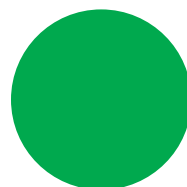




# VOLUNTEER TOOLKIT USER GUIDE: Individually Registered Girls/Juliettes



*The Volunteer Toolkit (VTK) is your digital portal for easy, fun Girl Scout activities year-round! With this step-by-step guide, you'll discover how you can help your girl take her Girl Scout experience to the next level!*





# VOLUNTEER TOOLKIT USER GUIDE: Individually Registered Girls/Juliettes

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## Who Has Access

### TROOP LEADERS AND CO-LEADERS

Active volunteers registered for the current Girl Scout membership year and who hold a troop leadership role. There should be at least two volunteers with access to the same troop account in the VTK.

### CAREGIVERS OF GIRL SCOUTS IN A TROOP

Each primary caregiver has access to their troop's VTK account. They have read-only permission for the meeting schedule and agendas, plus additional resources. (Caregiver accounts can only be accessed if the troop leader has set up a year plan.)

### CAREGIVERS OF GIRL SCOUTS NOT IN A TROOP (I.E., INDIVIDUALLY REGISTERED GIRLS/JULIETTES)

Each primary caregiver of a currently registered Girl Scout who is not part of a troop will get troop leader-like access with their girl(s). Access is granted through the council based on confirmation of individually registered status.

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# VOLUNTEER TOOLKIT USER GUIDE: Individually Registered Girls/Juliettes

## Where To Find the Volunteer Toolkit

The Volunteer Toolkit (VTK) can be used from any computer, tablet, or smartphone with internet access. For best results, use a VTK-friendly browser such as Chrome or Firefox with a cleared cache and visit.

In the upper right-hand corner of your screen, click **My Account**.

Select **Volunteer Toolkit** to log in using the credentials provided by the council.

**NOTE:** *The Volunteer Toolkit does not work on Internet Explorer.*

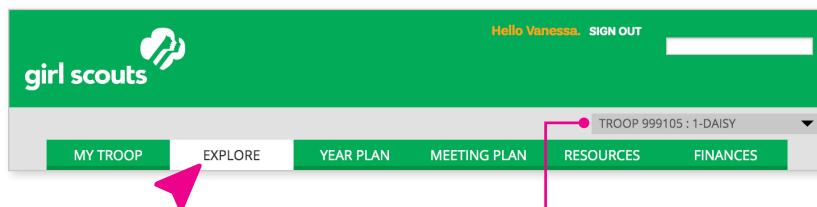
## Basic Navigation

Welcome to the Volunteer Toolkit! We've outlined everything you need to know to get started and have the best Girl Scout year ever!

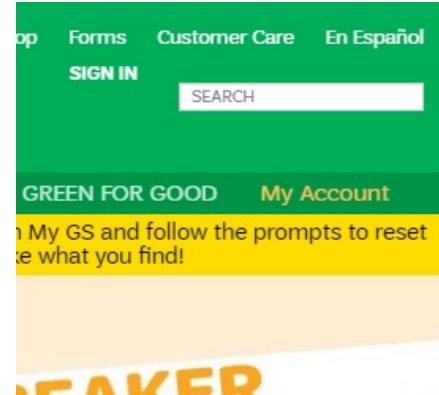
The Volunteer Toolkit is divided into tabs that have unique tools to help troop leaders plan meetings; these tools will also help your Girl Scout earn awards and help you track her achievements!

If you're on a computer, you'll see the **GREEN TABS** across the top of your browser window.

*Mobile users will see a grey dropdown menu at the top of their screen, with each tab beneath.*



**TIP:** Do you have more than one Girl Scout? Access each one from the grey dropdown menu at the top of your screen.



### **TIP:** *Print – Download – Help*

You'll notice these three icons on almost every page of the VTK.



