

Girl Scouts of Northern Illinois Volunteer Rallyhood FAQs

Q: Is there training for Rallyhood available?

A: Yes! There is training available in gsLearn. Our Marketing Specialist also has been offering [one-on-one trainings](#) to Service Team administrators. Webinars will be offered to all Girl Scout volunteers. Keep an eye out for invitations! There is also easy access to Help Documents on the “Get Help” icon on users’ Rallyhood home page as well as an online [Support Articles from Rallyhood](#). Note: that replies from tech support may go to Spam or Junk folders on your first interaction with the “ask” tool.

Q: How are rallies opened to troops?

A: Our Marketing Specialist has been reaching out to the Service Unit Managers to offer trainings to help set up individual Service Unit rallies. After the Service Unit Rally has been established, the Service Unit Rally administrator will invite troops to set up their rallies. If there is not a volunteer administrator for the Service Unit, see the question about troops joining Rallyhood.

Q: Can troops join Rallyhood without the Service Unit joining?

A: Before starting on their Rallyhood journey, troops should check in with their Service Unit Manager to see where the Service Unit is in adopting Rallyhood. If the Service Unit is almost ready to roll Rallyhood out to all troops, the troop volunteer can wait until the Service Unit extends the invite to all troops. If the Service Unit is not quite ready to start using Rallyhood, a troop can connect with our Marketing Specialist through this [online appointment calendar](#) to set up their Rally under the Service Unit. Please be aware that you will not be receiving messaging pushed out from the Service Unit in your Rally. The troop volunteer can still communicate with their troop through their Rally.

Q: How are administrator rights assigned?

A: Several GSNI staff can assign administrator rights to other staff and Service Team volunteers. Designated Service Team administrators can assign rights in their own Service Unit Rallies.

Q: Who are the admins of a Service Unit Rally?

A: The **owner** of a Rally is the leader and creator of that Rally. They can delete or archive the

Rally in addition to the same abilities as an administrator and Rally Friend. The **admins** have management capabilities, but not the ability to delete or unarchive a Rally. The owner and admins can edit content, edit settings, invite friends, create signup lists, add related links, and approve requests to join the Rally in addition to the abilities of a Rally Friend.

A volunteer who is designated by the Service Team would provide the day-to-day oversight of their Rally (i.e., Service Unit Manager, Communications Liaison, etc.). The Member Support Specialist will provide support and push out messaging to the Service Unit. The Marketing Specialist provides GSNI procedure and process support. If there is no Service Unit Manager or Service Team member to manage the Service Unit's Rally, the Member Support Specialist, would be the admin of the Service Unit, but communication from the Service Unit would not be as frequent as when a volunteer is the admin.

Q: How do we know what can be seen by non-members of a Rally?

A: A Rally or a Hub can be set to public or Private. The Private setting is recommended for most groups and means that anyone can search for the Rally, but only invited members can see content. A Public Rally means that anyone can search for this Rally and can see its content and posts.

You can tell if you're a member of a Rally or Hub if there is a heart icon in the upper right-hand corner of the Rally's cover. Private Rallies that you are not a part of it will have a lock icon in the upper right-hand corner of the Rally's cover. Public Rallies that you are a not a part of will have an unlocked lock icon in the upper right-hand corner of the Rally's cover.

Q: Should people be invited to the Hub or is that reserved mainly for admins?

A: A Hub is a central location for questions/sharing resources. A Hub is open to just about everyone. Think of it as a lobby to the rallies. Rallies are where the work is "done." Rallies typically have limited access to only applicable users, such as troop volunteers and parents for a certain troop.

Q: How do we organize the friends in our Rally?

A: We ask that each of the users that join set up their Rallyhood Profile under "My Settings" to include their Current Position or Role to include their Volunteer Position, indicate if their a parent and include their Service Unit and/or troop. For example "Service Unit Communications Liaison, Troop Leader – Fox Tales Service Unit – Troop 1234" or "Parent – Fox Tales Service Unit – Troop 1234".

Q: Can events be shared across rallies?

