



# CouncilAlignMENT

— Est. 2016 —

**Name:** \_\_\_\_\_

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*Girl Scouts of Middle Tennessee is excited to share highlights of **CouncilAlignMENT**.*

## **What is CouncilAlignMENT?**

**CouncilAlignMENT** is a single source, single entry system that has been designed by a Girl Scout Council to fulfill the needs of volunteers, parents, and staff who want to better serve Girl Scouts in our community. This software program speaks the Girl Scout language and we believe will provide our constituents with a meaningful experience.

## **What are the modules of CouncilAlignMENT?**

There are 8 different modules included in the initial software development. The modules are:

- Membership
- Program Events
- Adult Training
- Teen Mentoring (*Note: moving forward – Older Girls will be referred to as Teen Mentors*)
- Camps
- Properties
- Reports
- Users/Communications

## **What features are available to each user on CouncilAlignMENT?**

### **Parents**

- Can find a troop online that is accepting new girls  
(The troop is identified by distance by location preference adult enters)
- Ability to register their girl for programs, teen mentoring and summer camp
- Ability to update or cancel registrations for camp and programs
- Ability to make payments online for programs, teen mentor activities and summer camp
- Ability to make partial payments for summer camp
- Ability to see the patches, badges and awards their girl has earned
- Ability to see history of programs, teen mentor activities and summer camps attended
- Ability to receive communication through CouncilAlignMENT and from their troop leader, service unit, council
- Receive communication via email, text and voice through CouncilAlignMENT
- View financial records of summer camp payments (useful for tax purposes)
- Edit their personal and child profile at any time and update each year
- Can register not-yet Girl Scouts for programs and summer camp
- Provide feedback through surveys
- Ability to share basic health information

## **Volunteers —**

### *Troop Leaders*

- Can view troop roster
- View the non-yet registered but associated parents
- Track and update badges and patches received
- Send communication via email and CouncilAlignMENT messages to parents, teen mentors
- View upcoming programs specific to the troop age level
- Ability to register troop for programs or teen mentor activities
- Ability to make payments
- Ability to register for property reservation and camping activities
- Ability to register for adult training
- Troop Leaders are able to share and update the availability for new girls in their troop
- Ability to view basic health information with the permission of parent/guardian

### *Service Unit Managers*

- Ability to share volunteer opportunities in their community and activities
- Ability to send communication to all troop leaders in their service unit
- Ability to access rosters of troop leaders and troop members in their service unit
- Ability to search a profile for volunteers and girls in their service unit

### *Teen Mentor*

- Ability to view and register with parent's permission for program aid opportunities and teen mentor activities
- Ability to track their hours of service (CouncilAlignMENT cumulates all their hours)
- Ability to see all patches, badges and awards earned
- Ability to see the history of programs, teen mentor activities and summer camp

### *Council User*

- Ability to view all information in one place (database): Girl Scout Registration, Program, Teen Mentor, Adult Training, Summer Camp and Property Use History
- Ability to view troops and their availability at a glance
- Ability to edit profile
- Ability to assign a troop to an individual girl based on location and date/time preference
- Ability to transfer registrations from one troop to another
- Ability to communicate to a targeted audience or entire membership through email, voice, text, CouncilAlignMENT messaging
- Ability to run reports on any data and analyze and compare to previous years
- Ability to create personalized reports and save for auto update sharing with council users and volunteers
- Ability to poll our membership through survey and quickly tally the responses
- Ability to register and process payment quickly for all modules
- Ability to transmit to GSUSA
- Ability to ask pre-event questions
- Ability to enter and change programs annually
- Summer Camp Ability to capture summer camp buddy information
- Programs, Teen Mentor and Adult Training – ability to capture and share T-shirt sizes and basic health information

*CouncilAlignMENT automatically records the attendance of girl and adult on their individual record  
Ability to use on computer or mobile device; Global Calendar viewable by age level*



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## **Troop Leader View**

After logging into **CouncilAlignMENT**, troop leaders will have accessibility to view their personal profile, register a girl in their custodial care, complete a volunteer application, register for camp, view existing camp registrations, and much more! There are also links at the top right to donate to Gift to Girls and to ask questions or email for support. At the top right of the screen, they will see their username. If they click on this, they will be able to change their password. Next to their username is their “Cart”, which will hold pending membership, camp, and program registrations.

- **Messages Portal:** Allows them to send communications to parents to announce meeting changes, meeting plans, program opportunities, etc.
- **Survey Portal:** After they attend a Council sponsored program or camp, surveys about the experience will appear in this portal.
- **Meetings Portal:** Shows upcoming troop meetings and the Registered Activities Portal will show upcoming programs your troop is registered for.
- **Volunteer Portal:** Available volunteer opportunities will show up under Volunteer Opportunities Portal.
- **Available Activities Portal:** Upcoming available programs to register for will show up under the Available Activities Portal.
- **Troop Management Portal:**
  - » Girl Availability: This is where a leader can change the number of girls they are accepting in their troop.
  - » Troop Member Roster (Re-register Option): This is where a leader can complete the spring registration process and payment. They can then continue to revisit this portal to see roster and contact information for those registered.
  - » Badges and Awards: Leaders are able to track badges and awards earned in their troop. Click on the girl name to complete tracking process.
  - » Patches: Leaders are able to track patches earned in their troop. Click on the girl name to complete tracking process.
  - » Troop Year Plan & Meeting Agenda Build: Here, leaders are able to schedule their year, build meeting agendas, and view Council-sponsored activities that correlate with your troop meetings.
  - » Forms, Documents, and Leader How-To's: A space for all the documents leaders may need to manage their troop.
  - » Communications: Leaders can send a CouncilAlignMENT message or email to the parents in their troop. They are able to pick the girls and adults they want to send the message to – great opportunity to remind them of a troop meeting or to bring their cookie money!

*If a leader does not see the Troop Management box, check the FAQ sheet for trouble-shooting.*



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## Troop Management Instructions

After logging into **CouncilAlignMENT**, troop leaders can scroll down to view their troop management portal. This portal hosts an assortment of features to help a leader track troop progress, register members, plan their meetings, and communicate with families. Troop leaders and assistant leaders have access to this management portal. See below for more detailed instructions on each feature.

### **Girl Availability**

This feature allows a troop leader to specify the number of girls they are accepting into their troop. Girls registering online have the option of entering an address and finding a troop nearby. If a troop has a positive “girl availability” the girl can choose to join this troop. After the girl has registered, the troop leader will be contacted and asked to check her CouncilAlignMENT roster for her new girl and then contact her with troop meeting details.

- If it does not matter which grade the girls are in, then **choose option one**.
- If it is important that the girls only come from specific grades, then **choose option two**.

*We appreciate all troops that are willing to welcome new Girl Scouts. However, if you choose not to add any additional girls in your troop, then you do not need to make changes in this feature.*

### **Badges and Awards**

This feature allows a troop leader to track the badges earned by each girl.

