

GO - Your Questions Answered

How do I mark a member as deceased?

Please provide the membership number and name to membershipsystems@girlguiding.org.uk and we will make this change, this means we can also offer the local area additional support.

What's the difference between 'Unit Leader' and 'Main Contact'?

The Unit Leader option is the volunteer recorded on the starting leaflet and the main contact is the volunteer who is responsible for receiving notifications for the unit. It can be the same person.

What's the difference between 'Commissioner and 'Main Contact'?

The Commissioner option is for when we specifically need to contact the Commissioner and the main contact is the volunteer who is responsible for receiving notifications for the level. It can be the same person, if needed.

Why can't I complete all of the actions for a volunteer enquiry at all stages?

Unfortunately it's not possible to show all actions at all stages of the enquiry process as the disclosure and referee information depends on the age of the volunteer and the role selected.

What's an audit?

An audit tracks the history of the role/details. This means we can see who has made what change and when.

Why do you have to leave the page and come back when generating a form?

As the system has to collect the data from across the site it does take a few minutes to load. If you go to another page and come back in a couple of minutes it will show for you.

Why does a volunteer enquiry/referral choose a unit and not go to a District, Division or County?

We found that many enquiries were going to the 'wrong' area on Join Us, so to make it easier to find the right area, all volunteer enquiries need to choose a unit, it will then assign the correct District, Division or County to the enquiry and notify the relevant main contact.

Our Volunteer Shop doesn't show on GO?

If the volunteer shop would like to be recorded, please ask them to email volunteershops@girlguiding.org.uk and they will arrange for the shop to be added to GO.

Why do some volunteers not show in the 'Individuals' tab?

If the volunteer holds their main role in that level or below they will show in the 'Individuals' tab. If their main role is held elsewhere they will only show in the 'Volunteer Roles' tab.

The address isn't being found in the postcode finder?

You can just type in the address if it's not showing in the postcode finder.

I have outstanding referees, what should I do?

Within the next week we will be re-sending all outstanding reference requests. Please wait until after then to re-send or request to change these.

Can you tell me my password and authentication question, is it stored in plain text?

Your password is encrypted and we are unable to see this, if you forget your password, you must use the 'forgotten password' option. The authentication question and answer are stored in plain text so we may use these to help identify you if you contact us by phone.