GoGold: FAQs for Girl Scouts

How do I locate my Girl Scout council?

When you create a GoGold profile, you'll need to select your council. It's important to select the correct one because that is where your proposal and final report will be sent. If you're not sure what your council is, you can look it up by your zip code using **the Girl Scout Council Finder Tool**.

When should I contact my council?

You'll want to check in with your council before beginning your Gold Award proposal (steps 3-5). Your council will be an invaluable resource for you as you plan and carry out your project. They many also have specific guidelines that you should follow for things like choosing a project advisor and raising money.

You can visit your council's Gold Award page for more information. Once you are in GoGold, you can access their Gold Award page by clicking on the council logo in the upper right corner of your dashboard.

What Internet browser should I use to access GoGold?

Please use the latest version of **Chrome**, **Edge**, **Firefox**, or **Safari** for the smoothest experience.

How do I update my profile or council information?

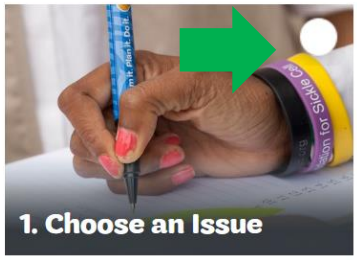
If you need to update any of your profile information (for example, if you need to correct your council), you can click on the hamburger menu – or the three horizontal lines in the upper left corner of your GoGold page. From there, you can select "profile" to edit your information. Just be sure to hit the yellow "save" button when you're done.

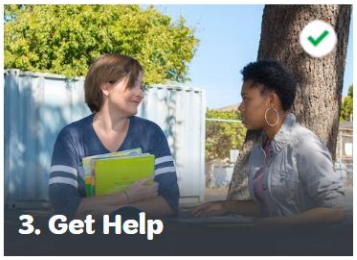
What do the symbols on my dashboard mean?

You can access your dashboard anytime by clicking on the GoGold logo at the top of the page, or through the hamburger menu. As you complete steps, you will notice three different symbols on your dashboard:

- The full circle (indicated below with a green arrow) means the step is available, but not yet started.
- The check mark (indicated below with a blue arrow) means that step is complete.

- The circle outline (indicated below with a yellow arrow) means that the step is in progress, but that not yet complete.
- The eye (indicated below with a red arrow) means that step is view-only, and you are not currently able to edit it. In the example below, you would not be able to edit steps six and seven until step five is complete and your proposal has been approved by your council.





How can I be sure that I've completed a step?

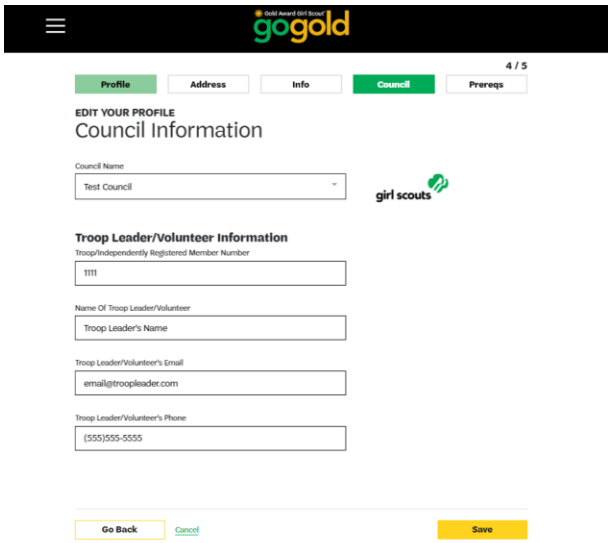
When you reach the final tab in a step, be sure to hit the yellow "I am finished" or "send to council" button. If that button is gray, that means you are missing information in one or more of your tabs, which will be indicated in red text on those tabs.