- If the leader has a multi-level troop, they will only see the badges available for each girl, based on her level.
- When the girl completes a badge, click on that badge. Select the girls who have completed the requirements by clicking on the **red X** and changing it to a **green check-mark**. Click “Save” on the bottom of the screen.  
A leader may also select an individual girl and follow the directions above to record her badges earned. Please remember to click “Save” at the bottom of the screen.
- If the leader has made a mistake and recorded earned badges on the wrong girl, the leader may go into the girl record and click on the **green check-mark** and it will go back to a **red X**. This will take the badge away from that girl.
- After a leader has presented the girls with their earned badges, they can click on each girl’s name and fill in the “Date Received” by using the drop down calendar. Click “Save” at the bottom of the page.

## **Patches**

This feature works the same as **Badges and Awards**. It allows the leader to keep track of fun patches for each girl. Follow the directions listed above by clicking on the girl's name. This section does not allow a leader to enter a date received.

## **Troop Year Plan and Meeting Agenda Build**

### **Create Year Plan:**

To best use this feature, start by creating the troop year plan. Enter the troop start date for the upcoming year, meeting frequency, meeting duration (must be in minutes not hours), and then select the council-created year plan or Journey year plan. This feature will only show plans related to girl levels in the troop. Click on "Create Year Plan." It will automatically upload this information to all calendars for members of the troop. *Council-created year plans can be found in the "Forms, Documents, and Leader How To's."*

### **Add A Meeting:**

After creating the troop year plan, a leader may want to add additional meetings, block off certain dates, or share meeting agendas with parents.

- Meeting – List the specific badge the troop is working on or a meeting description
- Begin and End Dates – List the date(s) the meeting is taking place
- Location – Choose where the meeting will be held
- Begin and End time – Specify the times of the meeting
- Agenda – Complete the necessary information for each applicable area. You can also add another line by clicking on "Add Item."
- Click "Save" after each meeting entry.

Check out the "Block Off Date" feature! Choose yes, then complete necessary fields. An example of how to use this would be if all the girls in troop were attending school field trip and the troop wanted to note that on the calendar. OR specify reminders in the calendar. For instance, "First Cookie Deposit Due" these dates will show up in red and act as reminders to parents and leaders.

### **Location:**

All troop leaders are asked to update the meeting location for the upcoming year. A troop leader can also add additional meeting locations. This would allow the additional meeting locations to appear in the "Add a Meeting" section.

### **Related Activities:**

After choosing the year plan or journey the troop is working on, visit this section to see related Council activities and programs available to the girls. This may be added to the troop calendar.

## **Forms, Documents & Troop Leader How To's**

This feature will allow leaders to access Council forms, documents, and year plans in order to best serve their troop. Choose the category related to the needed form.

### **Send Communications**

This feature allows troop leaders to communicate quickly and easily with families. Select the people who need to receive the communication by checking the box next to their names. The leader should include themselves in order to track that the message was sent. Then click “Proceed To Next Step.”

This will bring a leader to the communication page. Leaders have access to send CouncilAlignMENT messages and emails directly to troop. Type the message and attach any necessary files. Click the “Send” button. The message will only go out to the people you selected.

Communication explanation:

- Email: An email will be sent to all names selected. It will appear in the mailbox from **noreply@councilAlignMENT.com**. Families will not be able to reply to this email, but will need to communicate with the leader directly if they wish to follow-up.
- Message Notification: Families will see a message appear on their CouncilAlignMENT landing page upon login. Families will only see this message if they log in to CouncilAlignMENT.

This feature does not save the communications sent. We recommend that the leader includes themselves when sending the communication to track messages sent.





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## **Service Unit Manager View**

### ***What tools does the “Profiles” tab provide me?***

This tab is available to Service Unit Managers and allows you access to contact information and troop rosters in your Service Unit.

- Click on “Site Menu” and then “Profiles” and then “Individual” to look up individual girls or adults in your Service Unit. This is helpful when you are in need of contacting an individual.
- Click on “Site Menu” and then “Profiles” and then “Troop” to look up a troop roster or seek information about the meeting location of a specific troop in your Service Unit.

### ***What does the “Reports” tab provide me?***

This tab is available to Service Unit Managers and allows you to create reports that share helpful information about your Service Unit. These reports can be exported to excel and shared as needed. Many Service Unit Managers will share these reports with their SU leadership team and especially Product Program Managers.

Below you will find some helpful steps for completing common reports, but please take the time to explore all the features and possible reports you may need. Reach out to your Regional Executive with any questions.

### ***“Report Tab” Basics***

1. Click on “Reports” and “Membership List of Individuals”
2. On this first page, ensure the Registration Year is correct and choose specific Service Unit.
3. Scroll to bottom and click on “Proceed to Next Step” in bottom right corner.

*This next page allows you to choose all the fields you are interested in gathering information on. When you check a field, be sure to change the number to the column order you want it to be appear on the excel spreadsheet.*

4. After you have chosen the data you need, scroll to bottom and click on “Generate Report.”
5. Your report will appear! You can click on “Export to Excel” to download to excel, save on your own computer, and share with other volunteers on your Service Unit team.

### **Roster of Troop Leaders with contact information in my Service Unit**

1. Click on “Reports” and “Membership List of Individuals”
2. On this first page, under “Membership Info,” ensure the Registration Year is correct and choose specific Service Unit.
3. Under “Troop Info,” click on “Position ID” and choose “Troop Leader.”
4. Scroll to bottom and click on “Proceed to Next Step” in bottom right corner.

*This next page allows you to choose all the fields you are interested in gathering information on. When you check a field, be sure to change the number to the column order you want it to be appear on the excel spreadsheet.*

5. Under the “Troop Info” column, click on “Troop Number” and choose a 1 for sort order.
6. Under the “Troop Info” column, click on “Troop Grade Level” and choose a 2 for sort order.
7. Under the “Troop Info” column, click on “Troop Leaders” and choose a 3 for sort order.
8. Under the “Contact Info” column, click on “Mobile Phone” and choose 4 for sort order.
9. Under the “Contact Info” column, click on “Preferred Email” and choose 5 for sort order.

*After you have chosen the data you need, scroll to bottom and click on “Generate Report.”*

10. Your report will appear! You can click on “Export to Excel” to download to excel, save on your own computer, and share with other volunteers on your Service Unit team.

### **Report to gather Number of Girls in Troops for Service Unit**

*(helpful for Product Programs to send to Service Unit Manager)*

1. Click on “Reports” and “Membership Count”
2. On this first page, under “Membership Info,” ensure the Registration Year is correct and choose specific Service Unit.
3. Scroll to bottom and click on “Proceed to Next Step” in bottom right corner.

*This next page allows you to choose all the fields you are interested in gathering information on. When you check a field, be sure to change the number to the column order you want it to be appear on the excel spreadsheet.*

4. Under the “Troop Info” column, click on “Troop Number” and choose a 1 for sort order.
5. Under the “Troop Info” column, click on “Troop Grade Level” and choose a 2 for sort order.
6. Under the “Membership Info” column, click on “Adult or Girl” and choose a 3 for sort order.