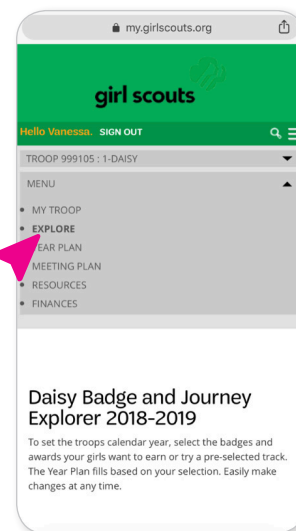
**Print** your current screen by clicking the green printer icon.



**Download** the page or resource by clicking the green down-arrow bracket icon.



Seek out additional **help** by clicking the green question mark icon OR by clicking the binoculars next to Take a Guided Tour.





# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### MY TROOP

You'll see your Girl Scout's personal information and any awards she's earned under this tab. From here, you can also easily renew her membership.

### EXPLORE

Wondering where to get started? You can see all the exciting options in the **EXPLORE** tab. You'll be able to:

- ▶ Browse prebuilt tracks of badge and Journey activities
  - ▶ Create your own activity track with your girl(s)
  - ▶ Preview tracks and badge requirements before you add them to your year plan
  - ▶ See an overview of all preselected tracks at the bottom of the page. It's even printable, so you can easily review your options!
- Don't worry! You can always add, remove, or change your plan as you go, one meeting at a time.
- From this tab you can:
- ▶ Set meeting dates and locations
  - ▶ Add badges, Journeys, and activities to your plan
  - ▶ Preview badge and Journey requirements
- You'll also find exciting Girl Scout partnerships and promotions in the rotating banners at the top of your screen. Tired of seeing them? Just click the "X."

### YEAR PLAN

### MEETING PLAN

### RESOURCES

Make every meeting a success! Here you'll find:

- ▶ Suggested scripts
- ▶ Material lists
- ▶ Printable meeting aids
- ▶ A customizable meeting schedule

Here you can also track achievements she earns along the way.

Where do badges belong on her uniform? Which awards can she earn at the next grade level? If you've got questions, you'll find the answers you need on the **RESOURCES** tab.

Once you've made a choice, your year plan will be automatically populated. Note that a year plan is required in the Volunteer Toolkit before other features become available.



# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### Set Up a Year Plan

When you log in to the Volunteer Toolkit the first time, you'll need to select a year plan before you can customize meetings or activities. The **EXPLORE** tab displays available prebuilt year plans for you to choose from based on the grade level you select.

The screenshot shows the 'EXPLORE' tab selected in the top navigation bar. Below the navigation bar, there are buttons for grade levels: Daisy, Brownie, Junior (selected), Cadette, Senior, Ambassador, and Multi-level. The main heading is 'Junior Explorer 2020-2021'. Below this, there is a description: 'To set the troops calendar year, select the badges and awards your girls want to earn or try a pre-selected track. The Year Plan fills based on your selection. Easily make changes at any time.' There are two main sections: 'Explore Meeting Plans' with a star icon and a button 'EXPLORE MEETING PLANS', and 'Pre-selected Tracks' with a map icon and a button 'PRE-SELECTED TRACKS'. Below these, there is a section titled 'BADGES Girls explore their interests and build skills on a variety of topics.' with three options: 'Engineer Your World NEW' (7 BADGES, 14 MEETINGS), 'Junior Badges Option 1' (5 badges, 1 award, 15 meetings), and 'Junior Badges Option 2' (5 BADGES, 13 MEETINGS). Each option has a 'PREVIEW' button.

► **IMPORTANT:** Each time you choose a new year plan from the **EXPLORE** tab, it will reset your entire year. Any activities, meeting dates, and customizations will be lost. To add badges and Journeys or edit your existing year plan in any way, use the buttons on the **YEAR PLAN** tab.

► **First-Year Troop Leader Experience:** Need help getting started? We've got you. The First-Year Troop Experience supports new leaders with additional guidance to get you acquainted with the Volunteer Toolkit. After logging in and navigating into the Volunteer Toolkit, you'll be prompted answer the question, "Is this your first year as a Girl Scout troop leader?" If you answer "Yes" you will follow a guided path with recommended steps to simplify your on-boarding process.