*(**Pro tip:** some of the most common tabs where this happens are the "theme" tab and the "expenses" tab in step four. If the "theme" tab tells you that you have reached the maximum number of selections, you'll need to unselect a theme.)*

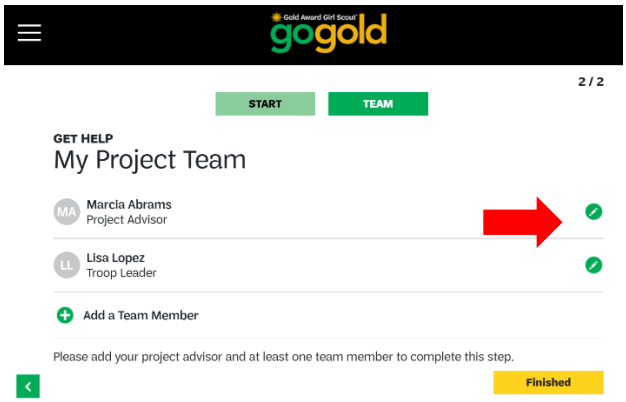
I entered the wrong email address for my project advisor/troop leader. How can I fix it?

In your profile, you'll enter contact information for your troop leader and in step three, you'll enter contact information for your project advisor. In step five, you'll send them verification emails by clicking a button. If you realize that you've entered the wrong email after pressing send, don't worry!

You can edit your troop leader's email by returning to your profile's "council" tab, entering the correct info and clicking "save".

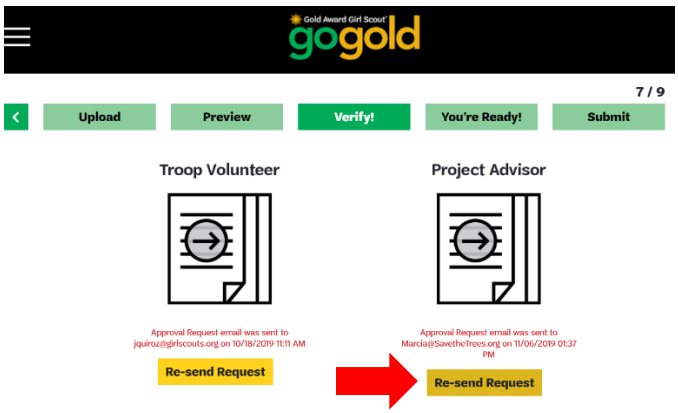


To edit your project advisor's info, return to step three ("get help") and click on the "team" tab. You'll then want to click the green pencil icon next to the name you would like to edit.



Once you edit it the entry, be sure to hit “save”, then “finished”.

You’ll then need to re-send the verification email to the correct address in the “verify” tab of step five. Just hit the yellow “re-send request” button under the correct team member.



How can I make changes to my proposal after I submitted it?

Once you submit your proposal to your council, steps three through five will be view-only. You will not be able to make changes as your council reviews your proposal, or after they approve it.* If you decide you would like to make changes to it, please contact your council to let them know. They will need to set your proposal status to “needs improvement”. This will allow you to edit steps three through five.

*After your proposal is approved, Step 3: Build Your Team will reset to “complete”, that way, if your team changes during implementation you can make the relevant updates and submit a current team list with your final report (Step 7).

How can I begin troubleshooting autosaving issues I am experiencing?

Autosaving issues are usually tied to the Internet browser. Here are three initial steps that you can take to resolve your issue.

- Make sure that you are using the latest version of **Chrome**, **Edge**, **Firefox**, or **Safari** to access GoGold.
- Clear your browser’s history, cache and cookies for all time (you can find out more about that at the end of this document).
- Refresh GoGold in your internet browser.

If those three steps don’t work, we recommend that you try using a different browser (for example, you can try using Edge instead of Chrome), and then a different computer or mobile device, to see if you’re still experiencing the same issue.

How can I receive technical support?