*After you have chosen the data you need, scroll to bottom and click on “Generate Report.”*

7. Your report will appear! You can click on “Export to Excel” to download to excel, save on your own computer, and share with other volunteers on your Service Unit team.



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## Membership Registration

### **Returning Troop Registration**

With **CouncilAlignMENT**, troop leaders will be able to re-register their troop quickly and easily.

- To re-register your troop, log in to CouncilAlignMENT with your username and password.

*If the adult logging in is not currently registered for upcoming membership year, the first screen that appears will include a message at the top that indicates they are not currently registered as an adult member of Girl Scouts. If the adult plans to register as a troop - on this page, click the "Skip Individual Registration" button. This will take a leader to their landing page.*

- From here, the leader should scroll down to the troop management section and click "Troop Member Roster (Re-Register Option)."
- At the top, click "Re-Register Troop." This will take them to a page where they will be able to select the girl and adult members that are re-registering.
- Select each girl and adult who plans to re-register (the leader should include herself) and then click the blue Re-Register button.
- This will take the leader to their shopping cart. At this point, they may add any Gift to Girl donations next to the individual making the donation. Leaders should enter all donations for each member giving before checking any of the Xs.
- Once all the donations have been entered, they will need to click on the **red X** buttons next to each membership and donation amount. As you click on these **red Xs**, they will turn into **green check-marks**. All items that do not have a **green check-mark** next them will remain in your cart until payment is completed.
- At the bottom of this screen they will enter payment information. Be prepared/familiar with the address associated with troop debit card as you will be prompted to enter it.

Once troop registrations have been paid for and processed, troop leaders will need to complete the following steps:

- On your landing page under the Troop Management portal, click on "Troop Year Plan & Meeting Agenda Build." Select "Locations" and to add or edit a meeting location. Select "Primary" on the meeting location that is active and select save.

On your landing page under the Troop Management portal, click on Girl Availability. Select from either Option One or Option Two to update the number of girls that you are willing to accept into your troop. Once entered, scroll to the bottom of the page to save your entry.

### ***New Troop Registration***

- As new troop leaders are recruited, membership staff will guide troop leaders through the process of creating a CouncilAlignMENT login, completing online volunteer form, and online background check.
- At the “Ready, Set, Go” new leader training, membership staff will train new troop leaders in how to use the resources and tools in CouncilAlignMENT. They will also be trained and given instructions for how to have parents register online at their first parent meeting.
- The membership staff will set up the new troop in CouncilAlignMENT to show new troop leaders and appropriate girl availability to welcome new members into the brand new troop.
- Before or during the parent meeting, leaders will provide instructions to parents for how to register online. Parents will have also heard about this process from a membership staff during a school or community recruitment.
- New troop leaders will have more time to focus on starting their brand new troop, getting to know their girls, and enjoy Girl Scout opportunities sooner!

### ***Individual Registration***

- An individual girl or adult may register using CouncilAlignMENT. We do encourage girls and adults who are already part of a Girl Scout troop to go through the registration process with their troop leader.
- A brand new girl or adult member will have an opportunity to complete the registration form and payment after creating a CouncilAlignMENT login. They can then choose to join a troop (with “open girl availability”) or wait to be placed. If the girl or adult does not choose a troop, membership staff will be contacting them directly to discuss placement options. Membership staff will connect with current troop leaders to check on willingness of a troop to welcome new girls before placement.
- A current girl or adult member that registers individually will be placed in a holding troop “99999” and will be contacted by the membership staff to ensure appropriate troop placement. The membership staff can then transfer the girl or adult to correct troop.

*Membership staff will be available to assist new troop leaders and current leaders throughout this process to ensure all feel comfortable and knowledgeable on navigating CouncilAlignMENT. If anyone does not have access to a computer or debit/credit card for online payment – please communicate with your membership staff and we will ensure membership registration happens easily and smoothly for the troop or individual.*



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## **Adult Training**

Girl Scouts of Middle Tennessee loves to see troops participating in programs, camps and adventures! There are several training requirements for troop leaders to take their troops on one of these adventures. See below for instructions for training registrations.

### ***STEP 1: Decide on the training to attend***

### ***STEP 2: Register for the training***

1. Log into CouncilAlignMENT
2. Go to “Home Page”
3. Select “View Calendar” under the “Available Activities” bar. Navigate the calendar to the desired month and click on the training activity.
4. In the “Adult Information” bar – Review information and click on the **red X** next to “Include in registration?” The **red X** will change to a **green check-mark**.
5. Answer “Activity Questions” if any.
6. Mark contact preferences. Click “Save”.
7. Payment bar shows if it is a prepaid event or you are registering within 15 days of the event. If this is a pre-paid event you will be prompted to complete the payment process. If not, you will receive a bill. Payments will show up in the cart of the responsible adult.

After completing registration and the activity has met its minimum, a communication for the activity and payment status will be sent.

You will have 10 days from the date you receive the payment communications to pay the balance. All balances are due prior to the activity. Unpaid balances must be resolved before you are allowed to register for another activity.

### ***STEP 3: Payment***

Once the individual has registered and the training has met its minimum, CouncilAlignMENT will populate an item in the individual’s cart. All training fees are due 15 days prior to training. An individual can pay online. Payment is not accepted at training events.

Each troop receives 1 free spot in Camping Skills 1, Camping Skills 2, and First/Aid CPR. If you plan to use your troop’s free credit for these trainings, email [VolunteerResources@gsmidtn.org](mailto:VolunteerResources@gsmidtn.org) after you receive the email from CouncilAlignMENT that you have been placed in the training. More information may be found on GSMIDTN’s website in the adult training section located at the following link. <https://gsmidtn.org/join-us/volunteer/adult-training/>

***STEP 4: Before the Training***

Emails will be sent at least one week prior to the event with all information needed. If registration was received after the event was filled, the individual will be placed on a waiting list and will receive notification if space becomes available.

***Communication about Trainings***

For clarification concerning any training reach out to [volunteerResources@gsmidtn.org](mailto:volunteerResources@gsmidtn.org).  
*Please avoid responding to noreply@councilalignment.org.*



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## Teen Mentors

Girl Scouts of Middle Tennessee loves to see our girls become Teen Mentors and participate in leadership trainings and service opportunities. See below for instructions for training registrations and logging service hours.

### ***STEP 1: Decide on the training to attend***

### ***STEP 2: Register for the Training***

1. Log into CouncilAlignMENT
2. Go to “Home Page”
3. Select “View Calendar” on the light blue “Available Events & Trainings” bar. Navigate calendar to the desired month. Click on the teen mentor activity you have chosen.
  - Parents/Responsible Adults (non-troop leaders) see “Individual Training Registration” below
  - Troop leaders have the option of registering by individual girl or by troop
    - Select “Register troop(s) for this event” if registering 2 or more girls from the same troop.
    - Select “Register girl(s) for this event” if registering a single child or multiple children attached to the responsible adult. Our recommendation is to have the parent/ guardian register their child for an activity if 1) the troop leader is not attending or 2) if the troop is not responsible for the payment of the training.

