



FREQUENTLY ASKED QUESTIONS ABOUT GSLEARN

1. What is gsLearn?

gsLearn is an online volunteer training platform that gives you access to a variety of courses. In addition to training, girl virtual programs are being recorded and uploaded to gsLearn. One of the great features of gsLearn is that you can complete courses at your own pace, and you don't have to complete a whole course at one time – you can finish them piece by piece as you find you have time.

2. How do I access gsLearn?

gsLearn can be accessed via your myGS account. Once you login to myGS (which you can access by clicking on myGS in the top right corner of our website), select gsLearn, and you will be directed to your gsLearn dashboard.

3. I can't login – what do I do?

If you don't remember your username or password for your myGS account (or your information isn't working), reset your password. You can email us at customercare@girlscoutsalaska.org or call us at 907-248-2250 and we can reset your password for you. We can also make sure your email address is entered correctly in our system to confirm that your account is associated with the right email.

4. Who has access to gsLearn?

All Girl Scout volunteers who are registered members with Girl Scouts of Alaska are automatically added to gsLearn once they complete their registration and their background check comes back eligible. Volunteers should get a welcome email to let them know that they've been added to the system. Anyone with a myGS account can login and try to click gsLearn to see if they have access. If you don't have access to gsLearn and would like to, contact us at customercare@girlscoutsalaska.org or 907-248-2250.



5. Can I get access to gsLearn if I'm not in one of the volunteer roles listed in the previous answer?

Yes! Contact us at customercare@girlscoutsalaska.org or 907-248-2250 and we can get you added to gsLearn.

6. I get an error message saying I don't have access. What do I do?

Try logging out, clear your browser history and cookies, and try again. If you get the same error message, make sure you have a role listed in myGS and confirm that you have a current membership. If you're still not able to access gsLearn, contact us at customercare@girlscoutsalaska.org or 907-248-2250.

7. I'm a new Troop Leader. What do I need to know about gsLearn?

New Troop Leaders are required to complete new leader training, which is now available on gsLearn. You can complete this training on your own time. The new leader training is a course is called "Successful Leader Learning Series," and consists of five modules. If you're feeling overwhelmed about getting it all done quickly, start with Foundation 4: Understanding Troop Operations, and come back to the other modules when you have time and are feeling more comfortable with the idea of becoming a new leader. The other courses on gsLearn will also be helpful to you, but the Successful Leader Learning Series will give you the best information to help you get started!

8. Why can't I get gsLearn to work on my phone?

We recommend using a laptop or desktop computer, and Chrome seems to be the browser that is most compatible with gsLearn. We apologize for the inconvenience and hope to be able to offer a more reliable mobile option in the future.



9. Do I have to complete all of the courses I've been assigned on gsLearn?

No, but the more you learn, the more you grow! The only required course is the Successful Leader Learning Series. Be sure to check back frequently. We're adding courses all the time!

10. When I start a course, do I have to finish it all at one time?

No. Most courses are split into more than one module, so you can complete a course in sections. You can start a course and come back to it at any time to complete more modules until you complete the entire course.

11. I've already watched all the trainings on gsLearn. When will more be added?

We're constantly adding more courses, including monthly program webinars.

If you have an idea for a course to be added, please reach out and let us know at customercare@girlscoutsalaska.org or 907-248-2250.