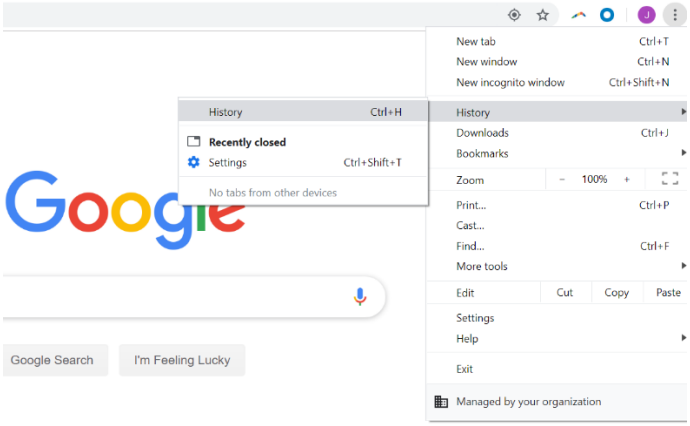
Please contact the GoGold team at GoGoldOnline@GirlScouts.org. We recommend copying your council Gold Award contact to keep them informed, especially for time-sensitive issues.

How do I clear my history, cache and cookies for all time?

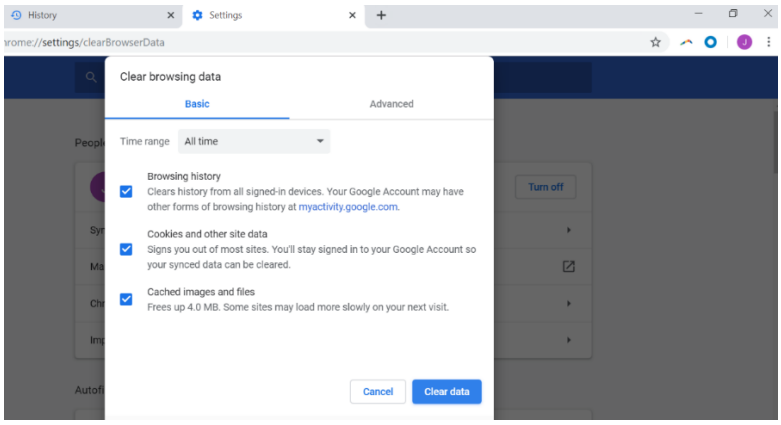
Clearing your history, cache and cookies resets your browser's stored information. This is important to do so that your browser uses the correct settings for the new and improved GoGold. The process for clearing your history, cache and cookies will differ slightly by internet browser. You can find the instructions for each of our four recommended browsers below.

Chrome:

In Chrome, you'll want to access the hamburger menu by clicking the three dots in the upper right corner of your browser. Select "history" and then "history" again.

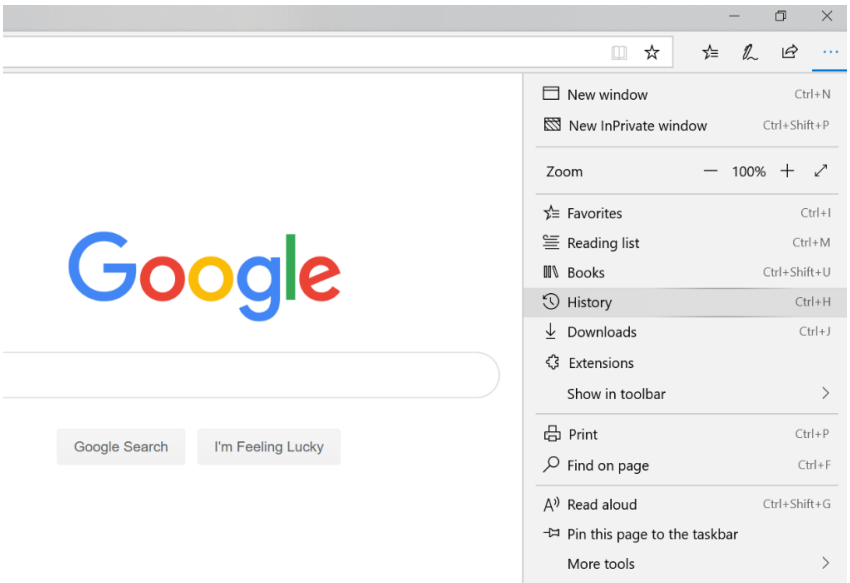


We recommend checking all three boxes in the "basic" tab of the "clear browsing data" box. Then hit the "clear data" button and you're done!