### ***Individual Teen Mentor Training Registration:***

1. Click on the event in the list or calendar format.  
*Information for the child you are registering will appear. Please review the information and update as needed.*
2. Click the **red X** that will change to a **green check-mark** in the “Girl Information” section to register your Girl Scout.
3. Complete “Activity Questions” (if there are any) and select your contact preference:
  - Email: You will receive an email for communication with this activity including; activity status, payment status and information packet. This email is sent to the chosen responsible troop leader. **We highly recommend that you select email as one of your contact preferences** (you may select more than one)

- Message Notification: You will receive reminders of activity status and payment status. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.
  - Text: You will receive communication reminders about activity status and payment status. Texts are sent to the mobile number of the adult in charge of the girl.
4. Select the Emergency Contact or “Add New Emergency Contact.”
  5. Select Attending Adult.
  6. Payment bar shows if it is a prepaid event or you are registering within 15 days of the event. If this is a pre-paid event you will be prompted to complete the payment process. If not, you will receive a bill. Payments will show up in the cart of the responsible troop leader.
  7. Click “Save” at the bottom.

#### ***Troop Teen Mentor Training Registration:***

2. Click on the event in list or calendar format.  
*A list of registered girls, adult and adult-non-members associated with the troop will show.*
3. Select each participant attending the training.
4. The responsible troop leader is accountable for payment and all communication pertaining to this training.
5. After selecting the participants, the fee section will appear showing a summary of fees.
6. Complete Event questions (if there are any) and select your contact preference:
  - Email: You will receive an email for communication with this activity including; activity status, payment status and information packet. This email is sent to the responsible troop leader. **We highly recommend that you select email as one of your contact preferences** (you may select more than one)
  - Message Notification: You will receive reminders of activity status and payment status. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.
  - Text: You will receive communication reminders about activity status and payment status. Texts are sent to the mobile number of the responsible troop leader.
7. Click “Save.”
1. Payment bar shows if it is a prepaid event or you are registering within 15 days of the event. If this is a pre-paid event you will be prompted to complete the payment process. If not, you will receive a bill. Payments will show up in the cart of the responsible adult.
2. Click “Save” at the bottom.

After completing registration and the event has met its minimum, a communication for the event and payment status will be sent.



You will have 10 days from the date you receive the payment communications to pay the balance. All balances are due prior to the event. **Unpaid balances must be resolved before you are allowed to register for another event.**

### ***STEP 3: Payment***

Once the individual has registered and the activity has met its minimum, CouncilAlignment will populate an item in the individual's cart. All activity fees are due 15 days prior to training. An individual can pay online. Payment is not accepted at training events.

### ***STEP 4: Before the Training***

Emails will be sent at least one week prior to the event with all information needed. If registration was received after the event was filled, the individual will be placed on a waiting list and will receive notification if space becomes available.

### ***Communication about Trainings***

For clarification concerning any training reach out to the programs team at [programdept@gsmidtn.org](mailto:programdept@gsmidtn.org).

*Please avoid responding to noreply@councilalignment.org.*

## ***Service Hours***

We know that Girl Scouts are very involved in their local communities and do A LOT of service work. On your child's profile page of CouncilAlignment, service hours can be logged to track service hours for both Girl Scout and non Girl Scout related volunteering.

As she takes on Teen Mentor related responsibilities like Program Aide, and CIT trainings those hours will automatically populate in her Service Hour "Activity" record. All other Service Hours can be manually added.

***STEP 1:*** On the child's profile page, select "Service Hours."

***STEP 2:*** Select "Add Manual Service Hours."

***STEP 3:*** Type in the description, number of service hours and date earned.

***STEP 4:*** Select "Save" and watch the log grow over her Girl Scout career



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## Programs Events

### **Viewing Available Programs Events**

- On the home page go to the “Available Events & Trainings” bar (light blue). Events shown are specific to the grade level of your child/troop.
- Directly below the “Available Events & Trainings” bar, upcoming events available for your daughter/ troop grade level will appear.
- To view more events click on the “View Calendar” at the top right corner of the “Available Events & Trainings” bar. The calendar is available in list and calendar format.
- To see the status of the event refer to the color key at the top of the calendar page.

### **Register for an Event**

- To register click on the event in the list or calendar format. Decide if you are going to register as a troop or an individual.
- Select “Register troop(s) for this event” if registering 2 or more girls from the same troop.
- Select “Register girl(s) for this event” if registering a single child or multiple children attached to the responsible adult. Our recommendation is to have the parent/ guardian register their child for an activity if 1) the troop leader is not attending or 2) if the troop is not responsible for the payment of the activity.

### **Troop Activity Registration:**

1. Click on the event in list or calendar format.  
*A list of registered girls, adult and adult-non-members associated with the troop will show.*
2. Select each participant attending the event.
3. The responsible troop leader is accountable for payment and all communication pertaining to this event.
4. After selecting the participants, the fee section will appear showing a summary of fees.
5. Complete Event questions (if there are any) and select your contact preference:
  - Email: You will receive an email for communication with this activity including; activity status, payment status and information packet. This email is sent to the responsible troop leader. **We highly recommend that you select email as one of your contact preferences** (you may select more than one)
  - Message Notification: You will receive reminders of activity status and payment status. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.
  - Text: You will receive communication reminders about activity status and payment status. Texts are sent to the mobile number of the responsible troop leader.
6. Click “Save.”

7. Payment bar shows if it is a prepaid event or you are registering within 15 days of the event. If this is a pre-paid event you will be prompted to complete the payment process. If not, you will receive a bill. Payments will show up in the cart of the responsible adult.
8. Click “Save” at the bottom.

**Individual Event Registration:**

1. Click on the event in the list or calendar format.  
*Information for the child you are registering will appear. Please review the information and update as needed.*
2. Click the **red X** that will change to a **green check-mark** in the “Girl Information” section to register your Girl Scout.
3. Complete “Activity Questions” (if there are any) and select your contact preference:
  - Email: You will receive an email for communication with this activity including; activity status, payment status and information packet. This email is sent to the chosen responsible troop leader. **We highly recommend that you select email as one of your contact preferences** (you may select more than one)
  - Message Notification: You will receive reminders of activity status and payment status. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.
  - Text: You will receive communication reminders about activity status and payment status. Texts are sent to the mobile number of the adult in charge of the girl.
4. Select the Emergency Contact or “Add New Emergency Contact.”
5. Select Attending Adult.
6. Payment bar shows if it is a prepaid event or you are registering within 15 days of the event. If this is a pre-paid event you will be prompted to complete the payment process. If not, you will receive a bill. Payments will show up in the cart of the responsible troop leader.
7. Click “Save” at the bottom.

