Girl Scouts in the same family must be participating in the 2021 Cookie Program. Parents or Troop Leaders MUST contact the GSNI Product Program Team if they choose to take advantage of any special reward offer by Wednesday, April 1. These special reward offers will not automatically be applied.
Adults must be registered as the Troop Leader or Troop Cookie Chair with an approved criminal background check in order to be added into eBudde. To protect your troop have all parents sign the Product Program Permission/Financial Responsibility form. Only registered Girl Scout members for 2020-2021 membership year are allowed to sell cookies.

Please remember: Troops that would like to do additional money earning activities must complete the request form and be approved. This form is submitted to their Member Support contact at council. Part of the criteria for this approval is the troop must participate in both the Fall Product and Cookie Programs. Troops are encouraged to take advantage of the many ways girls can participate through both Product Programs!
Thank you for your participation in the 2021 Cookie Program. For assistance and questions, contact your Service Unit Cookie Coordinator or a member of the Product Program Team.
Note: When downloading a document to fill out, make sure you save it onto your computer and then open it up from your computer and not the browser. This will ensure that your information is saved when you upload the completed document.

Have questions about gsLearn? Contact GSNI’s Volunteer Resource Manager at Customercare@girlscoutsni.org Subject: gsLearn Question.

Troubleshooting:
Issue: Volunteer Position Description won’t upload.
A: Volunteer Position Description must be one of the following: DOC, DOCX or PDF in order for it to upload properly. It does say this in the gsLearn.

Issue: Why does it say I have completed only 50% of the course when I have done everything?
A: Once they have submitted their Volunteer Position the course will say 50% completed until GSNI goes into the system and accepts the document. Then an email will be sent saying they have completed the course 100%. This will be done within 24 hours during business hours.

Issue: I don’t see anything on my Dashboard when I log in. Where is the training?
A: Most likely the email that was uploaded as the username for gsLearn is different than their username for MYGS. Send these issues to Jen in order to fix in gsLearn. Once Jen changes the username in gsLearn, the volunteer will have access to everything they need.

Browser should be Google Chrome. Won’t be recognized in Safari.
Thank you for viewing this training!