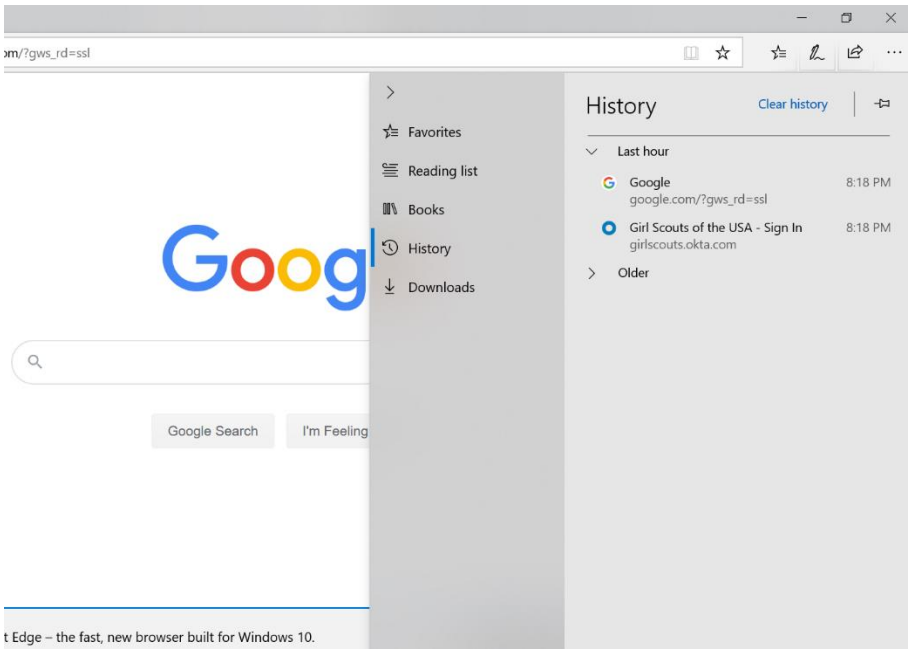


Edge:

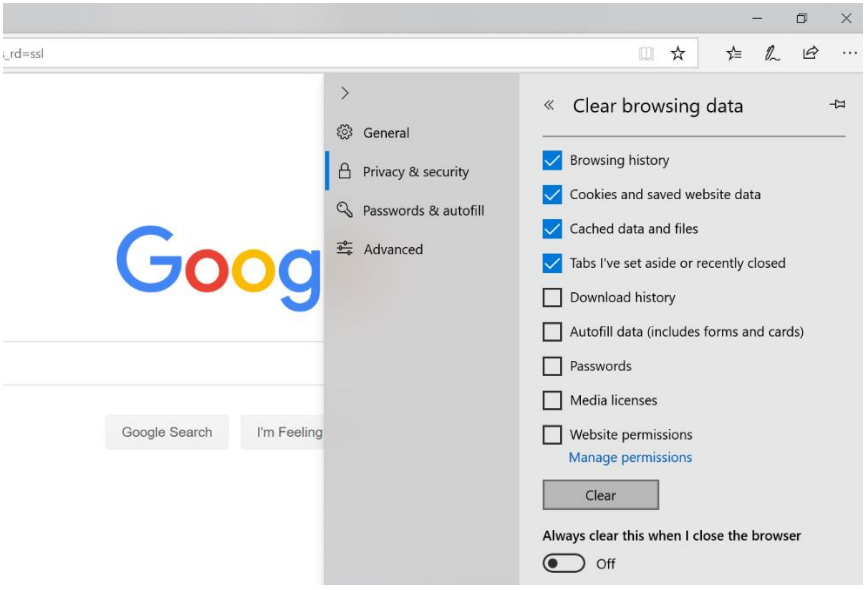
In Microsoft Edge, click the three dots in the top right corner of your browser to access the hamburger menu, then select “history”.