After completing registration and the event has met its minimum, a communication for the event and payment status will be sent.

You will have 10 days from the date you receive the payment communications to pay the balance. All balances are due prior to the event. **Unpaid balances must be resolved before you are allowed to register for another event.**

## **How to Manage Event & Training Registrations:**

### **View Registered Events & Trainings:**

- To view your registered activities, go to “Registered Events & Trainings” bar. Directly below the “Registered Events & Trainings” bar, you will see your next 3 registered activities.
- To view all your registered events and trainings, click on the “view calendar” at the top right corner of the “Registered Events & Trainings” bar. The calendar is available in list and calendar format. Click on the event or training to view registered participants and details.
- To manage your registration, click on the event or training. You are able to cancel or edit your registration up to 3 weeks prior to an event or training.

### **Cancel Registration(s):**

- To cancel a registration, go to “Registered Events & Trainings” bar.
- Click on the “view calendar” at the top right corner of the “Registered Events & Trainings” bar.
- Scroll to the month that the activity is in and click on the activity.
- You may either edit the registration by unchecking the individual girls and/or adults or cancel the entire registration by clicking the red cancellation button at the bottom right corner of your screen.

If you would like add a girl or adult to a registration, they must register as an individual, separate from the troop.

### **To Check Payment Status:**

- On the Home page, click on “View Profile.”
- Click “payment history.” On this screen you will see multiple bars. Click the “program events” bar. There you will see payment details, including fees, payments, and balance due.
- If a volunteer/parent would like a receipt from their payment, they must print the payment screen at the time of payment or take a picture of their payment history. We cannot print receipts after payment is received.

### **To Check Program Event History:**

- On the Home page, click on “View Profile.”
- Click on “Program Event History.” On this screen you will see multiple bars, including year, registered program events, and attended program events.
- You may click on each bar to get further details.

### **Communications you will receive:**

- Placed- The person has a place reserved for them in the activity and activity fee is due.
- Waiting list- The program is currently met its maximum and you have been placed on a waiting list.
- Placed from waiting list- If someone cancels or the maximum is increased, they will receive a message stating they now have a place in the program.
- Payment reminder- This message starts 5 days after placement and is sent daily until payment is made or you become “past due status.”
- Past due- This message is sent when the person has not made payment within the 10 days from placed date.
- Attendance and survey- After an activity, a person is sent communication for them to confirm attendance for the program and answer survey questions.

## **Frequently Asked Questions for Activities**

***“A volunteer/parent types in their user name and password and they are directed to the welcome screen and never see their actual home page.”***

- Usually this happens because the volunteer has used an email address as their username.
- They need a username that is not an email. Instruct the user to click on “Forgot your username?” on the log in screen and reset their username.

***“A volunteer/parent says that they cannot see an activity that they would like to register their Girl Scout for:”***

- A volunteer would be unable to see an activity if they have a Girl Scout that is a different level than those eligible for the activity.
- For example, a volunteer who has a Daisy in 1<sup>st</sup> grade would not be able to see the activity for Brownie Fairy Myst, because that activity is only open to 2<sup>nd</sup> and 3<sup>rd</sup> graders.

***“When the volunteer says that they cannot see their troop members or register their troop for an activity:”***

- If a volunteer cannot see the troop members or register the troop for an activity it is likely because the volunteer is not designated as a troop leader or co-leader.
- If the volunteer is supposed to be designated as a troop leader or co-leader, please assign them as a troop leader or co-leader through the Membership module.

***“When a volunteer/parent is unable to register for an activity in CouncilAlignMENT:”***

- This could be because the person has an unpaid balance from a previous activity that must be resolved.

***“The volunteer/parent would like to register a non-registered person for an activity:”***

- Non-registered people can come to activities designated as “Girl Scout friends and family event.” A non-registered person does still have to be registered for the program in CouncilAlignMENT. This will occur through the Activity Questions answered when a person registers for an activity.

***“How to create a profile for a non-registered adult:”***

- You do not have to be a registered Girl Scout to use CouncilAlignMENT. However, to register for activities, the adult must have a CouncilAlignMENT log in.
- To create this profile, the Council staff member will need the following information: name, phone number, address, email address, and whether the person is a child or an adult. If it is a child, their grade level and adult responsible for them is also needed.

***“A volunteer/parent would like to pay for an activity:”***

- We would prefer that they log in to CouncilAlignMENT and make the payment via credit card online. They may also send in a check addressed to Attn: Council Registrar.
- To pay for an activity, instruct them to click on the cart icon in the top right corner of their screen. Instruct them to select the items they would like to pay for by clicking on the red “x” which will then turn into a green check mark.
- If they do not wish to pay the full amount at that time, they can change the amount to a partial payment.
- Then instruct them to put in their credit card information, click “continue,” and then click “authorize” on the next page.
- We as Council staff can take credit card payments.

***“Current registration statuses:”***

- Cancelled- This means that the volunteer cancelled their registration, a council staff cancelled the registration for them, or the activity was cancelled.
- Placed- The person has a place reserved for them in the activity and activity fee is due.
- Waiting for financial approval- This means that you have registered for an activity and your payment is due.
- Waiting for placement- The activity has not met its minimum or the activity registration deadline has not occurred. If the program has met its minimum, waiting for placement will show until auto processes are complete.

***“When a volunteer/parent is receiving 3 emails or text messages about payment:”***

- This may occur because the volunteer has registered 3 girls individually for an activity.

***“When a volunteer/parent is receiving multiple emails or text messages regarding payment everyday over multiple days:”***

- A volunteer/parent is receiving these messages because they have not paid their balance for an activity.

***“How to know if you have received financial assistance:”***

- You will receive an email that states how much financial assistance as been granted and will be reflected in your payment history.

***“Program policies:”***

- Most programs close 3 weeks prior to the activity date. This means that the volunteer needs to contact the program manager to see if there is still room available.
- For our popular events, like Badge Blasts and Journey Weekends, a waiting list usually occurs. This means that people are still able to register for the activity but will not be placed unless space becomes available. At this time we cannot tell who is in what position on the waiting list.
- The cancellation and refund policy for activities is that prior to 3 weeks in advance, volunteers can cancel and will not be charged for the program or can receive a refund. If they wish to cancel less than 3 weeks before an event, refunds are not issued but payment can be transferred to a different Girl Scout in the troop up to 1 week prior to the activity. Refunds may also be given if there is a death in the family or documented illness. Have the volunteer contact the program manager for more information. Cancellation and refund requests must be made in writing to the program manager in charge of the activity.



# CouncilAlignMENT

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## Summer Camp

To view available camp programs and to register for camp online, a CouncilAlignMENT login is needed. An individual is not required to register as a Girl Scout in order to create an account. However, please note that if your camper is not a registered as a Girl Scout, you will be charged the Non-Girl member fee for her program.

