

Looker is a centralized reporting tool for Girl Scout staff and certain service unit volunteers. Data is uploaded nightly from Volunteer Systems 2.0 and includes membership, volunteer/troop/SU participation, gsLearn and gsEvents data.

Questions	Solutions
<p>How does my service unit get Looker access?</p> <p>What do I have to do to get access to Looker?</p>	<p>Service Unit access to Looker is attached to the following roles:</p> <ol style="list-style-type: none"> 1. Service Unit Manager 2. Service Unit Treasurer 3. Service Unit Membership Recruiter 4. Service Unit Cookie Manager 5. Service Unit Troop Trip Approver 6. Service Unit Administrative Volunteer (only if no other role applies) <p>Like all volunteer roles at GSEP, an active membership, current PA mandated background clearances, a signed GSEP disclosure affidavit, and a Volunteer Nondisclosure agreement (new in April 2026) are required.</p> <p>Remember, roles are annual and must be renewed for each membership year. All roles will have a pending status until documentation is complete or verified by staff for both new and renewed roles. Active roles are uploaded nightly into Looker, so your access begins the following day.</p>
<p>I'm trying to log in but nothing is happening.</p> <p>I am not getting any emails when I click forgot password.</p>	<p>Beginning March 2025, GS USA began implementing new security changes for Looker access. You must now log in via the Alternate login page. Here's how:</p> <ol style="list-style-type: none"> 1. go to girlscouts.looker.com. 2. Disregard the Authenticate button at the top. 3. Click on Alternate login page (email/password) at the bottom of the box. 4. Enter the email associated with your MyGS account as your username. 5. Enter your password. If you do not remember your password, click Forgot password and follow the instructions in the email you receive. 6. Click the Stay logged in box - so you will not need to go through this process again. <p>If you are still not getting any emails in any folder (inbox, spam or junk), email memberservices@gsep.org with steps you completed and any error messages, we will work to restore access. Remember too, if you changed your email address, it will take 24 hours for this new information to upload and update your account access.</p>
<p>I no longer have access to Looker.</p> <p>My Looker account is disabled.</p>	<p>GSEP volunteer roles are annual and must be renewed each membership year regardless if you have an annual membership or are a lifetime member. Once renewed, staff must review clearances, required GSEP documentation, and any required training needs before a renewed role can be changed to active. If a role with Looker access is not renewed in the system by September 30th, the account will automatically be disabled on October 1st.</p> <p>To ensure this does not happen, Looker volunteers should renew their roles during Early Renewal season (April through June.)</p>

<p>Does my service unit have to use Looker? Can you send me reports?</p>	<p>Due to GS USA's data security protocols, staff are not permitted to email or print reports for volunteers. This is why Looker volunteer access has been granted so you can have easy access to information anytime. Service units are required to have at least one volunteer who will access and use Looker regularly.</p>
<p>I am new to Looker; how do I use it?</p>	<p>In 2025, GSUSA created new gsLearn training for volunteers called GSUSA Looker Onboarding for Service Unit Volunteers.</p> <p>Training access is limited to SU volunteers active in the roles of Manager, Treasurer, Membership Recruiter, Cookie Manager, Troop Trip Approver, and Administrative Volunteer and must be manually added by staff, which is done every 1-2 business days.</p> <p>If you have trouble finding it, please contact memberservices@gsep.org. We will add training so you can access it within 24 hours. This training is not required but it is strongly recommended to make the most of your Looker experience!</p>
<p>How do I know which volunteers in my SU are cleared/have current background checks?</p>	<p>Pennsylvania has different requirements for volunteers that prevent us from taking advantage of the automatic clearance process built into Volunteer Systems 2.0. The related fields of BGC Status and Expiration Date that you see in Looker are <u>not</u> applicable to GSEP.</p> <p>Instead, the <u>Role Active Flag</u> indicates if a volunteer is in good standing with their CBCs at GSEP. If “Y” they are ready to go, if “N” they are not cleared and ~ indicates not applicable (girl member role).</p>
<p>I see different Participation Types in Looker, what do they mean?</p>	<p>The participation type helps identify member affiliation within GSEP.</p> <ul style="list-style-type: none"> • IRG - girls who are participating individually rather than in a troop. • SERVICE UNIT - Adult and lifetime members who are not in troops or do not have a service unit role. • JOB ASSIGNMENT - indicates member is filling a volunteer role. • TROOP - members who are participating in troops.
<p>There is a lot of information in these dashboards, how do I get started?</p>	<p>Filters, found at the top of each dashboard, are excellent tools to help you drill down to see specific data or answer questions. Here are some tips on filtering:</p> <ol style="list-style-type: none"> 1. <i>Background check status</i> and <i>expiration</i> are NOT fields that apply to GSEP’s clearance documentation because of PA’s requirements. Instead, Participation/Role Active Flag is the field that tells you if a volunteer is cleared (Y) or not (N), or not applicable (~). 2. <i>Year</i> filter, defaults to <u>current year</u>. October through March, you can select <u>last year</u>. April through September, the second option switches to <u>next year</u> so you can see how service unit renewal is going. 3. <i>Is Membership renewed?</i> refers to current year membership status and answers the question are they a new or renewing member. 4. <i>Is Member registered for next year?</i> Using current year, tells you who is renewed for next year during April through September. 5. Following up on tips 3 and 4, to see who your lapsed members are right now, change <i>Year</i> filter to <u>last year</u> and change <i>Is member registered for next year?</i> to N. <p>For additional help, visit gsLearn to complete GSUSA Looker Onboarding for Service Unit Volunteers or reach out to your Community Engagement Specialist.</p>