The screenshot shows a confirmation dialog box with the title 'Are you sure you want to reset your Year Plan?'. The text inside says: 'Resetting your Year Plan will erase all current meeting details, including attendance and achievements.' There are two buttons: 'No, Never Mind' and 'Yes, Reset'. A pink arrow points to the 'Yes, Reset' button. Below the dialog box, there are two buttons: 'RESET MY YEAR PLAN' and 'VIEW MY YEAR PLAN'.



# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### BUILD YOUR OWN

Search to Add a Petal, Badge or Journey Meeting

Search for a badge or journey award by name

Or Use Filters ▶ TAKE A GUIDED TOUR

CANCEL VIEW LIST

12 Meeting Plans

**Junior**

ENERGIZE AWARD PT. 2 Girls look at photosynthesis.	<input type="checkbox"/> SELECT MEETING	
INNOVATE AWARD PT. 2 The girls carry out Innovate project.	<input type="checkbox"/> SELECT MEETING	
INVESTIGATE AWARD PT. 2 Girls conduct energy audit.	<input type="checkbox"/> SELECT MEETING	
ENERGIZE AWARD PT. 1 Girls explore different kinds of energy.	<input type="checkbox"/> SELECT MEETING	
GET MOVING PT. 2 Juniors investigate how animals use energy according to their needs.	<input type="checkbox"/> SELECT MEETING	
GET MOVING PT. 3 Juniors explore energy use in buildings.	<input type="checkbox"/> SELECT MEETING	
GET MOVING PT. 1 Juniors are introduced to the GET MOVING! Journey.	<input type="checkbox"/> SELECT MEETING	
GET MOVING PT. 6 Juniors complete their Innovate project.	<input type="checkbox"/> SELECT MEETING	

CANCEL CLEAR SELECTED MEETINGS ADD TO YEAR PLAN

▲ **BUILD YOUR OWN** allows you to build your year plan from scratch! You can mix and match badges, Journeys, and activities with the interests of your girl(s). **Build Your Own** also allows you to search through all badges and Journeys regardless of grade level.

Use the filters to sort through all available programming and the **Select Meeting** checkboxes to choose which badges and Journeys to add to your year plan.

Once you're finished, click **Add to Year Plan** at the bottom.

### PRESELECTED TRACKS

Daisy Brownie Junior Cadette Senior Ambassador Multi-level

**Junior Explorer 2020-2021**

To set the troops calendar year, select the badges and awards your girls want to earn or try a pre-selected track. The Year Plan fills based on your selection. Easily make changes at any time.

**Explore Meeting Plans**  
Search and filter to preview individual meeting plans to customize a plan all your own.  
EXPLORE MEETING PLANS

**Pre-selected Tracks**  
Not sure what to pick? These tracks get your troop Year Plan started and let you add choices as well.

**BADGES** Girls explore their interests and build skills on a variety of topics.

<b>Engineer Your World NEW</b> 7 BADGES 14 MEETINGS	<b>Junior Badges Option 1</b> 5 badges, 1 award 15 meetings	<b>Junior Badges Option 2</b> 5 BADGES 13 MEETINGS
<b>Coding and Outdoors NEW</b> 6 BADGES, 1 AWARD 15 MEETINGS PREVIEW	<b>Space Science and Outdoor Adventure NEW</b> 4 BADGES, 1 AWARD 14 MEETINGS PREVIEW	

**JOURNEYS** Girls take a Journey to identify a problem, create solutions, and put a plan into action.

<b>STEM Outdoor: Think Like a Citizen Scientist</b> 2 awards 9 meetings PREVIEW	<b>Outdoor</b> 3 badges, 1 award 12 meetings PREVIEW	<b>STEM: Think Like an Engineer</b> 2 awards 9 meetings PREVIEW
<b>STEM: Think Like a Programmer</b> 2 awards 9 meetings	<b>Advocacy: Agent of Change</b> 3 awards 9 meetings	<b>aMuse NEW</b> 3 awards 11 meetings

▲ **PRESELECTED TRACKS** are a preset selection of meeting plans for a specific Journey or set of badges. Click **View Popular Tracks**, and from there you can preview each combination of awards. Once you've found the right one, click **Select Track** and your year plan will be created.

