

FAQs

How do I reset my password?

From the login page, click the Forgot Your Password link. Remember that if you are also a parent, you must log into the participant section to manage your Girl Scout's account. If you are also the troop/SU manager, you will need to login to the admin site. You can set up each site to use the same login and password for both!

I didn't receive my email, how do I sign on?

If you didn't receive the link for the website, you can go to it directly and enter your login information. gsnutsandmags.com/gshh

When can a supporter expect a direct ship nut order placed online?

The supporter will receive a confirmation email of the order and then another email when the order ships with tracking details.

When will a participant receive their Personalized Patch?

The personalized patch will arrive about 8 to 10 weeks after being sent to the patch company for production. On the participant dashboard, you will see an ETA date so you can anticipate when your patch should arrive.

What if a participant didn't find their name as they log into the platform?

That's not a problem! Any Girl Scout who doesn't know their troop number or see their name, can add themselves to the system. After a participant sets up an account, there will be a brief delay while the council confirms their GSUSA membership. Once that task is completed, council will release the participant from the holding tank and their customers will then have access to make purchases.

When can I expect my online girl delivery items?

For our council, Troops should get a notification from their Service Unit to pick up their orders the beginning of December. Troop Fall Product Chair or Leader should distribute amongst the girls after that and then notify the caregivers to pick up their order.

M2 Customer Care:

M2'S Customer Care team is cross-trained to handle tech support, volunteer/participant and customer inquiries. Support available through phone, chat, and email!



What are the Troop Proceeds this year?

13.5 % on total order. J/C/S/A Troops/Juliettes have the option to opt out of physical rewards (patches are cumulative) and will receive an additional 2.5% proceeds.

Fall Product Sale - Important Dates:

9/21/26: Program begins – online ordering opens and Girl Scouts may sell in person.

10/26/26: Last day of order taking with the order card and deadline to enter the items sold into the online system.

10/26-10/29/26: Troops may enter any order card orders during this period.

10/29: J/C/S/A opt out forms are due.

10/26-10/31/26: Service Unit Managers may enter any order card orders during this period. No order cards will be accepted after October 31st.

11/2/26: Any late order card orders for Girl Delivery should be placed in an online order by this date.

11/2/26: Last day for online girl delivery orders.

11/30 – 12/5/26: Nut and chocolate items will be delivered to Service Unit sites. Service Unit Fall Product Chairs will contact troops to pick up their orders. All orders should be picked up for distribution to customers ASAP.

12/1/26: ACH

12/7/26: Last day for online shipped orders. Sale ends.

12/10/26: Last day to make rewards choices

Juniors, Cadettes, Seniors, and Ambassador Troops and J/C/S/A Juliettes will have the opportunity to earn an additional 2.5% proceeds by submitting the Opt Out form, which are due on October 29th.