Select the blue “clear history” from the top right corner of menu.

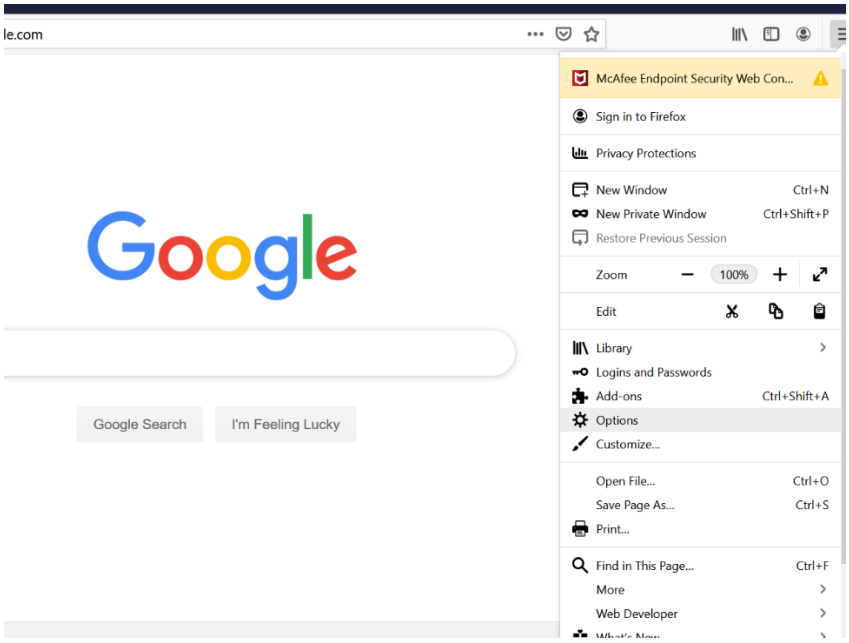


We recommend checking the first four boxes in the following menu. Then hit “clear” and you’re done!