Once you've made your selection in the **EXPLORE** tab, you'll automatically be taken to the **YEAR PLAN** tab. This is also the tab you'll be brought back to each time you log in.





# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### Add Badges, Journeys, and Awards

Girl Scouts are ready for whatever comes their way—and that includes changes in meetings or their year plan. Start by using the green **Add badge/Journey** link at the top of the year plan or use **Search to Add Meetings** at the bottom of the year plan.

Use the search feature or filters to sort through available meeting types and choose which ones to add to your year plan. Meetings already in your plan will be clearly marked.

Once you've made your selections click **Add to Year Plan**.

**TAKE NOTE:** meeting titles with numbers at the end are part of a series and you'll want to add all of them to meet the requirements for the award.

ADD A PETAL, BADGE OR JOURNEY

X

Search to Add a Petal, Badge or Journey Meeting

Search for a badge or journey award by name

Or Use Filters ▾

1. Select your Girl Scout Level(s)

☐ Daisy

☒ Brownie

☐ Junior

☐ Cadette

☐ Senior

☐ Ambassador

☐ Multi-level

2. Select the type of meeting plan you want

☐ Award Earning

☐ Badges Petals

☐ Closing/Bridging

☐ Intro/Family Meeting

☒ Journey

3. Select your categories

☐ It's Your Planet - Love It

☐ It's Your Story - Tell It

☐ It's Your World - Change It

☐ OutdoorNEW

☐ STEMNEW

CANCEL

VIEW LIST

#### TIP: View Past Year Plans

**Each July the VTK resets.** Your year plan will be archived and you'll no longer be able to make changes. However, you'll still be able to view the plan through the green **Past Years** link at the top of your **YEAR PLAN** tab.

**Achievement and attendance records DO NOT archive.** Please download a copy of this information for your records.



# VOLUNTEER TOOLKIT USER GUIDE: Individually Registered Girls/Juliettes

## Add Dates and Locations

*As an individually registered Girl Scout, you may not need to set dates for meetings, but to continue planning your year, the system requires that you set meeting dates for your year plan.*



At the top, click the green **Manage Calendar** link. Using the pop-up widget, choose a date and time for meetings to start and set the cadence for your meetings. Click **Update Calendar** when finished. Don't worry, you can still make changes after this!

MEETING DATE AND LOCATIONS

CALENDAR LOCATION ACTIVITIES

Start Date 04:00 PM biweekly

November 2020

and your families and adjust your meeting dates accordingly as you go.

10/12/2020 Indigenous Peoples' Day ✓ 11/11/2020 Veteran's Day ✓

12/25/2020 Christmas Day ✓ 01/01/2021 New Year's Day ✓

02/15/2021 Presidents' Day ✓ 05/31/2021 Memorial Day ✓

06/19/2021 Juneteenth ✓ 07/04/2021 Independence Day ✓

UPDATE CALENDAR

Once you've set this up, when you use the **Manage Calendar** link again, you'll notice it looks entirely different! Now you can customize each individual meeting, add the location, or even reset the entire schedule.

NOV 23 02:30 PM

1 DEC 09 04:00 PM

2 JAN 06 04:00 PM

3 FEB 03 04:00 PM

4 MAR 03

DEC 09, 2020 DAISY INTRO MEETING

Change meeting date and time

December 2020

Start Time 4:00 PM

CANCEL SAVE

Delete Meeting

See more calendar options

LUPE/HONEST AND FAIR

Healthy Living, Life Skills, & Get Girls Outside!

Girls earn the Lupe petal.

SUNNY/FRIENDLY AND HELPFUL & ZINNI/CONSIDERATE AND CARING

Healthy Living & Life Skills





# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes



**CALENDAR:** To edit the schedule, select the **green calendar icon** to the left of each meeting date to change the date or time of that specific meeting.

You can also choose to cancel one or more meetings or combine meetings. Select the two meetings you'd like to combine, then select the new date that meeting will occur. After you've made any changes, click **Save** and your year plan will be updated.



