

Girl Scout Resource Access

To address possible issues with access to Cookie Basics 2021, VTK, GSSJC Online Community and more, please review the following tips:

1. Make sure you have reset your password since our Girl Scout membership platforms were refreshed in early December.

2. Add **noreply@girlscouts.org** as a safe sender in your browser privacy/security settings so that your email provider does not reject your reset password message.

Check out our Safe Senders section for instructions.

3. Add **cdns.gigya.com** as a safe URL to any privacy/security extensions or settings on your device and/or browser.

Check out our Adding Safe URL section for instructions

4. Clear browser cache and browsing history

Check out our Clearing Cache by Browser section for instructions

5. Try another browser (Chrome, Microsoft Edge, Firefox, etc.)

6. Be sure your pop-up blocker is turned off for **https://productsales.azurewebsites.net** and **https://training.gssjc.org**.

Check out our helpful tips section for instructions

Add Email Address as a Safe Sender

If your email provider is not covered here, please contact your email provider support team to get assistance on setting an email address as a safe sender.

AOL

WebMail

1. Open the email and click on the sender's name and email address.
2. Click **Add Contact** in the window that appears.
3. Enter any additional information.
4. Click **Add Contact**.

AOL (version 9.0 or higher)

1. Copy the "from" address from the latest email (or you can copy the addresses listed above).
2. In the pop-up box, select **Add**.
3. Paste the copied address/type the address required in the **Other** email field.
4. Make the newly added address the "Primary email address" by checking the checkbox.
5. Select **Save**.

For additional help with safelisting email addresses in AOL, please see [AOL's support](#).

AT&T Web Email

1. Open your mailbox.
2. Select **Options** on the top right hand side > **Mail Options** > **Filters** > **Add Filter**.
3. Select **Filters**.
4. Click "Add Filter".
5. In the top row, labeled From Header, select "contains" from the pull-down menu. Enter the address in the text box next to the pull-down menu.
Example: You can either give a specific email address or use @xxxxx.com or *xxxxx.com to safelist the domain (replace the xxxxx with the domain name).
6. Move down to the bottom where there is the option "Move the message to".
Select **Inbox** from the drop-down menu.
7. Select the **Add Filter** button once again.

For additional help with safe listing email addresses in AT&T, please see [AT&T's support](#).

Add Email Address as a Safe Sender

Comcast SmartZone / Xfinity

1. Click Address Book.
2. Click "New" and choose "New Contact."
3. Add the email address and any additional information.
4. Click **Save**.

For additional help with safelisting email addresses in Comcast SmartZone, please see [Xfinity's support](#).

Gmail

To ensure that you receive emails in your inbox, you can add the email address to your contact list.

1. Hover over the sender's name in the top-left corner of the email, then click "Add to Contacts."

For additional help with safelisting email addresses in Gmail, please see [Gmail's support](#).

MacMail

1. Open the email.
2. **Ctrl-click** the sender's email address and select "Open in Address Book."
3. Verify the sender's contact details.
4. Click **Save**.

For additional help with safelisting email addresses in MacMail, please see [Apple's support](#).

MSN

1. Select Settings: Email | Junk e-mail (bottom left, just above Calendar).
2. From the E-mail settings screen, select Junk E-mail Guard.
3. Select Safe List.
Example: You can either enter a specific email address or use *xxxxx.com or @xxxxx.com to safelist the domain (replace the xxxxx with the domain name).
4. Select **Add**.

For additional help with safelisting email addresses in MSN, please see [Microsoft's support](#).

Add Email Address as a Safe Sender

Outlook.com

1. Open the email. Then click the three dots and click **Add to Safe senders**.
2. Click **OK**.

For additional help with safelisting email addresses in Outlook, please see [Microsoft's support](#).

Verizon

1. Open your Inbox.
2. Click **Options**.
3. Click **Block Senders**.
4. Locate the "Safe List".
5. Enter your contact's domain.
6. Click **OK**.

For additional help with safelisting email addresses in Verizon, please see [Verizon's support](#).

Yahoo

In Yahoo Mail, your Contacts list is your safelist. To add the From Address to your Yahoo Contacts:

1. Open your Yahoo mailbox and click the address book icon in the right-side panel. When you roll your mouse over it, it will say Contacts.
2. Click "Add a New Contact."
3. Fill in the fields of your Contact
4. Click **Save**.

For additional help with safelisting email addresses in Yahoo, please see [Yahoo's support](#).

Adding Trusted Sites by Browser

Google Chrome

1. Click the three dots (ellipses) icon on the far right of the Address bar.
2. Click on Settings
3. Choose Site Settings under Privacy and Security
4. Under Additional Content Settings (way at the bottom), choose insecure content
5. Under the Allow section, choose Add
6. Enter site to trust (**cdns.gigya.com**) and Click Add

Mozilla Firefox

1. Click the menu icon in the upper right-hand corner of the browser.
2. Click Options.
3. Click Privacy and Security.
4. Scroll down to the "Permissions" section and click on Exceptions to the right of "Warn you when websites try to install add-ons."
5. Type the trusted sites into the "Address of website" field.
6. Click Allow.
7. Click Save Changes.

Safari

1. At the top of the screen, click Bookmarks.
2. Click "Add Bookmark..."
3. Click "Top Sites" from the dropdown menu.
4. Click Add.

