Girl Guides SA Inc iMIS Introduction, User Guide and FAQ's

Hello Everyone

It is with the greatest pleasure that I advise that the database and website of Girl Guides SA is now 'live', which means that you are able to look at it and obtain the information that you need to be the great Guide Leaders that we know you are.

A huge amount of work has been undertaken to achieve this, and this level of work will continue as we refine the website to provide you with more information and information that is current and relevant to the role you play in Guiding. We have noticed many of the forms we are using are not current and need to be updated to reflect current wording and practices. As these forms are updated they will replace those already on the website. Thank you for your understanding as we continue this process. If you have any ideas for what should be on the website we would value your input and this can be emailed to reception@girlguidessa.org.au and the same if you think there is a form missing or incorrect please let us know.

As you can imagine the new database is a major change for the staff at Guide House and so, just like you, we have our "L" plates on as we navigate the new systems. Please be patient with us. If you find something that is not quite as you would expect please email reception@girlguidessa.org.au with your concern and we will review it as soon as possible and advise you of the outcome. All the data from the 'old' database has been transferred into the 'new' database, but of course, this data is only as good as the data that was previously held. If you think there is something missing from your personal record please do advise us so that we can look into it.

I do draw your attention to the change in membership number that has been necessary for everyone. From now all membership numbers will be six digits long, and so for the majority of us that means putting extra numbers at the front of it. All of Australia did this a number of years ago with telephone numbers and we all adopted, so we will do the same. Full instructions are in the user guide. Please note that everyone's password was reset during the conversion process to be your date of birth and you will be prompted to change this when you log in for the first time. Again, full instructions are in the user guide.

Guide House staff are here to help you in the transition period and will be happy to answer your queries, so please do not hesitate to contact us.

We are looking forward to having a database that is able to provide us with accurate information and a website that is fully functional and promotes Girl Guides SA to the world as a positive organisation for girls and young women.

Yours sincerely

ANGELA ROGERS
ACTING STATE MANAGER

iMIS User Guide

Getting started…

Go to www.girlguidessa.org.au (please note, to experience the full functionality of the new site, if using internet explorer as your web browser, we recommend upgrading to internet explorer version 10 or above.)

You will see immediate improvements to the website – with a fresh new look and feel, new search functionality, and a stronger theme of our Mission and Values. There are a number of new areas that will be 'coming soon' so feel free to check back and see our progress.

Your member record continues to be accessed through the 'My GGSA' tab on the website homepage. All Girl Guides South Australia Members now have a six digit member number, which you will now use to log into your member record. Every number now starts with the number 5 followed by your existing member number.

Here are some examples of how your new number will look:

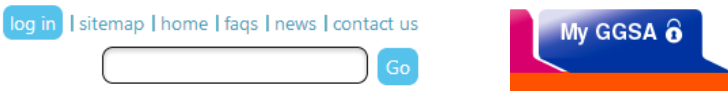| Existing Member Number	New six digit Member Number
XXXXX	5XXXXX
XXXX	50XXXX
XXX	500XXX
XX	5000XX
X	50000X

For example… if your membership number was 38663, your new number will be 538663

Or

If your membership number was 663, your new number will be 500663

Logging in…

You can log in from the home page by clicking the 'log in' button or choosing the locked 'My GGSA' tab

To log in, your new 6 digit membership number is your **username**.

Your default **password** is you date of birth entered as **ddmmyyyy**. We advise you to log in immediately and change your password. Once you are logged in, you can change your password through the 'change password' link on the bottom left hand corner of the 'My Details' tab.

Personal Profile and Information tab

Once you are logged in you can choose 'my details' from the 'My GGSA' to access your Personal Profile and Information page. You will be able to update your address and contact details from here…

My Checks and Qualifications tab...

Clicking on the 'my checks and qualifications' tab allows you to see information regarding your Police Check, Guiding and Non-Guiding qualifications as well as your current Guiding roles. Clicking into a current Guiding role will give you further information on that role for example tools to help Unit Leaders and District Managers.

We are working towards all previous roles being visible within your member record in the near future.

Scroll down on that page for more details

My Reports tab…

The iMIS database allows you to obtain a reporting package directly from your membership login. The reports will be sent to your email address as attachments.

All report packages are tailored to meet the specific role you hold within Guiding. These reports include Region, District and Unit lists, event participation lists, training qualifications and a region contact list. The reports come in a range of formats including excel and PDF.

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» My GGSA

On Behalf Of: (select contact)

| my details | my checks and quals | my reports | my renewal |

My Reports

Here you can request reports directly from the database. The reports will be sent to your email address (shown below) as attachments. Note: if you need to have the reports sent to a different email address you will need to update this first in the My Details tab. This will update your record in the database for future Guide communications until you change it back.
All reports are tailored to meet the specific role you hold within Guiding. These reports include Region, District and Unit lists, event participation lists, training qualifications and a region contact list.