To the right, you'll see a **green gear icon**. This takes you back to the original view of the **Meeting Date and Location** widget, where you can reset the entire cadence of your meetings if needed.

**LOCATION:** Now that your dates are set, you can connect an address to each one. If you're meeting in multiple locations, add each address then connect it to the appropriate meeting using the checkboxes. Click **Assign** or **Apply** and then close out of the window.

### **TIP: Manage Your Meetings**



Select the calendar icon to change date or time, or cancel or combine meetings.



Select the gear icon to reconfigure calendar from a specific date forward.

CALENDAR		LOCATION	ACTIVITIES
Add, delete or edit locations to assign to your meetings.			
Location Name	Location Address	<b>ADD</b>	
Fun City Community Center		124 Park Street	
<input checked="" type="checkbox"/> 09/16/2019	<input checked="" type="checkbox"/> 09/30/2019	<input type="checkbox"/> 10/28/2019	
<input checked="" type="checkbox"/> 12/09/2019	<input checked="" type="checkbox"/> 01/06/2020	<input checked="" type="checkbox"/> 02/03/2020	
<input type="checkbox"/> 03/02/2020	<input type="checkbox"/> 03/16/2020	<input checked="" type="checkbox"/> 03/30/2020	
<input checked="" type="checkbox"/> 04/13/2020	<input checked="" type="checkbox"/> 04/27/2020	<input type="checkbox"/> 05/11/2020	
<input type="checkbox"/> 06/08/2020	<input type="checkbox"/> 06/22/2020		
<b>ASSIGN TO CHECKED LOCATIONS</b>		<b>APPLY TO ALL MEETINGS</b>	<b>REMOVE</b>

2 SEP 23 04:00 PM

3 OCT 07 04:00 PM

4 OCT 21 04:00 PM

5 NOV 04 04:00 PM

OCT 07, 2019 ANIMAL HABITATS 1

Change meeting date and time

October 2019

Start Time 4:00 PM

Su Mo Tu We Th Fr Sa

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31

CANCEL

SAVE

Delete Meeting

See more calendar options

ECO CAMPER 1

Outdoor

Juniors learn how to protect the environment while outdoors and camping.

**TIP:** You can also get to the **Meeting Date and Location** widget simply by clicking on a date in your year plan. Change a date quickly or select **See More Calendar Options**.



# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### Add Activities to Your Year Plan

Meetings and badges are only one part of a go-getting Girl Scout's year! You can also add things like field trips, service projects, and cookie booth sales to your year plan. And the Volunteer Toolkit connects to your council website so you can browse and add council events, too. Any activity you add will appear in blue and show up chronologically.

At the top of the year plan, click **Add Activity**.

**CUSTOM ACTIVITY:** Add your activity name, date, time, location, and any details or special instructions to your year plan.



Manage Calendar




Add Badge / Journey



Add Activity

▼ **NOTE:** GCNWI does not have a COUNCIL ACTIVITY tab.

CUSTOM ACTIVITY	COUNCIL ACTIVITY
<input type="text" value="Activity Name"/>	<input type="text" value="mm/dd/yy"/>  <input type="text" value="04:00"/> <input type="text" value="PM"/> <input type="text" value="06:00"/> <input type="text" value="PM"/>
<input type="text" value="Location Name"/>	<input type="text" value="Location Address"/>
<input type="text" value="Cost"/>	<input type="text" value="Activity Description"/>
	<input type="button" value="ADD ACTIVITY"/>



# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

### The Meeting Plan Tab

The **MEETING PLAN** tab has a robust collection of tools and information to help you plan engaging activities every time.

**PLANNING MATERIALS:** High-level resources show you from start to finish what your girl(s) will achieve during the meeting (1. Meeting Overview), what you'll do and say (2. Activity Plan), and the meeting aids plus the materials you'll need (3. Material List).

**MANAGE COMMUNICATIONS.** Email people your Girl Scout might collaborate with to earn each badge or award. Emails are prepopulated with relevant information, but you can customize it based on your needs. You can even attach meeting aids or other relevant documents from your council website at the bottom of the screen before sending.