<p>How do I know which members are looking for a troop?</p>	<p>Dashboard filters make viewing your service unit information much easier. The Troop Placement staff responsible for placing members in troops use the Awaiting Placement field while they work to find troops for girls and adults. If you are curious, you can change the filter “Is Awaiting Placement?” to Yes and click UPDATE. Remember, data is uploaded nightly, so it is possible they have already been placed.</p>
<p>How do I know what troops are active?</p>	<p>The troop formation status filter was added to the <i>Troop Details</i> report to help you know more about your troops. The system assigns the following status based on the criteria:</p> <ul style="list-style-type: none"> • ACTIVE – meets criteria of 2 or more girls, 2 or more filled volunteer roles where one is an active Troop Leader, PGL is not blank, and end date is blank. • SUPPORT NEEDED – meets some but not all ACTIVE criteria above. • PENDING – set up but does not have details or roles. • GRADUATED- a troop with only 12th graders that ended the previous year. • DISBANDED – has ended and not available for the current year.
<p>I don’t see all my training in the gsLearn report.</p> <p>A volunteer told me they have training, but it isn’t showing up in Looker?</p>	<p>gsLearn is a feature of the Volunteer Systems 2.0 upgrades. We uploaded training history for <u>any adult who was a member for the 2020 membership year (10/1/19-9/30/20)</u>. If an adult was not a member in MY20, they will not have training history in Looker.</p> <p>Adults who have joined since then and anyone who completes training in <i>gsLearn</i> will have their information uploaded nightly into Looker.</p>
<p>It is an ongoing problem that adults join and do not choose a role or troop, or they renew membership but not roles.</p> <p>Member X is not showing up in Looker.</p>	<p>Yes, volunteer roles and memberships are two different things; both require annual renewal. Volunteers have the choice to add, end, and renew their volunteer roles in MyGS anytime.</p> <p>During renewal season, caregivers need to renew a girl’s troop as well as her membership. If members do not select a troop or role, they enter the system at the council level. Daily, staff move members to a service unit based on their zip code until they identify their participation.</p> <p>This is why we encourage adults and troop leaders to log in to MyGS accounts regularly to confirm their information is up to date!</p>
<p>What if I know information I see is incorrect?</p>	<p>Email memberservices@gsep.org with member information and updates.</p>
<p>What can I see in Looker?</p>	<p><i>Contact Lists</i> – girl and adult lists with filter options.</p> <p><i>Full Roster</i> – girl and adult lists with full details and filter options.</p> <p><i>gsLearn Summary</i> – see training events and course details for adults in your SU.</p> <p><i>Membership Analysis</i> – see membership, grade, and volunteer specs for your SU.</p> <p><i>New in the Last Two Weeks</i> – lists new members in your SU with filter options.</p> <p><i>Troop Details</i> – troops with and without girls in your SU with details.</p>
<p>What if I need help with Looker?</p>	<p>Email memberservices@gsep.org with questions, details or any access issues.</p> <p>We are happy to help!</p>