

Enhancing the Member Experience: Delivering more features, more fun

Members will experience clean screen views and increased self-service account management functionality

Members will be able to combine multiple products into a single transaction (e.g. volunteer roles and membership)

Many member experiences have been simplified for greater ease and efficiency






Member Experience


myAccount

myAccount (replaces MY GS)


Portal for member self-management of their household memberships and participation.



Gateway to managing household member accounts



Initially created when a person begins the “Create Account” workflow to purchase a new membership or registers for a non-member event



Most often used during renewal process or to update account information or troop participation



Accessed through a link on the council website



myAccount navigation and page views

Home Page/Landing Page – “one-stop-shop for member household account management”

1

Dashboard

- Summary view of household members
- Summary view of troop involvement
- Portal to account management

Left Menu

Summary View of Household Memberships

Summary View of Troop Participation

The screenshot shows the myAccount dashboard for a Girl Scout manager. The page is titled "Welcome, Momthreeregirls MgrOne!". The left sidebar contains a "My Account" menu with options: My Household, My Troop(s), My Profile, and My Events. The main content area is divided into three sections: "Momthreeregirls MgrOne's Household", "My Household's Events", and "My Troops".

| Name | Troop(s) | Participation | Status |
|------------------------|------------|-----------------|----------------------------|
| Momthreeregirls MgrOne | Troop02051 | Troop Co-Leader | ● ACTIVE MEMBERSHIP |
| Alica Mgr1 | Troop02051 | ambassadors | ● TIME TO RENEW MEMBERSHIP |
| Mgr1 | Troop02051 | ambassadors | ● MEMBERSHIP PENDING |
| Emmie Mgr1 | Troop02051 | ambassadors | ● ACTIVE MEMBERSHIP |

My Household's Events

- Monthly patch program** >
1 July - 31 July 2019
10:00am - 12:00pm
Participant(s): Jane Doe, Jean Doe
- Cyber camp** >
14 July - 18 July 2019
All-day - All-day
Participant(s): Jean Doe

[View all Upcoming Events >](#)

My Troops

Troop02051 girl scouts north carolina coastal pines

| Meeting time | Program level | Role | Expiring members | Open spots |
|--|---------------|-----------------|---------------------|----------------------|
| Bi-weekly Wednesday 2:15 PM - 3:45 PM | ambassadors | Troop Co-Leader | 8 girls 3 adults | 6 girls -2 adults |

Apply for available roles

- [Troop Fall Product Coordinator >](#)
- [Troop Support Volunteer >](#)

[Manage my Troops >](#)



myAccount navigation and page views

2

Left Menu Column

Portals to member information, participation details and account management options

My Household
My Troop(s)
My Profile
My Events
Contact Council
Log Out

The screenshot shows the 'myAccount' page for a manager. The top navigation bar includes the Girl Scouts logo, 'Donate', 'Find A Council', 'En Espanol', and buttons for 'My Account', 'Logout', 'Join', and 'Volunteer'. A search bar is also present. Below the navigation bar are links for 'ABOUT GIRL SCOUTS', 'OUR PROGRAM', 'SHOP', 'COOKIES', 'FOR ADULTS', and 'FOR GIRLS'. The main content area is titled 'Welcome, Momthreegirls MgrOne!' and features a left-hand navigation menu with options: 'My Account', 'My Household', 'My Troop(s)', 'My Profile', 'My Events', 'Contact Council', and 'Log Out'. The main content is divided into three sections: 1. 'Momthreegirls MgrOne's Household' which contains a table of household members with columns for Name, Troop(s), Participation, and Status. 2. 'My Troops' which shows details for Troop 02051, including meeting time, program level, role, and open spots. 3. 'My Household's Events' which lists upcoming events like 'Monthly patch program' and 'Cyber camp'. A shopping cart icon with '0' items is visible in the top right corner.

| Name | Troop(s) | Participation | Status |
|----------------------|------------|-----------------|----------------------------|
| Momthreegirls MgrOne | Troop02051 | Troop Co-Leader | ● ACTIVE MEMBERSHIP |
| Alica Mgr1 | Troop02051 | ambassadors | ● TIME TO RENEW MEMBERSHIP |
| Naya Mgr1 | Troop02051 | ambassadors | ● MEMBERSHIP PENDING |
| Emmie Mgr1 | Troop02051 | ambassadors | ● ACTIVE MEMBERSHIP |

| Meeting time | Program level | Role | Expiring members | Open spots |
|--|---------------|-----------------|---------------------|----------------------|
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myAccount – my household and my troop tabs (parent view)

Example: primary caregiver to multiple girls; active in multiple volunteer roles

| | My Household | My Troop/s |
|----------|--|--|
| Features | <p>Detailed information for all household members including:</p> <ul style="list-style-type: none"> troop affiliations volunteer roles membership dates renewal checkboxes membership cards | <p>Detailed information for all household members' troop affiliations including:</p> <ul style="list-style-type: none"> current role (volunteer, member) program level membership status (current/expiring) open spots open volunteer roles |
| Benefits | <ul style="list-style-type: none"> Clear and consolidated view of all household memberships Ability to renew multiple household members in a single order | <ul style="list-style-type: none"> Clear and consolidated view of all household members' troop participation information Highlights open volunteer opportunities |

myAccount – my troop tab (troop leader view)

Example: troop leader manages membership for troop participants

| | My Troops |
|-----------------|--|
| Features | <p>Review and edit troop details</p> <ul style="list-style-type: none">• Meeting details (time, place)• View contact information for troop volunteers <p>Detailed breakdown of existing troop members (adults and girls)</p> <ul style="list-style-type: none">• Membership status (current/expiring)• Renewal checkboxes• Membership cards• Ability to register new troop members |
| Benefits | <ul style="list-style-type: none">• Clear and consolidated view of all troop members' troop participation• Highlights opportunity to expand participation on behalf of existing and new members and open volunteer opportunities |