

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

ACCESS Questions	Solutions
<p>How does my service unit get Looker access?</p> <p>What is an Administrative Volunteer?</p> <p>What do I have to do to get access to Looker?</p> <p>I am a Troop Leader; can I have access to Looker?</p>	<p>Service Unit Managers and Registrars now have access to Looker as part of their roles. The Administrative Volunteer role is specific to Looker access.</p> <p>Like all volunteer roles at GSEP, these roles require an active membership and current PA mandated background clearances on record at GSEP. Roles are annual and must be renewed for each membership year. All roles will have a pending status until clearances are completed or verified by staff for both new and renewed roles.</p> <p>Volunteers with Looker access must complete the Looker training and confidentiality agreement. Log in to MyGS, select <a href="#">gsLearn</a> and search “looker” in the content library.</p> <p>Looker provides service unit level data rather than troop level. Troop Leaders with an active status can see their troop members, troop volunteer status, and troop information in <a href="#">MyGS</a>.</p>
<p>How do we add or change volunteers who should have access to Looker?</p> <p>I no longer have access to Looker.</p> <p>My Looker account is disabled.</p>	<p>The Service Unit Manager and Service Unit Registrar roles are available in the Catalog for members to select if they wish to serve for any membership year. You can find these roles by selecting VOLUNTEER when you click on MyGS.</p> <p>Email <a href="mailto:memberservices@gsep.org">memberservices@gsep.org</a> to have the Administrative Volunteer role for your service unit added to your record.</p> <p>All roles are pending until clearances are completed or verified by staff. Please allow additional time for your role to be marked active. Active roles are uploaded nightly into Looker so your access begins the following day.</p> <p>GSEP volunteer roles automatically end on 9/30 of the membership year. You can end a role early in MyGS or choose not to renew for the next year.</p> <p>In order to keep your Looker account active, we recommend you renew your role during Early Renewal to ensure continued access. If role renewal and clearance validation do not happen before 9/30, your account will be disabled on 10/1.</p>
<p>Does my service unit have to use Looker?</p> <p>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 a new to Looker, how do I use it?</p>	<p>Looker users are required to complete the training and confidentiality agreement in <i>gsLearn</i>. Log in to MyGS, select <a href="#">gsLearn</a> and search “looker” in the content library. We also periodically share Looker updates and show &amp; tell opportunities at SUM meetings and in <i>gsLearn</i>.</p>

<p>I am having trouble getting into Looker.</p>	<p>Looker access is based on the primary email in your record in MyGS. You must have an active Service Unit Manager, Registrar or Administrative Volunteer role.</p>
<p>Which email do I use to sign into Looker?</p>	<p>As a reminder, Looker access emails are generated when the new role is made active or if you change your email address. This info is updated nightly so it will take 24 hours for your email and role to be updated in Looker. You may need to click <i>Forgot Password</i> to reset your access.</p>
<p>I receive an error message when I try to sign into Looker.</p>	<p>Here are more common access issues:</p> <ul style="list-style-type: none"> <li>• Looker emails are in your spam/junk folder or are blocked by your employer</li> <li>• Training and agreement were not completed in <i>gsLearn</i></li> <li>• Your email address is not updated on your account in MyGS</li> <li>• Your membership or role is not active or renewed</li> <li>• Your clearances are expired, incomplete or haven't been verified by staff</li> </ul> <p>Still having issues? Email <a href="mailto:memberservices@gsep.org">memberservices@gsep.org</a>.</p>

REPORT Questions	Solutions
<p>How do I know which girls are looking for troops?</p>	<p>There are awaiting placement fields available in Looker but GSEP does <u>not</u> use these to indicate if a member is looking for troop placement. Volunteers should disregard this field/filter in Looker reports.</p> <p>Instead, each service unit has a “new members” troop where girls and adults looking for placement are temporarily assigned. The goal for staff and volunteers is to actively review these troops year-round and assist members with finding or forming their new troops.</p> <p>We may create campaign-related troops so volunteers and staff can track success. This does not happen regularly as the goal is to use Looker to ensure we have a robust catalog with ample PGL capacity. This way new girls and adults can join troops and fill roles during registration!</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>Troop Leaders can easily see the status of their troop volunteers when they log into MyGS. Those who are cleared and ready to go have an "active" status. Volunteers who are engaged in the clearance process or need to update expired clearances will have a "screening" status. Volunteers who are active members but have a status of "lapsed" did not renew the 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"> <li>• IRG - girls who are participating individually rather than in a troop.</li> <li>• SERVICE UNIT - Adult and lifetime members at the service unit level who are not in troops or have a service unit role. Girls with this type in the service unit do not have contact information for us to place in troops.</li> <li>• JOB ASSIGNMENT - indicates member is filling a volunteer role.</li> <li>• TROOP - members who are participating in troops.</li> </ul>

