

## Accessing the Girlguiding UK Online Areas

From Friday 3 June 2011 the Members' Area and Go! will be accessed through one single login.

As before, to log into the Girlguiding UK online area, a Volunteer must have an active role in Girlguiding UK. Their date of birth and email address needs to be correct on their Go! record. This can all be checked, and updated, by the District/Division Commissioner, District/Division Key User or another member of the District/Division User group on Go!, or by the County's Go! Coordinator.

This document covers:

- [How to log in](#)
- [How to move between the Members' Area and Go!](#)
- [How to request a password](#)
- [What to do if a Volunteer is unable to log in](#)

### How to log in

1) Visit the Girlguiding UK site, at <http://www.girlguiding.org.uk> and click the [Members' area & Go!](#) link on the navigation bar.



2) You will see the new single log in page, not the two separate log ins.



3) Enter your personal log in details:

- **Registration number**, as stated on your card or confirmed by your Commissioner
  - **Date of birth**, in the form dd mmm yyyy (e.g. 01 Sep 1966)
  - **Password** - this is the password you used to log into Go! and is case sensitive
- Click the 'need your password' link to be emailed your password

4) Click 'submit'. You are now in the Girlguiding UK Members' Area



5) You can now explore the Members' Area as normal, or click the Go! icon to move to the Go! site



Remember you don't need to enter another password, and instead will see the Go! welcome page, and can explore the Go! site as normal.

6) Remember to log out when you have finished using either area:



- From Go!
- From the Members' Area

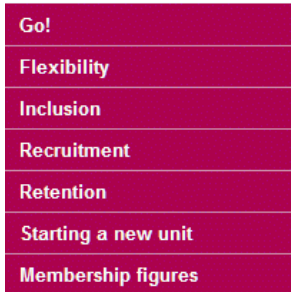


## How to move between the Members' Area and Go!

The Members' Area and Go! are now protected by the same single login. This means that you can easily move between the two areas, without entering another password.

### To access Go! from the Members' Area

Click the 'Go!' tab on the left hand tool bar. You will then see the Go! welcome page.



### To access the Members' Area from Go!

Click the 'Members Area' tab on the left hand tool bar. You will then see the Members' Area home page.

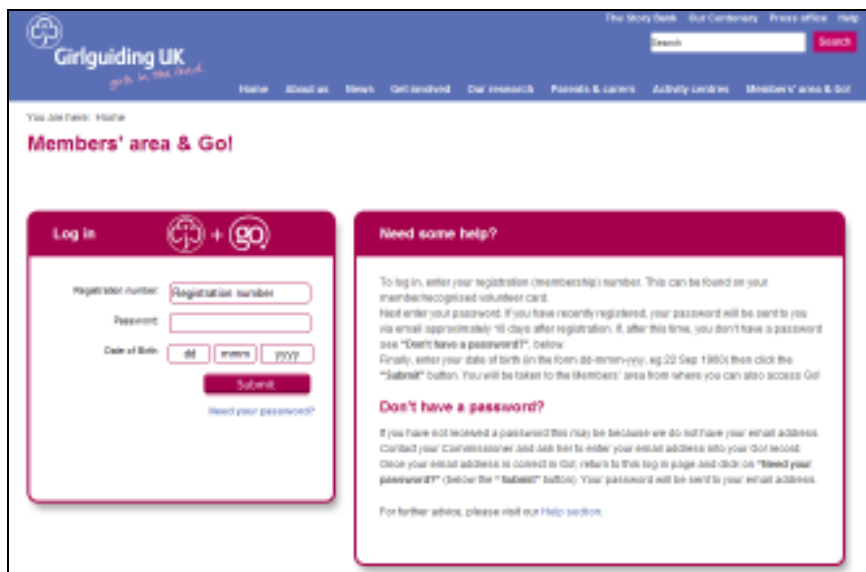


**Remember to log out** when you have finished using the online area. You can log out from Go! or the Members' Area, and both areas will be securely closed.