Internet Explorer 9, 10 and 11

1. Click Tools, click Internet Options, and then click the Security tab.
2. In the Select a Web content zone to specify its current security settings box, click Trusted Sites, and then click Sites.
3. If you want to add sites that do not require an encrypted channel, click to clear the Require server verification (https:) for all sites in this zone check box.
4. In the Add this Web site to the zone box, type the URL of a site that you trust, and then click Add.
5. Repeat these steps for each site that you want to add to the zone.
6. Click OK two times to accept the changes and return to Internet Explorer.

Adding Trusted Sites by Browser

Microsoft Edge

1. Search in the Start Menu for the Control Panel.
2. Click or double-click the Internet Options icon.
3. In the Internet Properties window, click the Security tab.
4. Select the Trusted sites entry and click the Sites button.
5. Enter the address for the trusted website in the Add this website to the zone text field.
6. Click the Add button, then click OK to save the website addition.

iOS Devices (iPad or iPhone)

1. Go to Settings app on the device
2. Select 'SCREEN TIME'
3. Select 'Content & Privacy Restrictions'
4. Make sure Content & Privacy Restrictions is toggled (in Green), then select Content Restrictions.
5. Select 'Web Content'
6. If your restrictions are set to "Limit Adult Content", then click on the Add Websites button to enter the below trusted sites.

Clearing Cache by Browser

Google Chrome

1. Click the three dots (ellipse) icon in the top right of your browser
2. Find the More Tools Option
3. Select Clear Browsing Data from the submenu
4. Make sure that only the Cashed images and files box is checked
5. You can change the timeframe or leave the default period
6. Choose Clear Data

Mozilla Firefox

1. Click the menu (hamburger) icon on the top right
2. Select History option
3. Choose Clear Recent History
4. Select Everything as the time range to clear
5. Make sure that ONLY the Cache box is checked
6. Choose Clear Now

Safari

1. Go to Preferences > Advanced
2. Check – Show Develop Menu in Bar
3. Go to Develop and choose Empty Caches

Internet Explorer

1. Select the gear icon at the top right
2. Access the Tools Menu
3. Find Safety
4. Select Delete Browsing History from the submenu
5. Make sure you only select Temporary Internet files and website files
6. Select Delete

Microsoft Edge

1. Select the three dots (ellipse) icon at the top right
2. Choose Settings
3. Scroll and click on Choose what to clear
4. Make sure you only select Cached data and files
5. Click the Clear Button

Helpful tips for common browsers:

Internet Browser and Pop-up Blockers

To view Cookie Basics 2021, you may need to add the site <https://training.gssjc.org/> to allow for pop ups on the web browser you are using. It is best to do this BEFORE you start the training process.

How do you manage this? See below for simple steps for a variety of Internet browsers. In addition, you can do a Google search and find these steps online for your specific browser. Remember: once you have completed your renewal, you may wish to follow these same steps enable your pop-up blocker again.

Google Chrome

Chrome is the preferred browser for viewing and logging in to MyGS.

1. Open Chrome.
2. At the top right, click the three stacked dots at the top right under the close button.
3. Click **Settings**.
4. On the left, click **Privacy and security**.
5. Under “Privacy and Security,” click **Site Settings**.
6. Scroll down and click **Pop-ups and redirects**
7. Hit **Add** on the right side of **Allow**
8. Paste the link <https://training.gssjc.org/> and click **Add**

Internet Explorer

1. Open Internet Explorer.
2. Select the **Gear Icon** on the upper-right corner.
3. Select **Internet options**.
4. Go to the **Privacy Tab**.
5. Select **Sites** under Settings.
6. Paste the link <https://training.gssjc.org/> on the Address of website box and click **Allow**.
7. Select **OK**.

Apple Safari

1. Open Safari.
2. Go to <https://training.gssjc.org/>
3. Choose **Safari** (Upper left menu) > **Preferences**.
4. Click **Websites**.
5. On the left, scroll down and select **Pop-up Windows**.
6. Click the drop-down menu on the right of the website “training.gssjc.org” and select **Allow**.

Mozilla Firefox

1. Open Mozilla Firefox
2. Click the icon with **three horizontal bars** on the upper right side of the browser toolbar.
3. Select **Options**.
4. On the left side, click **Privacy & Security**.
5. Scroll down, under **Permissions**, click the **Exceptions...** box on the right of “Block pop-up windows”
6. Paste the link <https://training.gssjc.org/> and click **Allow**.
7. Click **Save Changes**.

Microsoft Edge

1. Open Microsoft Edge
2. Click the **ellipsis icon** (...) in the upper right corner of your web browser, and then click **Settings**.
3. On the left side, select **Cookies and site permissions**.
4. Go to **Pop-ups and redirects**.
5. Under **Allow**, select **Add**.
6. Paste the link <https://training.gssjc.org/> and select Add.

How to *temporarily* disable pop-up blockers for Google Chrome on mobile devices.

Android Device

1. On your Android, open the Chrome app.
2. Tap the three stacked dots.
3. Tap **Settings > Content Settings > Block Pop-ups**.
4. Turn pop-ups off by tapping the slider.

Apple Device

1. On your iPhone or iPad, open the Chrome app.
2. Tap the three stacked dots on the lower right corner.
3. Tap **Settings > Content Settings > Block Pop-ups**.
4. Turn pop-ups off by tapping the slider.