

FAQs

- Q: I am attempting to register my Girl Scout and get a “Campaign is Currently Unavailable” message.”
- Girls cannot begin online account registration until the start date of the sale, which is September 27.
- Q: My Girl Scout can't find her name (or her troop) as she logs into the platform?
- Not a problem! Any girl who does not know her troop number or see her name, can add herself to the system. After she sets up her account, there will be a brief delay while the council confirms her GSUSA membership. Once that task is complete, council will launch her site and her customers will then have access to make purchases to support her.
- Q: I didn't receive an email or can't find the email to get started. What do I do?
- Visit www.gsnutsandmags.com/gsjs and Create an Account to get started. She can add herself to the system, even if she does not find her troop number or see her name. After she sets up her account, there will be a brief delay while the council confirms her GSUSA membership. Once that task is complete, council will launch her site and her customers will then have access to make purchases to support her.
- Q: I have a daughter participating and I am also a volunteer. Can I use the same email address for my Volunteer and Girl accounts?
- Yes! You will receive two separate registration emails: one as a volunteer and the other as a parent. You can use the same email/password combo to set up both roles. On returning visits, after logging in, you can toggle back and forth between parent and troop volunteer.
- Q: How do I reset my password?
- From the login page: click the Forget Your Password link.
- Q: Customer wants to pay for their in-person order by check. To whom should the check be made payable?
- GSJS Girl Scout Troop XXXXX
- Q: My Girl Scout received an online girl-delivered order that we are unable to deliver. How do I remove it?
- The parent/guardian (or customer) will need to contact M2 Customer Service at 1-800-372-8520 to have the order cancelled and removed from the system. This cancellation MUST be completed before the end of parent paper order entry (October 21, 2024).
- Q: When can a supporter expect a direct ship nut order placed online?
- The supporter will receive a confirmation email of the order and then another email when the order ships with tracking details.
- Q: A customer received a damaged item in their order. What can we do?
- The customer should contact M2 Customer Service at 1-800-372-8520 to have the item replaced.
- Q: My girl received/entered orders that put her over the next reward threshold, but the system is not showing that she earned the reward.
- The system can take 1-2 hours to update.
- Q: How can my Girl Scout verify which rewards she qualifies for?
- On your dashboard, you will see the "Physical Rewards" icon. When you click that icon, you will see a list of the rewards that are available to earn. If there is a banner through a reward, this means that you have earned the reward.
- Q: When can she expect to receive her personalized patch?
- Personalized patches are sent to production automatically once the criteria are met. They usually take 8-10 weeks for production and delivery. Be sure her avatar is complete and shipping information has been entered in M2.