

TROUBLESHOOTING GOGOLD ONLINE

Below are some solutions to common issues with GoGold Online. If you try these solutions and are still running into problems, contact the Gold Award staff liaison.

1. **GoGold Online deleted a bunch of my responses.**

Bummer! There's nothing more frustrating than losing responses you've worked hard on. Unfortunately, we're unable to recover your lost data. GoGold Online doesn't have an auto save feature, so you'll need to manually save your data before you leave any page on GoGold Online. To do so, find the small button at the bottom left of each page (just above the green "Review Step X" button) that says "save progress and complete later" and click that!

A best practice any time you're completing an application (or anything else) online is to save your responses in another document, so in case of system issues, errors, etc., you always have an accessible copy. You might consider logging your responses in Microsoft Word or Google Docs and then copy-pasting them into the system...and continue to save, save, save as you input more data!

2. **I selected an incorrect council.**

Select "Girl Scouts San Diego" as your council under the "Council Information" section of the registration page as you create your account. Doing so will auto-fill the council contact information. If, after registering your profile, you realize you accidentally selected another council, please contact our Gold Award staff liaison and let them know what council you selected. The staff liaison will contact the other council and ask them to manually switch your profile to Girl Scouts San Diego.

3. **I forgot my password.**

If you forgot your password, click on "Forgot password?" on the top right of the password box. Check your email for a message with a temporary password. Once you log in using your temporary password, click on the "profile" button found next to the "sign out" button in the upper right corner of the page. Under "Your Information," you will find your name and email. Below your email, you can enter and confirm your new password. Scroll to the bottom of the page, click on "Save My Settings," and you'll be all set!

4. **I received this message: ERROR: "Please Make Sure to Fill Out The Whole Form"**

First, double check that every single text box has something written in it. You'll likely find a response box outlined in a red line indicating the error. Fix this by answering the question or filling in the blanks. You may need to expand sections to find the right place.

If you still get the error, it may be in your budget or time log (Steps 6-7). Double check to make sure your budget and time lines are formatted as follows:

Money (Budget): 0.00

Incorrect: \$5.00

Incorrect: \$5

Incorrect: 5

Correct: 5.00

Time: 0.0

Incorrect: 1.0 hour

Incorrect: 1 hour

Incorrect: 1

Correct: 1.0

5. There aren't enough lines for my time log or budget.

In the last line of the time log or budget, write, "See attached document for additional time log/budget." Then you must attach the remaining lines in a separate file using the process detailed in question 6, below.

6. How do I upload attachments?

You'll need to upload attachments when you submit your proposal at Step 5 and when you're ready to submit your final report at Step 7.

1. First zip your files: GoGold Online only allows you to upload one additional file at a 3 MB maximum. So if you have multiple files, please put all of them in a folder and follow the instructions below to zip that folder on a PC or Mac.
 - **On a PC**, right-click the file or folder and choose Send To > Compressed (zipped) Folder.
 - **On a Mac**, control-click the file or folder and choose Compress > filename.
2. Then upload your files: You will see the below screen. Click "Choose File," find where you saved your zip file, select it, and hit OK. When you get back to the below screen, make sure to click "Upload File." If you miss this step, we will not be able to see your attachments.

Have additional forms you want to send? Zip it and upload here to send it to your council along with your project proposal!

Currently uploaded: null

No file chosen

7. How do I download a copy of my proposal or final report?

It's important to keep records! Before submitting your proposal at Step 5 or your final report at Step 7, be sure to download a copy for yourself. To do so, click the button pictured below, and a PDF version of your document will download on your computer. This can be useful if you're working on your proposal or final report, and either your Gold Award Committee mentor has asked to review before you officially submit, or you'd simply like to review it before doing so.



Download, review, and print your
project proposal

8. I'm having trouble submitting.

When you've completed Steps 1-5, you must submit your proposal to your council for the Gold Award Committee's review. At Step 5, make sure to click on the large, green button (pictured below) and then submit the email that pops up in a new window.



If you continue to have issues with GoGold Online, please contact the Gold Award staff liaison at goldaward@sdgirlscouts.org.