These reports come in two formats:

- .csv (excel spreadsheet) allows you to sort and manipulate the data
- .pdf which is a 'view only' document.

Whenever you require updated information, simply click on the pencil button below, then tick 'report package' and all of the eligible reports associated with your role(s) will be emailed to you automatically. Remember to click on the 'save and close' button once you have selected your report package.

Please note after you click save and close it may take up to 15 minutes for the reports to arrive in your inbox

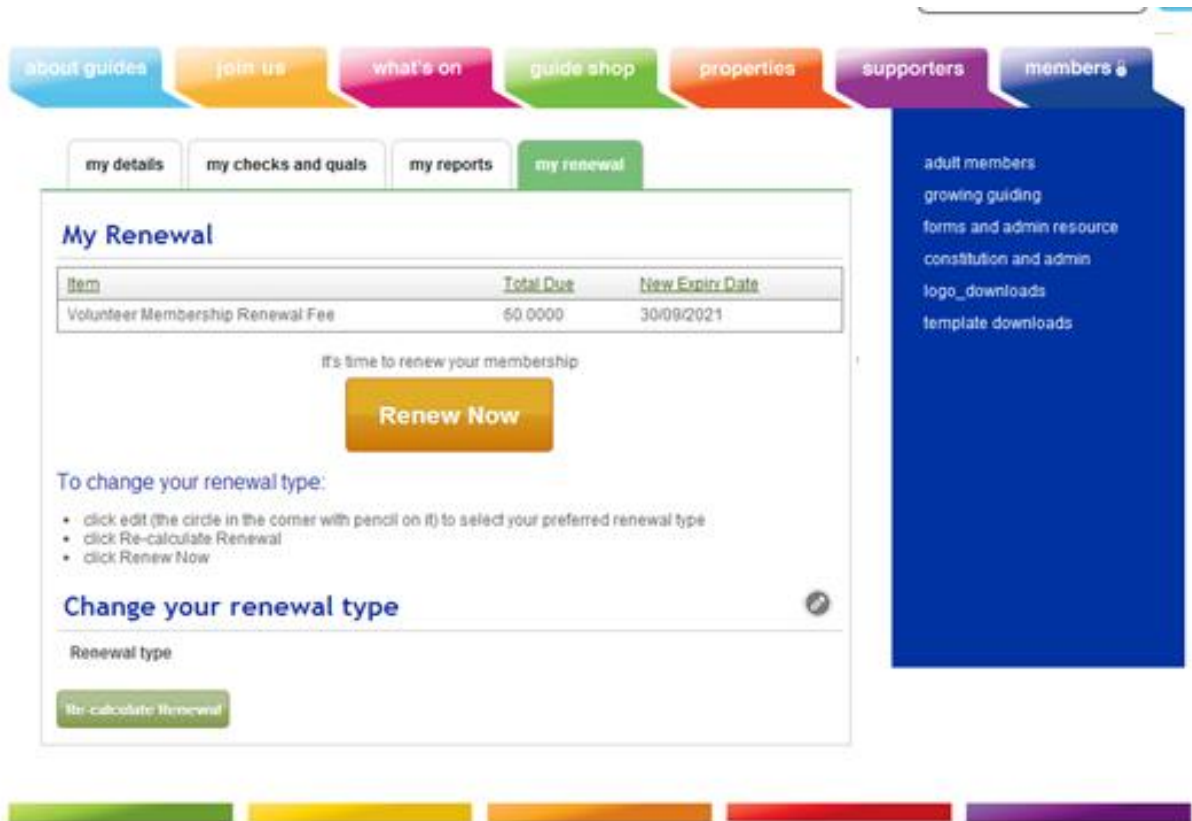If any of the details in these reports are incorrect or need to be updated please contact the Support Centre.

Select the reports you would like

Email	rogersda@bigpond.net.au
Reports Package	No
Event LIC Package	No

My Details
My Downloads
Noticeboard
Archives
Awards
International
Olave Program
Outdoors
Program
Latest News
Learning And Development
Marketing And PR
Grants And Fundraising
Account Keeping

My Renewal tab…

From the 'my renewals' tab you will be able to manage your membership renewal payments.

Logging out…

You can log out at any time by clicking the 'log out' button at the top of the page.

We hope our new online tools help to enhance your Guiding experience.

We are committed to ongoing development and continual improvement of our tools. You can provide feedback and suggestions for improvement directly through our website, or by emailing reception@girlguidessa.org.au

Frequently Asked Questions

Q: When I go to the website, it doesn't seem to be viewing correctly. Why is this?
A: This could be for a number of reasons; however most likely is that you are operating using an out-of-date web browser. To experience the full functionality of the new site, if using internet explorer as your web browser, we recommend upgrading to internet explorer version 10 or above. The site is also optimised to function in a range of other browsers, including Safari, Chrome, FireFox etc. You can download these browsers free of charge directly from their websites

Q: There are some areas on the new website that don't have much information. When will this be updated?
A: The website is an evolving project, we have ensured that the essential information is available at time of launch, and we will continuously build upon this over time. Your ideas and suggestions for improvement are valuable to us so please feel free to send them to us via the website.