You can also **Record Achievements** in this section. Use the checkboxes to mark when she has completed a badge or award. Download a full report of everything she has earned from the **MY TROOP** tab.

You can see the full picture of what your girl has earned on the **MY TROOP** tab, with the option to download.

**MEETING AIDS.** These documents and videos are the leg-up you need for each meeting! Some are geared toward the adult supporting the meeting and some are for the girl completing the activities. You can find more information on how to use these resources in the Activity Plan.

**AGENDA.** Wondering how you'll kick off your meeting's activities? Here, you'll find instructions and details for each activity, materials needed, time it takes to complete, and recommended sequencing.

You'll also find suggested opening and closing activities that are part of typical troop meetings.



# VOLUNTEER TOOLKIT USER GUIDE:

## Individually Registered Girls/Juliettes

There are lots of ways to customize your meeting agenda:

- ▶ Drag and drop activities to reorder in the agenda.
- ▶ Use the dropdown on an activity to change the amount of time allotted for a certain activity.
- ▶ Delete an activity by clicking the “X” to the right. Be careful you aren’t deleting a required activity to earn an award, though!
- ▶ Click **Add Agenda** Item at the bottom to add your own activities!
- ▶ Add a note at the end to remind yourself about important things to remember for each meeting.

If at any time you want to **replace** or **delete** an entire meeting, just use the respective links at the top of the meeting plan.

And if at any time you want to download or print your year plan or meeting plan, look for these icons at the top of the page:



## Questions?

Looking for more Volunteer Toolkit support? Contact Customer Care at [customercare@girlscoutsgcnwi.org](mailto:customercare@girlscoutsgcnwi.org).

# Volunteer Toolkit (VTK) FAQ

## How do I access the VTK?

You can access the Volunteer Toolkit by logging into **My Account** from our council website [girlscoutsgcnwi.org](https://girlscoutsgcnwi.org). Your username is the email address you use for Girl Scouts. (Clear your browser cache BEFORE logging in to ensure that you have the most recent system updates. Reference the 'How to' guide at the end of this document for more information.)

## What technology do I need to access the VTK?

The VTK is web-based and can be accessed using a computer, laptop, smart phone, or tablet that has Internet. The VTK is most compatible with **Google Chrome**. The VTK does not work in Internet Explorer.

## Where can I find VTK training, tutorials, or guides?

On our council website under [Volunteers](#) there are four short tutorial videos focused on the Volunteer Toolkit. There are more detailed videos and guides in the [GCNWI Learning Portal](#).

## I don't know my login or password for My Account. How do I get a new one?

Your username is the email address you use to register for Girl Scouts. If you have not yet set up a password or don't know it, click Forgot My Password. An email will be sent to you with instructions to set up a password. If you are still unable to access the VTK please contact CustomerCare at 855-456-8347 or [customercare@girlscoutsgcnwi.org](mailto:customercare@girlscoutsgcnwi.org).

**Does the primary caregiver of the IRG/Juliette have to be registered to get access to the VTK?** No, just the girl.

## What if an IRG/Juliette gets placed in a troop after setting up their VTK?

The family needs to download any information they would like to keep, such as achievement records or their Year Plan. Once they are moved into the troop, access to their IRG/Juliette account in VTK will be disabled.

## How can I find the badge and awards requirements without having to read the meeting plans?

We recommend using the GSUSA "Badge and Awards Explorer" website in partnership with the Volunteer Toolkit, the site lets you easily search for the badge and awards requirements you want and then allows you to create a pdf. Print it out or download to share with your girls at your next meeting. There is a link to the Badge Explorer website on the VTK Resources Tab.

## Volunteer Toolkit (VTK) FAQ

### **How will the new Journeys impact the Summit Award and its prerequisites?**

Girls will still earn the Summit Award once they have completed ANY three Journeys for their grade level, including the newer Journeys.

### **Can VTK users view program content for grade levels besides their own? Older girls need to see younger girl content, especially for LiA.**

VTK users can access all program content on the VTK for all levels. Go to the "Year Plan" tab, click on "Add a Meeting," and you'll arrive at a meeting library search and filter.