### **Viewing available Camp Programs**

- On the home page, look for the first blue bar which says, “Hello [Your Name].” Under that bar there will be several buttons. Click on the “Register for Camp” button.
- The search feature at the top of the page allows you to narrow the search by camp (Camp Holloway or Camp Sycamore Hills), session dates or name of the program.

*Camp sessions are shown based on your camper’s grade. Girls should register for the grade they will be attending in the upcoming school year.*

### **Registering for Camp Programs**

1. Choose the girl you are registering for camp.
2. Click on your chosen program. The status of the program will display next to it.
3. Fill out the required information on the registration form.
4. Enter your camper’s chosen buddy if applicable. Please note, we honor ONE buddy request per camper.
5. Enter your camper’s trading post amount, if desired. We recommend between \$25-\$40.
6. Complete the camp program questions.
7. Select your contact preference:
  - Email: You will receive an email for communication with this activity including; activity status, payment status and information packet. This email is sent to the chosen responsible troop leader.
  - Message Notification: You will receive reminders of activity status and payment status. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.
  - Text: You will receive communication reminders about activity status and payment status. Texts are sent to the mobile number of the chosen responsible troop leader.
  - Voice Message: You will receive communication reminders about activity and payment status. Voice calls are sent to the
    - mobile number of the chosen responsible adult.
8. Select any subprograms you wish to add (Camp Holloway only).



9. Select the Emergency Contact or “Add New Emergency Contact.”
10. Click “Continue” to move to the payment page.

**Individual Activity Registration:**

1. You will see the total of all camp fees and discounts applied including camp fee, discount applied and chosen subprograms. The trading post amount will display below the camp session total fees.
2. Edit the payment amount to the amount you would like to make. You must pay at least a \$100 deposit to secure your spot.
3. Hit the “Update” button.
4. Enter credit card information into the fields on the bottom half of the page.
5. Click “Continue.”
6. Click “Authorize” to confirm that card can be charged amount listed.

*Congratulations! You’re registered for camp! You can print your confirmation page for your records. You will receive a confirmation via your chosen communication method informing you if you have been placed or placed on the waiting list. You will also be able to see your registered sessions under “Program Event History” in your profile.*

**Making Payments:**

1. You will be able to make partial payments on your balance. To find your current balance, click on your shopping cart and select “Camp.”
2. Enter payment information and the amount that you wish to make and click update.
3. Enter credit card information into the required fields.
4. Click “Continue.”
5. Click “Authorize” to confirm that card can be charged amount listed.

*All Summer Camp Fees are due at the beginning of May (see camp brochure annually for date).*

**Making Changes to Existing Camp Registrations:**

On your home page, look for the first blue bar which says, “Hello [Your Name].” Under that bar there will be several buttons. Click on the “Existing Camp Registration” button.

1. Select the camp program that you would like to edit.
2. Follow the steps to cancel registration.





# CouncilAlignMENT

— Est. 2016 —

## Properties

### *Prior to Reserving Units at one of our Properties:*

1. Complete the Property Liability Waiver through CouncilAlignMENT. The adult reserving the property, the Camp Skills trained adult **and** the adult responsible for First Aid/CPR must have the property liability waiver completed through CouncilAlignMENT in order to reserve the property.
2. Adults responsible for Camp Skills and First Aid/CPR must have the trainings up to date in their CouncilAlignMENT profile. See Related Training below.
3. Adult reserving the property must be registered for the Girl Scout year your reservation date falls in.
4. Adult reserving a service unit camporee or event must be designated as a service unit manager or service unit team member. The designation needs to be allocated for the Girl Scout year your reservation date falls in.
5. Select the property you would like to reserve; Camp Holloway, Camp Piedmont or Camp Sycamore Hills.
6. Select several date options in case your first choice is not available. Generally the 1<sup>st</sup> weekend is for Service Unit Camporees, 2<sup>nd</sup> Weekend is for Council Sponsored programs, 3<sup>rd</sup> weekend is for Troop Camping and the 4<sup>th</sup> and 5<sup>th</sup> weekends are first-come-first-serve.
7. Know the unit(s) you want to reserve and also have alternate units in case your first choice is not available.
8. Know the outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs you wish to request and the number of participants for each activity.
9. For Service Unit Camporees and Events, please know the estimated number of girls and adults attending. This number can be adjusted up to 60 days prior to your reservation date. Please follow the guidelines for Service Unit Camporee or Service Unit Events below.
10. The reservation deposit is due at the time of your reservation. Reservations are first-come-first-serve and are not complete until the reservation deposit has been made. Have your card available to complete the payment transaction and secure your reservation.
11. During spring registration select the troop # and year for the membership year for which you are trying to reserve property.

### ***Related Training:***

Before your troop takes advantage of the great things our properties have to offer, there are a series of trainings that must be completed prior to reserving cabin and/or tent unit(s). See specific training instructions to register appropriately.

1. If you would like to schedule a day use only trip to camp, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with Girl Scouts of Middle Tennessee.
2. If you would like to reserve one of our fully equipped cabin units, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council and Camping Skills 1 or Outdoor Skills Training.
3. If you would like to reserve a cabin unit without a kitchen or a platform tent unit, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council, and Camping Skills 1 and Camp Skill 2 or Outdoor Skills Training.
4. If you would like to primitive tent camp, you will need to complete Camp Ready, Camp Prep, Camp Info & Procedures and have a current First Aid/CPR training on file with council, and Camping Skills 1, Camping Skills 2, and Camping Skills 3 or Outdoor Skills Training.
5. In order to reserve the commercial kitchen, you must have Commercial Kitchen Training.

### ***Instructions to complete The Property Liability Waiver:***

*The Property Liability Waiver:* needs to be completed and signed by every participant in order to utilize Girl Scout properties. You will not be able to add the participant to your roster until they complete this form. It is the responsibility of the person making the reservation to ensure everyone is registered and has completed the waiver before your camping date. Participants and their adult can complete this on CouncilAlignMENT.

- 1) Log into CouncilAlignMENT
- 2) Go to Home Page
- 3) Select "View Profile"
- 4) Click "Property Liability Waiver"
- 5) Read the waiver and click "Accept" for yourself and any minor under your care who is attending

## ***Reservation Types:***

Reservation types are dependent on the role you have in the troop or service unit.

### ***Troop Camping***

Troop camping is open for reservation by troops on the third weekend of each month. The fourth and fifth weekends of the month are also available for troop camping on a first-come first-serve basis.

You may make reservations up to 90 days in advance. Each troop may reserve a maximum of two units per reservation. Reservations are limited to one active troop camping reservation at a time. You may make a second reservation as soon as you complete your final attendance for your first reservation. You must have completed the required trainings detailed above prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT.

### ***Service Unit Camporees and Service Unit Events***

The first weekend of each month is reserved for service unit camporees. The fourth and fifth weekends are also available for service unit camporees on a first-come first-serve basis. You may make reservations up to 180 days in advance. Reservations are limited to one active service unit reservation at a time. You are eligible to make a second reservation as soon as the final attendance has been entered for your initial reservation. You must identify and select an adult who has completed the required trainings detailed above prior to making your reservation. Each unit must have an adult with the required trainings during your event.

Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT prior to their arrival at camp. When making a service unit reservation, please know the estimated number of girls and adults planning to attend.

When cooking for service unit camporees, you will need to reserve the commercial kitchen. The kitchens in each unit are only designed to cook for the maximum capacity for each specific unit. Your service unit must be able to meet the girl minimums detailed below in order to register for a service unit camporee. If your service unit does not meet the minimums below, please submit your reservation as a troop camping reservation.

***Camp Piedmont:*** 40 Participants

***Camp Holloway:*** 45 Participants

***Camp Sycamore Hills:*** 100 Participants

### ***Day Use***

All members are eligible to schedule day use reservation at our properties. You must make a day use reservation if you are requesting outdoor adventure, camptivities, girl innovator and/or horse (Camp Sycamore Hills only) programs. You may make day use reservations 90 days in advance. You may not make consecutive day use reservations at the same camp. Day reservations are used to for groups of up to 20 people. If you have more than 20 people, please make an additional day use reservation.

You must have completed the required trainings detailed above prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT.

## **Reservation Types Continued:**

### **Troop Meetings**

All members are eligible to schedule troop meetings at our properties. All troop meetings reservations are completed through the council registrar. Submit your request including trained adult, property, unit, time block (Day AM, Day PM or Day AM/PM) and number of girls and adults attending. You may make troop meeting reservations 90 days in advance. You may reserve multiple troop meeting reservations at camp.

You must have completed the required trainings detailed above for day use prior to reserving your unit. Each individual who will be visiting the property must complete the liability waiver on CouncilAlignMENT.

### **Reservation Time Blocks:**

**Day AM** – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 8 AM and check-out time is 3 PM

**Day PM** – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 4 PM – 11 PM

**Day AM/PM** – You can choose this time block for troop meetings, day use and service unit events. By choosing this time block, your check-in time is 8 AM – 11 PM

**Overnight** – You can choose this time block for troop camping and service unit camporees. By choosing this time block, your check-in time is 3 PM on your arrival day and 1 PM on your departure day.

### **Communication Methods:**

When you make a reservation, you will be asked how you would like CouncilAlignMENT to communicate with you. Please choose 1 or all of the following. We recommend you always choose email to get the most detailed information.

**Email:** You will receive an email for communication about your reservation including: confirmation of your reservation, payment reminders, updated information and attendance and survey prompt. This email is sent to the adult who made the reservation.

**Message Notification:** You will receive reminders including reservation confirmation, payment reminder, updated information and attendance and survey prompt. This contact preference is viewed on your home page in CouncilAlignMENT under the “Messages” bar.

**Text:** You will receive communication reminders including reservation confirmation, payment reminder, updated information and attendance and survey prompt. Texts are sent to the mobile number of the adult who made the reservation.

### ***Activity Request Information:***

- Activity requests include outdoor adventure, campactivities, girl innovator and horse programs (Camp Sycamore Hills only).
- Activity request are at a first-come-first-serve basis.
- Each activity has specific age requirements. Please review the age requirements on our website <https://gsmidtn.org/programs/outdoor-adventure/> or in the program guide.
- The minimum and maximum number of participants listed in the program description always apply. If your group is larger than the maximum per program, the group may be split into two or more sessions. If your group is smaller, you can pay for the minimum to run the program.
- Adults do not have to participate.
- We recommend planning no more than 3 activities per stay to have a successful camping trip.
- Requests are due to the Outdoor Adventure Team 45 days in advance for troop camping and 90 days in advance for service unit camporees or events.
- In the event we are unable to honor your request, we will submit a refund for your activities.

### **How to Make a Reservation:**

1. Log into CouncilAlignMENT and select home.
2. Select Property Reservations then select “Make New Reservation.”
3. If you have not already done so, please accept the property liability waiver for all persons visiting property or minors in your care (see instructions above).
4. Select the appropriate reservation type and the property you would like to visit. See descriptions above: day use, troop camping, service unit camporee, or service unit event.
5. Select the time block you would like to visit camp. Time block explanations above.
6. During April – September there are 2 girl Scout years open in CouncilAlignMENT. You must select from the troop drop down menu, the troop and year that corresponds with the reservation date.
7. Choose from the available dates and units in the calendar. All overnight or multi-night requests must select consecutive dates starting on your arrival date and ending on your departure date. For example; if you would like to spend the weekend on property you need to select Friday, Saturday and Sunday. This reflects your arrival day as Friday and your departure day as Sunday.
8. Select “Reserve” at the bottom right of the page.
9. Select “Incomplete” below the **“Attendance Header”** to add attendees. Day use and troop camping can only select girls and adults who have completed the Property Liability Waiver. Service unit camporees and events are asked to give a count of girls and adults attending.
10. Select “Review” below the **“Activities Header”** to choose from available outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs. Then, add your participation totals and select “Save.”
11. Select your preferred communication methods and submit your reservation.
12. Click the **red x** beside the items you would like to pay for. The **red x** should turn into a **green check mark**. Then enter your credit card information below. To hold your reservation, the deposit must be paid or the reservation is not final.
13. Select “Continue” at the bottom right corner of the page.
14. Review your reservation and payment details, and then select authorize payment.

### **How to Make Activity Requests:**

Activities include outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs.

1. Make property reservation. See instructions above.
2. Select “Review” below the **“Activities Header”** to choose from available outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs.
3. A list of outdoor adventure, camptivities, girl innovator, and horse (Camp Sycamore Hills only) programs will show specific to each property.
4. Select the **red x**. It should turn to a **green check mark** for each activity you would like to request. Enter the number of girls and adults participating in each activity.
5. Click “Save”
6. You will return to the **“Confirm Reservation Screen.”** Select **“Submit Reservation”** to complete your activity request.

### ***Payment Information:***

Your reservation deposit payment is due at the time the reservation is booked. The balance due for your reservation including site fees and activity fees must be paid 30 days prior to your reservation date for day use or troop camping and 60 days prior to your reservation date for a service unit camporee or event. Fees will populate in the CouncilAlignMENT cart of the person who made the reservation. If paying your balance by check, please make checks payable to Girl Scouts of Middle Tennessee, and write the name the reservation is under, reservation date and name of the camp you will be attending in the memo line.

### ***Cancellation Policy for Property Reservation and outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs:***

Cancellations are made through CouncilAlignMENT in the “**Property Reservation**” section. Cancellations must be made 30 days out for troop camping or 60 days out for Service Unit reservations. Any cancelations not made in advance will forfeit the total cost for the property and activity reservation.

### ***Refunds Policy for Property Reservation and outdoor adventure, camptivities, girl innovator and horse (Camp Sycamore Hills only) programs:***

Refunds are issued for cancellation 30 days prior to the reservation date for day use or troop camping and 60 days before a reservation for service unit camporees or events. Cancellations less than 30/60 days respectively before your reservation date and non-payments/late payments will result in the forfeiture of your deposit and your full site fee are required.