<p>Troopxxxxx is not on the troop details report.</p> <p>I gave a new volunteer a troop number from years ago and I don't see it in Looker.</p>	<p>Only troops with girls appear in the <i>Troop Details</i> report. If you want to confirm a troop is set up for the year, you can search for it in the <i>Full Roster</i> report where you can also see adults or volunteers in the troop.</p> <p>Troop numbers are assigned by staff and must be affiliated with your service unit in order for you to see it in Looker. Numbers may be reassigned to other service units so you should not assign past numbers without council confirmation.</p> <p>As part of our new leader process, new troop leaders must complete the <a href="#">New Leader Form</a> on our website to get a number or be added to an existing troop.</p> <p>Service Unit volunteers in need of a new troop number for a current or experienced leader, should complete the <a href="#">New Troop Number Request Form</a>.</p> <p>Once a troop is set up, it will upload to Looker and appear the next day.</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:</p> <ul style="list-style-type: none"> <li>• ACTIVE – meets criteria: 2 or more girls; 2 or more adult volunteers and one is an active troop leader; PGL is not blank; and end date is blank or future.</li> <li>• SUPPORT NEEDED – meets some but not all of ACTIVE criteria.</li> <li>• PENDING – set up but does not have details or roles. It is likely a “placeholder” troop like your “new members” troop.</li> <li>• GRADUATED- a troop with only 12<sup>th</sup> graders that ended the previous year.</li> <li>• DISBANDED – has ended and is not considered available for the current membership year. Staff regularly transfer these renewals.</li> </ul>
<p>I don't see all of my trainings in the gsLearn report?</p> <p>A volunteer told me they have a 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 trainings in <i>gsLearn</i> will have their information uploaded nightly into Looker.</p> <p>The best way to manage information in the <i>gsLearn Summary</i> report is to use filters to narrow down what you are looking to find. For example,</p> <ul style="list-style-type: none"> <li>• Filter on a specific type by using event name or course title, change the filter to “contains” and enter a phrase such as “CPR”.</li> <li>• Use the course completion date to find trainings that aren't expired.</li> <li>• Filter on an individual troop, person or role name.</li> </ul>

<p>How do I know who the troop leaders are on the SU roster report?</p>	<p>All Looker reports have filters that help you navigate your information. To access, click on the word <b>Filters</b> at the top left of your report. Scroll down to the field you want to select from and begin typing. The system will help you by offering the options that meet your criteria. Make your selection and click run – remember to close the <b>Filters</b> to see results!</p>
<p>How will I know who renewed during Early Renewal?</p>	<ul style="list-style-type: none"> <li>• Want to find out what volunteers are cleared and active? Open <i>SU ROSTER: Full Roster</i> and enter “Y” in the <b>Role Active Flag</b> field (remember, the background check and expiration fields <u>do not apply</u> to GSEP.)</li> </ul>
<p>How can I see a list of cleared volunteers in Looker?</p>	<ul style="list-style-type: none"> <li>• Want to keep track of new leaders in the busy fall recruitment season? Open <i>SU ROSTER: New in the Last Two Weeks</i> and filter on “Troop Leader/Co-leader” in <b>Role Name</b> field. This is a helpful way to see who is cleared, who is returning and who is new!</li> <li>• Curious about how you are doing towards your Early Renewal incentive goal? Open <i>SU ROSTER: Membership Analysis</i> and select “next year” under the <b>Year</b> field (available during renewal season April-September). Want to know who’s lapsed? Select “last year” so you can follow up!</li> <li>• Want to see what Daisy troops your service unit has available in the Catalog? Open <i>SU ROSTER: Troop Details</i> and enter “Y” in the <b>Display in Catalog</b> field and “Daisy” in <b>Program Grade Level</b> field.</li> </ul>

DATA Questions	Solutions
<p>There are 2 entries in Looker for a girl?</p>	<p>As part of Volunteer Systems 2.0 upgrades, caregivers and troop leaders can end, change or add participation and roles in MyGS quickly and easily at any time. Please encourage them to log in to MyGS regularly to ensure their participation, membership and contact info is up to date.</p>
<p>A girl or adult is in this troop not that one, can the other entry be removed?</p>	<p>And remember, changes made in MyGS are uploaded nightly and won’t appear in Looker until the following day.</p> <p>You can also email us at <a href="mailto:memberservices@gsep.org">memberservices@gsep.org</a> with “info update needed” in the subject and we will be happy to take care of this!</p>
<p>It seems to be an ongoing problem that adults join and do not choose a role or troop, or they renew and assume they will continue to hold their role.</p>	<p>Yes, volunteer roles and memberships are two different things and 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 remember to renew a girl’s troop as well as her membership. If members do not select a troop or role during registration/renewal, they enter the system at the council level. On a daily basis, staff move members to a service unit based on their zip code until they identify their participation.</p>
<p>Member X is not showing up in Looker.</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 else do you need me to do to help get the Looker data correct?</p>	<p>We need you to help make sure members are in their correct troops, place girls in their new troops, and find the best match for new volunteers. We also need you to use Looker to make sure your service unit has troops and PGL capacity in the catalog to welcome new members!</p> <p>Please encourage Caregivers to log in to MyGS to:</p> <ul style="list-style-type: none"><li>• Update phone, email, address, and school information.</li><li>• Confirm communication preferences so they stay connected with GSEP and receive email/mail.</li><li>• Add/update roles, change participation, do transfers and renew into their troops and roles.</li></ul> <p>And encouraged Troop Leaders to log in and:</p> <ul style="list-style-type: none"><li>• make sure girls who are participating in their troop meetings and activities are registered and affiliated with their troops.</li><li>• confirm adults who want to participate in or support troop activities have the appropriate volunteer role assigned with an ACTIVE status and an ACTIVE membership. Remember, a status of “screening” means clearances <u>have not been received or validated and these adults should not be participating with girls yet!</u></li></ul>
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