

GSNETX Self Reporting Benefits & FAQs

Here are the most commonly asked Questions & Answers:

Why do I need to self-report my volunteer positions?

When the previous work process required that Volunteers write their position code on the Membership Registration form once at the beginning of the year, they didn't have an opportunity to add other volunteer positions they may take on throughout the membership year. Self-reporting allows you to add positions later. Your volunteer position data can reflect changes yet still track positions held current, future and past.

How else do I benefit from self-reporting?

Previous work processes required that every Volunteer had to work with a service unit team member to complete an annual evaluation process on paper. This online process replaces that. You can complete your yearend evaluation independently now.

How does my service unit benefit from self-reporting?

When positions are activated, SU Team members can see from the membership roster which volunteers have a reasonably up-to-date volunteer security status and have met the minimal training requirements.

Is self-reporting part of the online membership renewal process?

Yes; it is. However, by also making self-reporting available as a separate process I can report positions I might have accepted since I renewed my membership online. [Click here](#) to see the online membership renewal tutorial.

I'm a lifetime member, can I self-report?

Yes. All adult members whose membership data on the system is active should be able to self-report. We did have a small number of life-time members whose membership data was incorrect. We believe that these have all been resolved. If you believe your membership data is still not correct, please let your membership specialist know.

What are the requirements to be self-reported as a troop leader?

Please take a moment to click on [this link](#) to give you the details of the requirements needed for each position.

How many troop leaders can self-report as an (01) troop leader/co-leader for the same troop?

There is no limit to the number of troop managers in one troop or service unit. Each will need to have met the training requirements and have a valid volunteer security status.

Do position codes "01" (Troop Leaders & Co-Leaders) and "02" (Assistant Troop Leaders) have *different* access to information?

Yes. Activated position 01 can access Troop Management. Your SU Registrar has access to a "mini" training they can use to teach Troop Management. Download [this presentation](#) to review it.

What is troop management?

When a volunteer is activated in the "01" position for the troop or service unit, that volunteer has access to information about the Girl Scout members who have positions in that troop or service unit. The troop manager can view all member information. The troop manager can update all member information except the security status and race & ethnicity information.

Why can't I keep my own recognitions and training data?

Volunteers can still keep their own records. Historically volunteers have had to keep their own records. Keeping all the data in one place and giving access to those to whom the data belongs is more efficient and allows volunteers to spend more time working with the girls.

- How long will it take for my self-reported positions to be activated?**
It takes 1-3 days to process self-reported positions. However, there are some key positions that might take a bit longer.
- How often do I have to self report?**
Self-report your Volunteer positions every new membership year.

Troubleshooting: I've tried to self-report but . . .

- Why does my status show declined or pending?**
A *pending* position status means that the reported position has not been processed yet. A *declined* position status means that the reported position has been reviewed and there is some type of information missing. An email was sent to the primary email on the account with the reason. If you need a copy of that message please check with helpdesk@gsnetx.org or volresources@gsnetx.org.
- I cannot find the title of the position that I hold with my troop in eBiz. What do I do?**
Volunteer titles may be customized; however, most positions fit best in one of those contained on our list. To see the list of positions offered at GSNETX, please click on [this link](#).
- I self-reported for *next* membership year, but I can't see Troop Management for the current year. What happened?**
You should always self-report for the **current membership year first**. The database will not allow you to report backwards in time. If this has happened to you, you must wait until 10/01, the first day of the new troop year, in order to see next year's Troop Management data. These positions can be input by staff when necessary. Also, you can't self-report for a *previous year* once that troop year has passed.
- An email said that I didn't have the right training; but I actually took the training and it's not showing. Now where do I go and what do I do?**
Email information about your completed training to volresources@gsnetx.org within 24 hours, if possible, and we will research it. Your position will be activated. You may be asked to self-report again. Your training will be updated; however it may take a few days or several months. The response from the Volunteer Specialist should let you know which timing will be necessary.
- An email said that I didn't have the right training, so I went online and completed the training (or completed the application & screening process). Now where do I go and what do I do?**
Email this information to volresources@gsnetx.org within 24 hours, if possible. Your position will be activated. You may be asked to self-report again. Your training record should reflect the course within 5 business days depending on the course.
- I have tried to self-report in eBiz but I am still listed as part of the troop I was previously in. What should I do?**
Transfers of membership from one troop to another require a back-office entry. The process to be transferred requires you to fill out the Change of Membership form found at gsnetx.org/forms and send it to your SU Registrar. Please know that we are working toward making this a more seamless process, but we're not there yet. Currently, with limited resources, we have focused on inputting membership. We are hoping that as more people utilize the online renewal process our focus will be able to be redirected.

**for any questions not covered in this document, please send an email to volresources@gsnetx.org subject line "self-reporting"*

Other Self Reporting Resources:

[Self-Reporting Instructions](#)

[GSNETX Positions](#)

[Position Activation Requirements](#)

[More About](#)