Outdoor Activities, Camptivities and Girl Innovator programs will be fully refunded in the event the Outdoor Adventure Team cancels activities due to inclement weather. There are no refunds if the program still runs and you choose not to participate. Horse Programs run rain or shine and will be not be refunded.

### ***Reservation Deposit:***

You will receive your reservation deposit upon 4 conditions

- 1) There is no damage to the unit or camp. You will be charged for damages that exceed the amount of your deposit.
- 2) The unit or camp is left clean.
- 3) After completion of your final attendance. If you are unable to complete an accurate final attendance due to unsigned liability waivers you forfeit your reservation deposit. Final attendance is confirmed by council.
- 4) After completion of the property survey.
- 5) Please allow 30 days after submitting your final attendance and survey for receipt of your reservation deposit.

### ***How to mark final attendance:***

1. Go to home page
2. Click property reservation
3. The screen show future reservations.
4. Click Enter Final Attendance
5. Select the reservation you would like to enter final attendance for.
  - a. Troop Camping will list the girls and adults that were preselected
    - i. Select the girls and adult that attended
  - b. For service Unit Camporees update the number of girls and adults



### **Error Messages:**

#### **1. Too many units selected**

- a. Troop Camping – You may only select two units per reservation.

#### **2. Too many reservations selected**

- a. You may only have one reservation open at a time. You may need to complete your final attendance. Your reservation may not have occurred yet and you will have to wait to reserve another date. Or you need to cancel a previous reservation.

#### **3. Too many days selected**

- a. Day Use or Service Unit Event – you may only reserve one day at a time.

#### **4. Property Liability Waiver Notice**

- a. You have not accepted the Property Liability Waiver. Please refer to the instructions above on Page 26.

#### **5. No dates/units selected**

- a. Please select a date and unit for your reservation to move to the next step.

#### **6. Reservations can not be made in the past.**

- a. You have selected a date that before today's date.

#### **7. The time block selected requires at least two consecutive dates to be selected.**

- a. Troop Camping and Service Unit Camporee - You have only selected one day for your reservation. You need to select a minimum of 2 days to proceed with your reservation.

#### **8. No Longer Available**

- a. Property reservations are made at a first-come, first-serve basis. Therefore, the units and dates you have requested are no longer available. Someone may have paid the deposit prior to your reservation.

#### **9. The reservation type selected is not available for: Check-In Date to Check-Out Date**

Reservations are based on the troops/service unit's current membership status. Adult reserving the property must be registered for the Girl Scout year your reservation date falls in.

#### **10. "Troop TROOP NUMBER (REG YEAR) is not available for" Check-In Date to Check-Out Date**

- a. You are trying to make a reservation for the next Girl Scout year. In order to do this, your troop must be registered for the upcoming membership year.

#### **11. "Service Unit SERVICE UNIT # (REG YEAR) is not available for" Check-In Date to Check-Out Date**

- a. You are trying to make a reservation for the next Girl Scout year. In order to do this, your service unit position must be assigned for the upcoming membership year. In order to accomplish this, please contact your Regional Executive.

#### **12. Attendance is incomplete**

- a. Please select the names of girls and adults attending for troop camping or enter a projected attendance number for Service Unit Camporees or Service Unit Events.

#### **13. You must select at least one communication method.**

- a. You must select either e-mail, text, message notification, or voice as your method of communication in order to complete your reservation.





# CouncilAlignMENT

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## **Frequently Asked Questions**

***“I cannot find my login and password for CouncilAlignMENT”  
or “I am having trouble logging into my profile.”***

- Encourage individual to check spam folder for an email from ***noreply@CouncilAlignMENT.com***
- If they cannot find this email, please login to CouncilAlignMENT and check the email the individual has on file. This is the email where CouncilAlignMENT emails are being sent.

If correct email is on file and you still need help logging in, please go to ***https://ca52.councilalignment.org***.

1. Click on “Forgot Password” and enter email address (it must be the specific one CouncilAlignMENT has on file)
2. Go to email you received from ***noreply@CouncilAlignMENT.com***
3. Click on “Please reset your password by clicking here”
4. Enter your ***NEW*** password — not the ***OLD*** one
5. Click the Reset Button to save
6. Now, go back to ***https://ca52.councilalignment.org*** and click on “Forgot Username”
7. Follow instructions to reset username
8. Once you have done this, use new username and password to log in to CouncilAlignMENT

After logging into ***CouncilAlignMENT***, the individual can click on their username as the top right and change password at any time. They can also edit their email on their Profile tab.

***“When I log in, I can only see the ‘HOME’ tab and everything else is blank.”***

If they are using a Chrome browser, follow directions below to “clear the cache.”

1. Right click and choose the “Inspect” button.
2. Then, find the “Refresh” button at the top left of screen, right-click and choose “Empty cache and hard reload.”
3. Log out and log back in.

***“I requested a login and received a message that Council needs to approve.”***

During the weekdays, they will receive an email from ***noreply@CouncilAlignMENT.com*** within 24 hours confirming they have been approved and able to log in with the username and password they created.

### ***“How do I register a new girl to my already registered troop?”***

We want all parents to have a **CouncilAlignMENT** login so they can view upcoming activities, receive latest updates, and view badges their daughter has earned. Therefore, please encourage the parent to visit <https://ca52.councilalignment.org> and click “Create User Account” and follow process to register the girl online.

After completing the registration form, the parent should follow steps to choose the correct troop. In order for them to “see” your troop as available, the leader will need to ensure their girl availability is accurate to accept the girl. Leaders can change “girl availability” by visiting the landing page and clicking on Troop Management – Girl Availability.

### ***“How do I edit one of my girls’ profiles in my troop?”***

1. On your home page, scroll down to “Registered Troop Members”
2. Click on the girl who needs the change (i.e. “Jane Doe”)
3. Click on “Edit Profile”

**\*Troop Leaders can change name, phone, and address.** If you need changes to troop number, grade level, etc. please contact your Regional Executive with the change needed. Changes to T-shirt size can be made once per year at registration time.

### ***“I accidentally placed a girl or adult membership in my cart and cannot remove it.”***

A leader or parent may need help removing this individual from their cart. A Regional Executive can follow these steps to assist a parent or leader through this process.

1. Click on “Site Menu”
2. Click on “Membership”
3. Click on “Module Reports”
4. Click on “Unpaid Membership Report”
5. Search the name of the parent/leader who needs to be removed
6. Click on “Detail”
7. Click on “Delete”

### ***“I am a troop leader and cannot see my troop management box.”***

The troop leader should ensure they are set up as a leader in CouncilAlignMENT by checking the following:

1. Go to home landing page and ensure “Volunteer Form” is complete.
2. Contact membership staff to ensure online background check is complete. Membership staff will also check if the leader is appropriately labeled in CouncilAlignMENT.