Personify/E-Biz

These pages were printed directly from GSGLA's website.
Go to: http://girlscoutsla.org/pages/for_volunteers/personify_ebiz.html

Personify/E-biz is a Customer Relationship Management System that has been developed by GSUSA and councils specifically for Girl Scout use.

Various links are available to help you get started with *Personify*: Jump to Getting Started | Jump to Trainings | Jump to Troubleshooting | Jump to No Late Registrations Policy

As an individual, Personify/E-Biz provides:

- Customer profile management
- Family Giving donations
- Registration for programs, trainings and camps
- Printable Girl Scout membership cards
- Membership renewals (available 2012 Membership Year)

As a troop leader, Personify/E-Biz provides:

- Troop maintenance
- Registration for your troop programs, trainings and camps
- Centralized emailing and printable rosters of troop members
- Printable Girl Scout membership cards
- Membership renewal for troop members (available 2012 Membership Year)

How To Get Started in Personify/E-biz

NEW! NOW is the time to create your Personify/E-biz login account. This is the first and most important step to gaining access to the Personify/E-Biz system to register for activities.

To create your login account, please click on this link and fill out the fields in the "**by Name & Email Address**" section. **You must use the email account GSGLA has on record from when you signed up for Girl Scout membership.** For assistance or to change your email, complete this form.

1.   Upon completing Step 1, **you will be sent an email containing a link** to create your username and password. **Click the link to complete creating your account.**
2.   **Fill out the fields in the Create User section** that the above link directs you to. Hit "**Create Account**". An email will be sent that confirms your account creation.
3.   **You are now done and ready to access E-Biz! You can start registering for programs and trainings beginning September 6.**

- *You can continue to use the GSGLA website program/training calendar to register for activities/programs.*
- *You can also navigate the menu directly within E-Biz by logging in.*

Personify/E-biz Trainings

NEW! The following training demos will assist you in navigating some basic functions of Personify/E-Biz.

Customer Profile Management (how to log-in)
http://ceslearning.girlscouts.org/eBusinessOverview/CustomerProfileCoverPage.htm

Adult Trainings and Events (how to register)
http://ceslearning.girlscouts.org/eBusinessOverview/AdultTrainingCoverPage.htm

Troop Event Registration (how to register)
http://ceslearning.girlscouts.org/eBusinessOverview/TrpProgramCoverPage.htm

Late Registrations Cannot Be Accepted

We want to remind all members of the "No Late Registration" policy. With Personify/E-biz, when members log-in to register for a program or training, they will immediately be able to see if there is room in the session. There's no more waiting for a confirmation to see if you got in.

GSGLA offers a wide variety of quality programs and trainings. It is important to have the necessary time in advance of all programs/trainings to tally final attendance, purchase materials and supplies in order to ensure the success of the program/training and deliver the best possible experience. As each program/training is posted, one of three closing date options will be listed: 3 business days, 7 calendar days (1 week) or 14 calendar days (2 weeks). We are working to set those registration closing dates as close to the event as possible to ensure maximum attendance. We encourage you to check the GSGLA website for program/training calendar updates and member e-blasts, and register in advance so you don't miss out on the fun!

E-Biz/Personify Troubleshooting

Unable to create a login/activate account:

Unable to activate account using Last Name and e-mail address.

Reason: Your name and/or e-mail address is different than what is recorded in the system. Your name may be misspelled or your e-mail address may have changed since you registered. Try entering your name and e-mail address again; making sure the spelling is correct.

If you are still unable to activate your account, submit a help-desk support form.

Unable to access a previously activated account:

I activated my account, but cannot remember my password.

Click on the "forgot password" a link will be sent to you.

You will need to enter your username and e-mail address.

I activated my account, but cannot remember my username.

Click on the "forgot username" a link will be sent to you.

You will need to enter your name and the e-mail address that is in the system.

How to see "My Account" page:

I cannot see "My Account" information.

Be sure you are logged into your account. On the left navigation bar click on the "My Account" link and you should see your name and address at the top of the page.

How do I know if my membership is current?

In the left navigation bar underneath "Shopping Cart" there is a box with your membership information. The date you need to renew your membership is listed in this box. You can also print a copy of your current membership card from this box.

I have moved and need to change my address.

Under the "My Address" section click on the "edit" link. A new screen will open, simply delete your old address and enter the new one. Click "save" when finished.

I have a new phone number or e-mail address.

Under the "My Communication Methods" click the "edit" link to the right of the information you need to update. A new window will open; update the information and click "save" when finished.

I want to check my "Race & Ethnicity" record.

Clicking on "Update Race & Ethnicity" allows you to edit the current information in the database. This information is voluntary and used for statistical purposes only. Providing this information helps to ensure community support and funding for Girl Scouts in your local community.

I need to change my user name and/or password.

Click on the "My Account" link and you will see a dropdown list of options. Click on the option you wish to change. Be sure to click "Save" for all changes.

How do I know if I am registered/attended an event/class?

Click on the "My Account" link and you will see a dropdown list of options. Click on the option "My Orders." You will see a history of orders placed by you previously. Click on the order number to see a copy of the receipt you can print.

What if I Need Technical Help?

The Help Desk is available to support GSGLA members. To submit an electronic Help Ticket, please submit the help-desk form.