

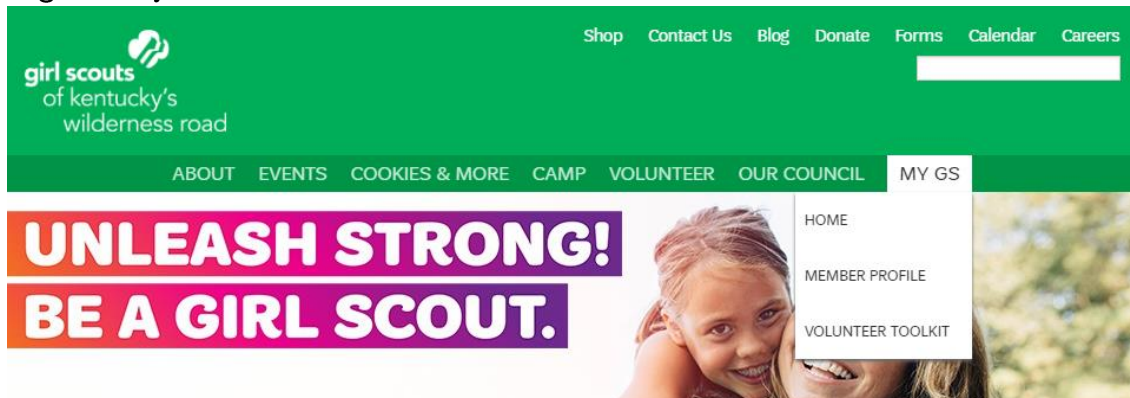
## Simple Trouble-Shooting for VTK

Whether you are a new or experienced Volunteer Toolkit user, there may be times when your internet or device experiences difficulty connecting with the Volunteer Toolkit. Many factors can contribute to this happening, so no worries! There are a few things you can do!

1. Make sure that you are currently registered as an active Troop Leader. **NOTE:** The VTK resets for the upcoming membership year on July 1. You must be registered as an active troop leader for the next membership year to access VTK rosters and new year plans.



2. Use a VTK-Friendly internet browser. Google Chrome is the preferred browser of the Volunteer Toolkit. Mozilla Firefox, Microsoft Edge, and Mac Safari also work well. Internet Explorer is not recommended. If you are using Internet Explorer, switch to a VTK-friendly browser.
3. Log out of your Girl Scout Member Profile.



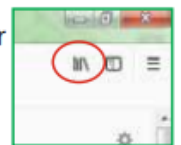
4. Clear the internet browser's cache and cookie history.

### Google Chrome

- a. Press Ctrl + H
- b. Choose "Clear Browser history" at the left side of the screen
- c. In the pop-up, ensure the cache and cookie options are marked. Click "Clear Data."

### Mozilla Firefox

- a. Choose the first icon in the upper right hand corner.
- b. Choose "History"
- c. Choose "Clear Recent History"
- d. In the pop-up, ensure the cache and cookie options are marked. Click "Clear Now."



5. Close your internet browser.
6. Reopen your internet browser and log in to your Girl Scout Member Profile.

Need additional assistance? Contact your Troop Support Specialist at your Local Service Center by calling 1-800-475-2621.