

Troubleshooting the Troop Management Hub

*** Please Note: Only Troop Leaders (01 position code) with an active membership can access Troop Management ***

- **I logged in but I can't see the members in my troop...**
Click on "Troop Management" in the left margin navigation bar. The troop information is at the bottom of the page.
- **I clicked on Troop Management but I get a "Missing Segment Information" error message.**
 - Please contact **the GSEP Helpdesk at ebiz@gsep.org or 866.564.2030, ext. 1055.** Please be sure to reference the error message that you receive.
- **In Troop Management you only see one of your troops.**
 - Click on the arrow next to the "My Troops" drop down box. You will see your troop numbers. You can switch between troops by clicking on a different troop number.
 - The troop number you are working on appears in the upper right-hand corner of the page.
 - If you don't see all of your troops, please **Request an Adult Position Code:** scroll to the bottom of the My Account page to the My Positions section. There, you will select and add a position for the Membership Year and Troop or Service Unit that you select. When your selection has been filled-in you must click on Add Position to complete your request. These positions are pending until they are activated in the back office. For step-by-step instructions, [click here](#).
- **Some of the girls in your troop are missing.** Two issues can cause girls to be missing from a troop:
 - First, a girl may not be registered in the current membership year. You should check with the girl's parent to make sure that they registered her online. Or, if paper forms were submitted, contact your Service Unit Registrar to make sure they have submitted the girl's membership registration to the local council office.
 - Second, a girl may be registered in another troop. Contact the eBizHelpDesk to have them check to see if she is registered for the current year. If she is, they will transfer the girl to your troop.
- **There are members showing on my Troop Hub roster that should be in a different troop or that I do not know.**
 - **If you know which troop the girls or adults should be in,** please use the **Troop Change Form** on our web site.
 - **If you do not know the girls or adults** please send an email ebiz@gsep.org Please include your troop number and the members' names.
- **To add/register a new girl to your troop,** you may use the "Add Girl" button in the Troop Hub.

- **To add/register a new adult to your troop**, you may use the "Add Adult" button in the Troop Hub or you may allow the adult to register online then use the **Troop Change Form** to let us know about your addition to the troop.
 - **If the adult is already affiliated with a troop or Girl Scout of Eastern Pennsylvania** (they are a parent or emergency contact, or they have begun the volunteer screening process) have them activate their account by clicking on the **e-Biz Registration** button on the home page of www.gsep.org, then clicking on the **Become a Member** button. Please refer members to **Use Personify eBiz to Renew My Membership (PDF)** for detailed instructions.
 - **If the adult is not yet affiliated with Girl Scouts**, they may create a new profile.
- **Sort the troop list** by clicking on the headings at the top. Clicking again, sorts in reverse the order.
- **Select members for an action** by clicking the box next to their name.
- **Select ALL members for an action** by clicking the box at the top of the list.
- **Select an action** by clicking on the arrow next to the Action box.
- **Edit Your Meeting Information by clicking on Meeting Information.** This is very important. We need troop leaders to do this at the beginning of the membership year, and any time the information changes.
- **Large troops may have several pages of member information.** Use the page navigation tools at the bottom to click from one to another.
- **Edit member information** by clicking on the member's name. The member you are working on appears at the top of the page just below the masthead. The member page works like the "My Account" page. Clicking on "Exit" at the top takes them back to your own My Account page.
- **Schools do not use periods.** When you search for St Anne you will be fine, St. Anne will not come up.
- **Shorter School searches yield better results.** When you search for *King* the results returned will include: King Middle, Starr King Elementary, King Martin Luther Jr Academy, Christ the King Catholic School, The King's Academy, Kipp King Collegiate High, Elise P. Buckingham Charter.
- **Parent's employer in member information:** if you cannot find an employer on the search list have them search for "Not On List" and use that. We only include large employers. If the parent works for a small company, your employer will not be on our list. If you work for a major company that is not on our list, please send an email to ebiz@gsep.org and include the adult's name, troop number, and the name of the missing employer.