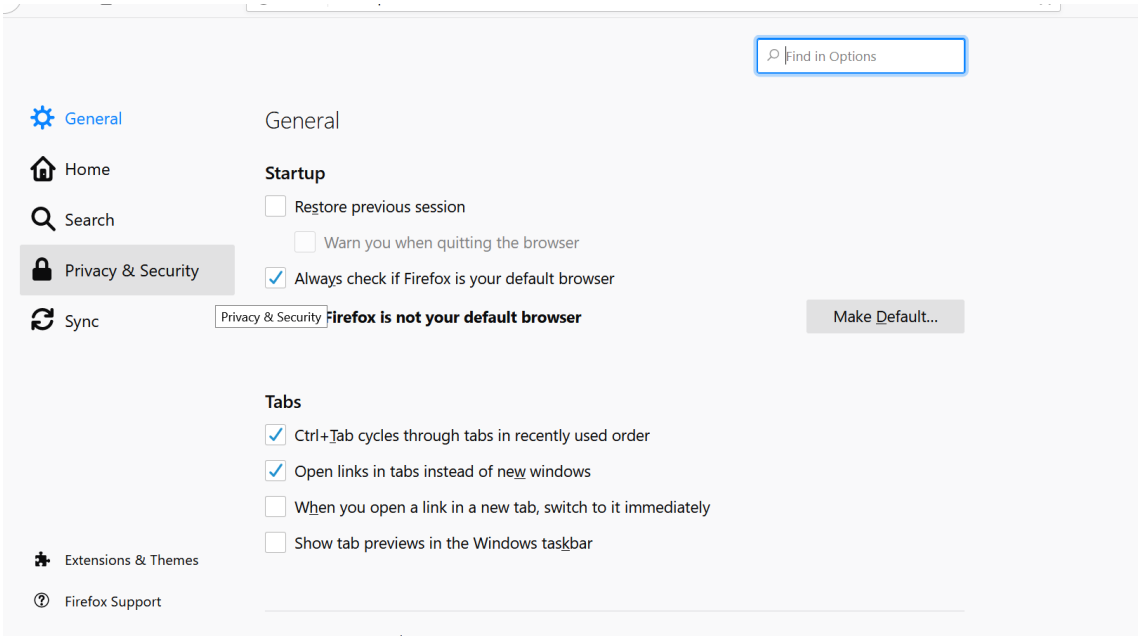


Firefox:

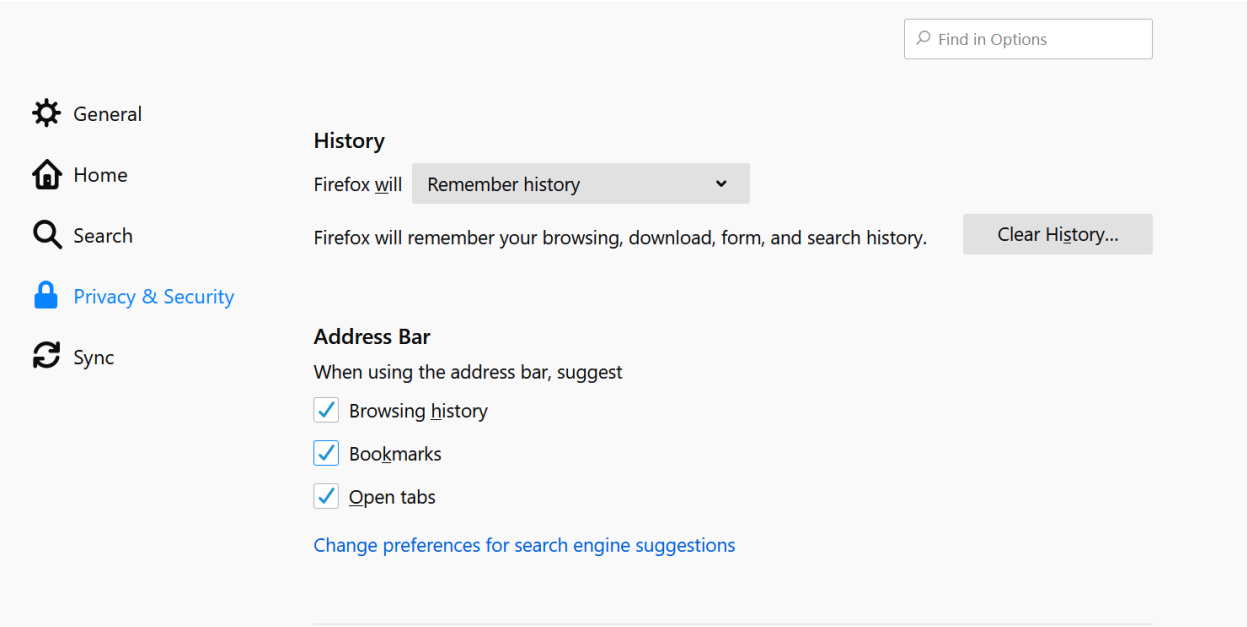
Click on the three horizontal lines in the top right corner of your browser to access the hamburger menu. Select “options” from that menu.



