

Greetings Members!

Girl Scouts of the USA listened to your feedback and has responded with great changes! eBiz, our online registration website, is upgrading to a new family-based registration system! We have a lot of exciting changes that we are eager to share with you!

#### The new eBiz will:

- Have a new look and feel with easier navigation.
- Have better search functions with more filtering options (e.g., grade, location).
- Allow Family Managers to register anyone in their family for Girl Scouts Heart of the Hudson-sponsored programs in one transaction. You no longer have to log into different accounts to sign up each of your family members or process separate transactions!
- Allows troop leaders to register anyone in their troop(s) or in their family in one sitting through multiple “Mini Carts” and pay with troop/family-specific debit/credit cards.
- Allow troop leaders and Family Managers to access an Order History for everyone in their troop and family, regardless of who registered them.

To eliminate confusion on who needs to activate their accounts and which logins to retain, all existing user names and passwords will be deactivated.

Adults will be required to establish a new online account to gain access to the system following the upgrade. We understand the implications of this change, but assure you the process is much more intuitive! You will be able to reuse your previous user name and password when creating your new online accounts, if you choose to do so.

#### With your new online account, you will be able to manage:

- Yourself
- Your family
- Your troop(s) -- depending on current “01 –Leader/Advisor” participation status

#### Family Managers:

- One adult per family will be designated as the “Family Manager”.
  - This role is assigned according to the first listed parent or guardian on the child’s account (aka Guardian).
- Only the Family Manager will be able to view and manage the accounts of children and adult family member(s) from his/her own login.
  - If you don’t see your family members listed on your account and are unable to add them, please contact Customer Service at Girl Scouts Heat of the Hudson by phone or email for assistance:  
845-790-2326 ext 629 or [Customerservice@girlscoutshh.org](mailto:Customerservice@girlscoutshh.org)  
We will be happy to link your family accounts in the back office for you.
- Girls under the age of 18 must be managed by a Family Manager. Girl members will no longer be able to access their own accounts
- Adults listed second on the child’s account (aka Guardian 2) will become part of the family and can be managed by the Family Manager. The Guardian 2 is also able to activate and manage their own account, if they wish. They will see the guardian relationship with their child, but will be unable to manage their child’s activities or membership. Guardian 2’s can remove the Family Manager’s access to their information.

#### 01 - Troop leaders with an online account can manage their troop(s) and troop members online.

- No data will be lost during the upgrade
- Troop leaders will be able to manage their troop(s) and their own account as soon as they create their new online account
- A troop leader who has a daughter(s) participating in Girl Scouts will be able to manage both her family and troop(s) with a single login!

## How to Create a New Online Account

eBiz has been updated to a new Family Management system, which requires adults to reactivate their online accounts.

If you haven't visited eBiz since August 10, 2013, please follow the steps below. You may re-use your previous login information.

1. Please visit: [www.girlscoutshh.org](http://www.girlscoutshh.org) – register online
2. Enter your personal information, then click to “Continue”
  - a. This information allows the system to locate your existing account or identify you as a new member.
3. One of the following will apply:
  - a. If the system finds you in our database, you will see the following message:  
The email sent will contain a link, personalized for your own account.  
Click the link to create your user name, password and security question.
  - b. If the system found a potential match for you in the database but needs more identifying information, such as an email address, you should contact Customer Service by phone or email:  
**845-790-2326 ext 629 or [Customerservice@girlscoutshh.org](mailto:Customerservice@girlscoutshh.org)**
  - c. If the system does not find you in the database, you will be prompted to provide additional information to create your profile.
4. Once your information is submitted, you will receive this message:
  - a. You are now logged into your account!
5. Click on your name in the upper right-hand corner of your screen, to access your account page.
6. Click “My Family” to access your family management hub, if you are a Family Manager.
7. Click “My Troops” to access your troop management hub, if you are an 01-Troop Leader.
8. Upon future login, your account will default to one of three pages:
  - Your Account-where you can register or renew your own membership.
    - If you are neither the Family Manager or 01-Troop Leader
  - My Family – where you can register or renew your entire family.
  - My Troops (if you are a current 01-Troop Leader) – where you can register or renew your troop.
    - If you are an active troop leader, the system will prompt you to update your troop's meeting information, if you have not already done so, for each troop and each year.

If your birth date and/or gender are missing from the database, the system will prompt you to enter the missing information. This is set up to prevent minors from accessing the new eBiz online registration site.