Please be patient with us as we review suggestions and ideas and prioritise our action based on a number of operational factors.

Q: The colours on the website are different. Have we changed our Organisational colours?
A: No. We have undertaken a National review of our Brand, and agreed that our organisational colour palette was to be adopted across every State organisation, and applied consistently throughout all National and State websites.

The new colours on the website are actually colours within our existing palette; we simply haven't not used them widely up until now. We hope that you find these colours to be fresh and vibrant.

Q: There are some forms that seem to be missing in the member section. Where are they?
A: We have ensured that the essential information is available at time of launch, and we continuously build upon this over time.

Member Records:

Q: I want to update the Member details for a Girl in my unit. How do I do this?
A: It's important to understand that the structure of iMIS is such that each member can only view and update their record, and those with the relevant positions access information on other members through the reporting packages (as further detailed below). It is up to each member to make sure their personal details and membership is current and up to date. Please encourage all Members to take responsibility for their record and ensure it is up to date at all times.

Q: If I cannot modify another Members record, how can I continue to update the Girls' record with what badges she has earned?
A: We recognise that this is a task that many Leaders undertake and would like to continue. We are in the process of finalising this functionality and will advise Leaders and Managers of the process for this in the near future, allowing Unit Leaders wish to specifically update Girls' record with badge achievements (excluding peak achievement awards which will be updated by Guide House).

Q: I can't update my awards and qualifications. How do I do this?
A: To ensure integrity of this information, it will continue to be entered by the team at Guide House based on attendance sheets and other various sign off processes. Peak achievement awards will also continue to be entered by the team at Guide House.

Please check your record and if there is anything that you believe is missing in relation to your current qualifications, please advise us directly through our website, or by emailing reception@girlguidessa.org.au and we will look into it for you.

Q: Why can't I see my past / previously held roles?
A: We are working towards all previous roles being visible within your member record in the near future.

Events:

Q: I want to register multiple girls for an event. How do I do this? (This may also include registering multiple members for training)
A: Keeping in mind that each Member is responsible for their own record, they are also responsible for their own registrations and payments. As a result, at this stage there is no functionality for Leaders to directly register multiple Members for events on their behalf.

We understand there are many reasons why this functionality is useful for Leaders, including so you know who is booked into what event so that you can ensure you have the appropriate logistics in place.

Ideally, we believe using the system in the way that it is designed (i.e., responsibility for self-registrations and payments) will allow Leaders to reduce the current amount of administration they carry. So in the first instance, we strongly encourage you to ask parents to register their daughters, and simply advise you when that has been done.

If, due to distance or other reasons you have to set a minimum and / or maximum number of Girls who can attend any event – please advise parents of this and encourage them to book early so they don't miss out. Please remind parents that they will need to pay for the event when they register their daughter.

Guide House are able to provide Leaders with a report of which Guides have registered for an event.

In the meantime, we are able to facilitate group bookings through Guide House.

If the communication is effective, we hope that over time we can completely transition to self-registrations.

Reports:

Q: What reports will I be able to access to help me undertake my Guiding role?
A: All report packages are tailored to meet the specific role you hold within Guiding. These reports include Region, District and Unit lists, event participation lists, training qualifications and a region contact list. The reports come in a range of formats including excel and PDF.

Although we will review the reporting packages to ensure they meet our needs, initially the packages for each position include:

Region Managers
- Region Volunteer List
- Region Volunteer Contact Details
- Region Training Qualifications
- Region Girls List
- Region Girls Contact Details
- Region Girls Summary
- Region Event Participation
- Region Contact list

District Managers
- District Volunteers List
- District Volunteers Contact Details
- District Training Qualifications
- District Girls List
- District Girls Contact Details
- District Girls Summary
- District Event Participation
- Region Contact list

Unit Leaders
- Unit List
- Unit Members List
- Unit Health Information
- Unit Custody Details
- Unit Contact Details
- Unit Event Participation
- Region Contact List
- Region Contact

Event Leader in Charge (LIC)
- Participant List
- Summary Statistics
- Activity List
- Registration List
- Leader Qualifications
- Additional Application Questions
- Central Reference - full participant details including activities selected

Q: What reports will the State Trainers receive?
A: It's important to note that in iMIS, all training courses and activities are considered to be Events. As a result, GGSA Trainers will be allocated as LICs for training courses and receive all of the same reports that LICs receive for events. (As detailed above)

General:

Q: Help! I just need some information and I can't find it or work out how to get it!
A: No problem! Email us at reception@girlguidess.org,au and let us know how we can help. We will do our best to assist you as quickly as possible. If the matter is urgent, you can also phone Guide House between 9.00am and 4.30pm Monday to Friday.