A: Yes, they can. Additionally, you need to be a member of the Rally to share events. To share use the ellipse icon ... or the Share Icon). When the RSVP feature is activated on a Quick Event it cannot be shared across Rallies, to collect RSVPs use the "Special Event" feature. Do gain permission from the other Rally's admin (Service Unit Manager) before sharing, though, as a courtesy. All events from Rallies you belong to will appear on your personal "My Rally" dashboard calendar.

Q: Where does "flagged" content go in Rallyhood?

A: If the admin of a Rally sees something inappropriate, they can ask the user to remove it, or they can remove it themselves. If there is a safety concern from the information shared, we ask the admin to notify their Member Support Specialist.

Q. Is there a way to get notifications when an event is added to the calendar and a new message is added to the message wall? There is no "notifications settings" button to click on to get notified when things get added.

A. Notifications are managed through your "Settings" on your My Rally Dashboard. Here is a link to Rallyhood's help article on [managing and viewing your notifications](#).

Q. Can users invite people outside of Girl Scouts to our Troop Rallies so they can see pictures and videos of our events?

A. Technically, yes. However, remember the tool is intended for GSNI members, and if we begin inviting outside folks, we risk compromising the integrity of having a safe space to gather and share. If you think of your Rally as a real-life room holding a meeting, how would you manage folks coming in and out of your troop meeting space? That may help you understand how to manage your Rally. You may consider creating a "Friends of Troop#123" Rally and then using the share button to post in your Troop Rally Gallery to quickly share images. If you would like more guidance and support determining managing the access to your Rally, please set up an online meeting with [GSNI Admin to discuss](#).

Q. If there is an outsider in a troop rally, do they have access to the other HUBS and Rallies in our GSNI structure?

A. All users must first create a Rallyhood account. If a HUB/Rally is marked "Public", they may have access to the content. If the Rally is "Private" (recommend for Service Units and Troops) they must be admitted into each HUB and Rally by the HUB/Rally owner.

Q. Will there be events organized by the resource center so they can filter just the ones they want to see? For example, they only see the South Elgin resource center events and offerings, so they don't see events that are only being done in the Rockford location, for example.

A. Not currently, as we do not have Rallies for each Resource Center. We can discuss this further and determine if it seems feasible for our next iteration of GSNI Specific Rallies.

Q. Can Troop Leaders set up rallies within their Troop Rally? For example, if a Troop wants a Girl Rally for the girls to talk or wants one Rally to chat with just volunteers and one for posting to all parents. Thank you!

A: Troop Rallies currently fall underneath the Service Unit HUB. GSNI-assigned staff and Service Unit Administrators have the functionality to create new Rallies. Those using Rallyhood at the Troop level should communicate with your Service Unit or GSNI-assigned staff regarding new Rally creation.

Rallyhood advised that users of their platform be age 14 or older. Rallyhood does not support or intend to attract anyone under the age of 14. If you are the parent or guardian of a child whom you believe has disclosed Personal Information to us, please contact Rallyhood at privacy@rallyhood.com so that they may delete and remove such information from the system.

Q. Does GSNI monitor the Service Units and Troops' Rallies?

A: No, we look to our leaders to head up their Rallies to suit their needs, all the while keeping these spaces warm, inviting, and supportive. If a member has concerns or issues, they may escalate and discuss them with GSNI. We are happy to step forward when needed.

Q. Does GSNI collect any information from member activity?

A. Great question. As mentioned in our training, these spaces are free of data-collecting algorithms that other platforms use. We do, however, gather information on general usage. For example, what groups are using the tools? This information informs our purchase of the platform for you to use. In addition, we're trying to gauge the popularity of Rallyhood so we can best manage our future investments. Rallyhood's full privacy policy can be accessed [here](#).

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Q. Can users invite people outside of Girl Scouts to our Troop Rallies so they can see pictures and videos of our events?

A. Technically, yes. However, remember the tool is intended for GSNI members, and if we begin inviting outside folks, we risk compromising the integrity of having a safe space to gather and share. Items in the Gallery are downloadable and sharable per user. It is GSNI that verifies requests to our private Rallies via cross reference with our current Registrations. Everyone in your Rally should know who is in the Rally and what role they play.

Q. If there is an outsider in a troop rally, do they have access to the other HUBS and Rallies in our GSNI structure?

A. Only those set to “Public” in the settings. Those Rallies set to “Private” must be admitted into each HUB and Rally by the HUB/Rally owner.