## How to Request a Password


This can be used at any time to request a password, whether an individual has previously received one or not. Remember that a Volunteer must have an active role and a unique email address registered.

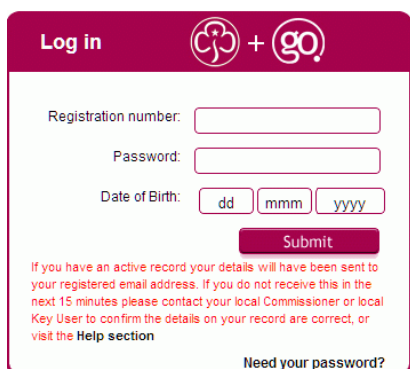
1) Use the 'need your password' link on the log in page



2) Enter the email address registered on your Go! record and your registration number



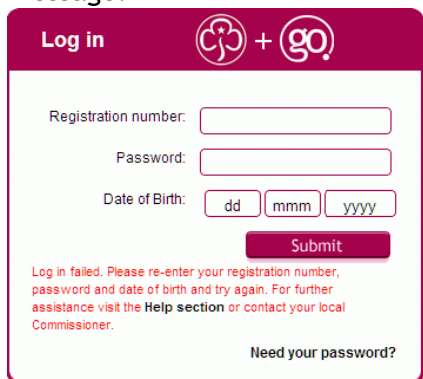
3) Click  and your password will be emailed to you within 15 minutes. Please check your junk/spam box as automated emails are often filtered here.



If you do not receive an email within 15 minutes you need to contact your District/Division Commissioner, District/Division Key User or your County's Go! Coordinator. They will check your Go! record and ensure that you have at least one role which is 'active' and your email address is correct. If they update your record you need to wait 24 hours before using the 'need your password' link again.

## What to do if a Volunteer is unable to log in

If incorrect log in information is entered then the Volunteer will see the following message:



The screenshot shows a login interface with a red header bar containing the text 'Log in' and the Girlguiding and Go! logos. Below the header are four input fields: 'Registration number:', 'Password:', and 'Date of Birth:' (with sub-fields for 'dd', 'mmm', and 'yyyy'). A red 'Submit' button is positioned below the fields. A red error message is displayed below the button: 'Log in failed. Please re-enter your registration number, password and date of birth and try again. For further assistance visit the Help section or contact your local Commissioner.' At the bottom of the form, there is a link that says 'Need your password?'.

There are a number of reasons why a Volunteer is unable to log in. Remember that you should never share your log in details with any other person. If someone is updating a level's Go! records they should be registered in that level and log in with their own personal log in details.

- Girlguiding UK Roles

To log in a Volunteer needs to have an active role on Go!. This can be any Volunteer role at any level. This role can be added by the District/Division Commissioner, or she can designate a member of her team to do this. Once a Volunteer's role is active they will be able to log in the next day.

- Email Address

Every Volunteer needs to have an email address registered for them to be able to request a password. The help section of the Members' Area gives further advise on how to create a free email address. Two or more Volunteers must not have the same email address. If you update the email address, or record a new one, it will take 24 hours before they can use this email address in the 'need your password' link.

- Incorrect Registration Number

Check that the registration number they are using is correct, and they don't have a second record. If they do email [gosupport@girlguiding.org.uk](mailto:gosupport@girlguiding.org.uk) and ask for the duplicate to be removed.

- Incorrect Date of Birth

Check that the date of birth registered on their record is correct. If it is not correct enter their date of birth, by clicking 'edit' next to their role in 'Role Management', enter the correct date of birth and click 'submit' to save it. This will take 24 hours to update.

- Incorrect Password

Ask the Volunteer to use the 'need your password' link to request a password. They should enter this including any capital letters and numbers. Take care as a lower case letter 'l' (for Lima) can look like a capital letter 'I' (for India) or the number '1' (one).

- Internet Security

The Girlguiding UK online areas are protected by a security certificate. It may be necessary to set the Members' Area and Go! as 'trusted sites'. An explanation of how to do this can be found in the help section of the Members' Area.