### **What is included in the archive that happens in July each year?**

The archive includes Year Plan and meeting details (dates, times, and locations) as well as any submitted financial reports. No girl-specific data such as attendance or achievement data will be archived. In order to save this data you will must download all achievement records from the VTK by June 30.

### **Are there plans to make a VTK app?**

VTK is set to be a mobile responsive page so it can easily be viewed on a smart-phone or tablet.

### **What is included in the archive that happens in July each year?**

The archive includes Year Plan and meeting details (dates, times, and locations) as well as any submitted financial reports. No girl-specific data such as attendance or achievement data will be archived.

### **How do I add troop field trips and other events in the troop calendar?**

The VTK conveniently allow you to add council events and troop activities to your year plan. On the year plan tab just click ADD AN ACTIVITY where you can add a custom activity or council activity.



### **What is the Get Girls Outside Icon on the VTK?**

Some activities feature plans to take the meeting outdoors. This feature is denoted by the tree icon on both the **YEAR PLAN** and **MEETING AGENDA** tabs. The icon will turn green if the outdoor plan is selected for that activity.



## Volunteer Toolkit (VTK) FAQ



### What is the Girls Go Global Icon on the VTK?

Some activities feature plans to approach the activity with a global perspective. This feature is denoted by the globe icon on both the **YEAR PLAN** and **MEETING AGENDA** tabs. The icon will turn gray if the global plan is selected for that activity.



### What is the Virtual Friendly Icon on the VTK?

Denotes Meeting Plans that are virtual friendly and can be used via any online meeting platform

### I'm having trouble using the VTK; I'm receiving error messages.

VTK access is dependent on your troop leader status. You need to have current membership status for the upcoming membership year, as well as having an active (up to date) troop leader role assigned to you. We suggest contacting Customer Care at [customercare@girlscoutsgcnwi.org](mailto:customercare@girlscoutsgcnwi.org) or 855-456-8347 for further support.

### Why can't I view my Year Plan for the upcoming membership year? Example: My troop bridged from Brownie to Junior and now I want to view/add the Junior Year Plan options.

There are many reasons you might not be seeing the correct Year Plan options on the Explore Tab. Some initial things you can do to correct this are:

- Ensure that you are using Chrome as your internet browser.
- Check that your registration and volunteer role are renewed for 2020-21.
- Review the "Troops" section of your member profile and check that the troop's grade level is correct.
- Clear your browser cache BEFORE logging in to ensure that you are have the most resent system updates. Reference the 'How to' guide at the end of this document for more information.

We suggest contacting Customer Care at [customercare@girlscoutsgcnwi.org](mailto:customercare@girlscoutsgcnwi.org) or 855-456-8347 for further support.

## Volunteer Toolkit (VTK) FAQ

### How to clear your browser cache

Whether you are a new or experienced Volunteer Toolkit user, there may be times when your internet or device has trouble connecting with the Volunteer Toolkit. Many factors can contribute to this happening. There are a few things you can do!

1. Use a VTK-Friendly internet browser. Google Chrome is the preferred browser of the Volunteer Toolkit. Mozilla Firefox, Microsoft Edge, and Mac Safari also work well. Internet Explorer will not work.
2. Clear the internet browser's cache and cookie history, ensure cookies are enabled, add **cdns.gigya.com** as a safe URL to any privacy/security extensions or settings on your device and/or browser

Where to find the browser settings.

#### Google Chrome

Press Ctrl + H

Choose "Clear Browser history" at the left side of the screen

In the pop-up, ensure the cache and cookie options are marked. Click "Clear Data."

#### Mozilla Firefox

Choose the first icon in the upper right-hand corner:

Choose "History"

Choose "Clear Recent History"

In the pop-up, ensure the cache and cookie options are marked. Click "Clear Now."

If you use another browser or would like further guidance, Indiana University has a website that gives instructions about this process for most internet browsers. Visit:

<https://kb.iu.edu/d/ahic>

If you are still experiencing issues, contact Customer Care at [customercare@girlscoutsgcnwi.org](mailto:customercare@girlscoutsgcnwi.org) or 855-456-8347 for further support.