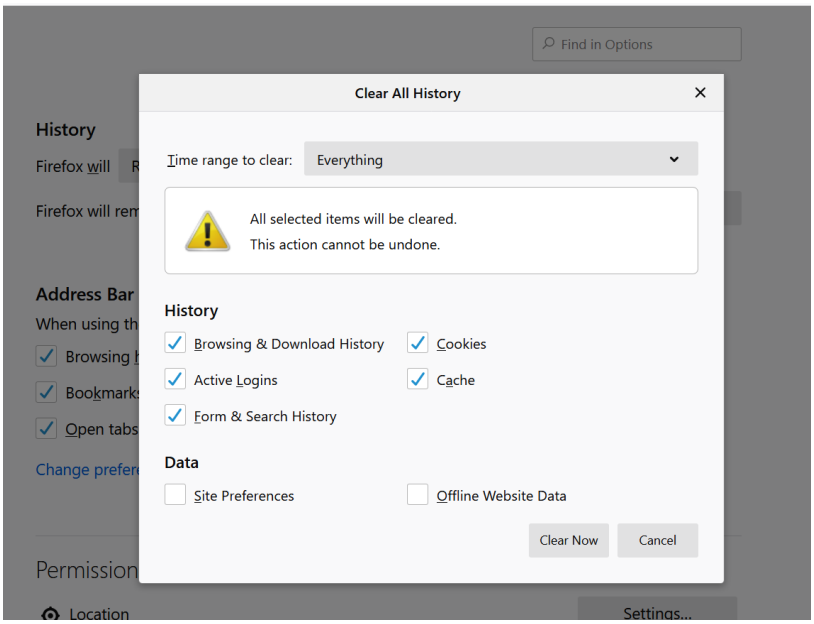
On the following menu, select “privacy and security” from the left side of the screen.



Scroll down to the “history” section and press the gray “clear history” button.

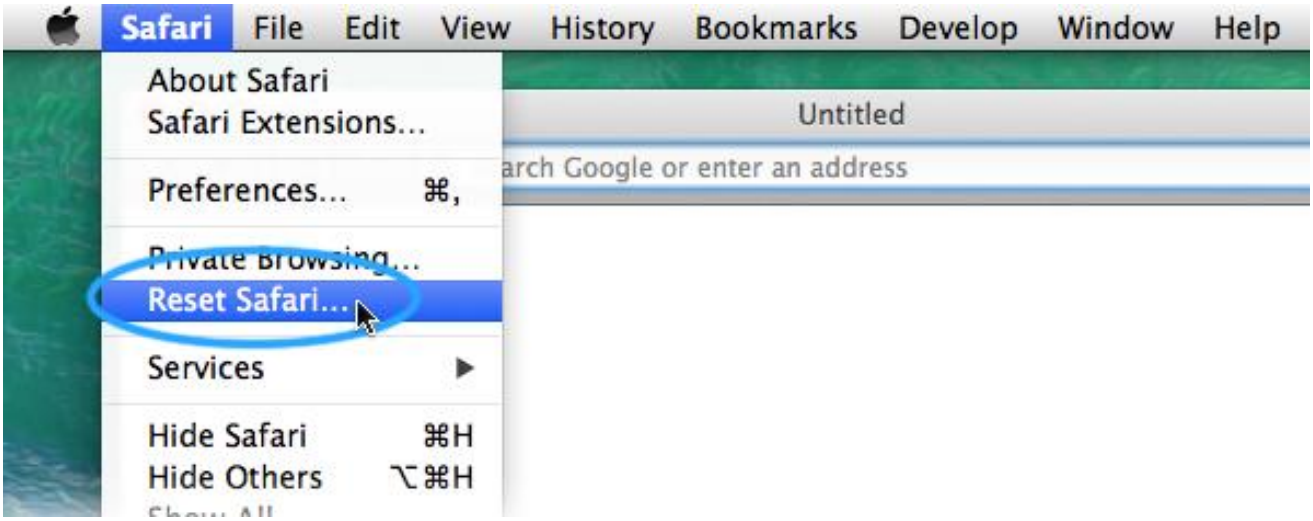


In the following menu, ensure that the “time range to clear” option is set to “everything”. Then ensure the history options, cookies and cache are checked. Press “clear now” and you’re done!



Safari:

Select “Safari” from the top left corner of your browser and select “reset safari”.



Be sure to select “clear history” and “remove all website data”. Press the “reset” button and you’re done!