

Fall Product 2025

Frequently Asked Questions



girl scouts
of southern
appalachians

Volunteer Questions:

- **Do Girl Scouts have to be renewed to start selling?** Yes, it is important to have a membership for 2026 since the new membership year begins October 1.
- **As a troop volunteer, I have still not received my Welcome Email. Can I still login?**
Troop Leaders with a 2026 membership and a current Troop Leader role will be able to login beginning September 12. (Please check your spam/junk email folders.) If your Girl Scout membership and role is up to date and you still can't find the email, you may try to login through the Admin site.
- **I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl Scout accounts?**
Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: [gsnutsandmags.com/admin](https://support.gsnutsandmags.com/admin), and Girl Scout accounts are accessed at [gsnutsandmags.com/gscsa](https://support.gsnutsandmags.com/gscsa). You will not be able to access the Girl Scout site until September 19.
- **What does it mean when my emails have a "Queued for Sending" status?**
Access emails will be sent to Girl Scouts on the launch date of the sale, September 19. Since email addresses will go through a necessary verification process, emails will be sent in order according to when they were generated. This could take 24-48 hours as there may be several councils that are launching their programs at the same time.
- **I launched the PAEC on the first day but now have more Girl Scouts added to my troop. Do I need to send this email again?**
Any Girl Scouts that the council adds to the troop roster will automatically receive the email.
- **We missed the deadline to order product. Can we still order it?**
No. GSCSA does not order excess Fall Product. Orders must be submitted before the deadline to receive product. NO EXCEPTIONS.
- **I logged into gsLearn but I can't find the training. What do I do?**
If it is your first time logging in, please allow up to an hour for the trainings to populate. If it is still not showing up, email info@girlscoutcsa.org.
- **Still have questions?**
Visit <https://support.gsnutsandmags.com>. You can find answers here for the volunteer, Girl Scout, and customer.

