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Girlguiding

# Enquirer Login

## Helpful Information

This help file contains five sections:

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These options will enable you to manage your enquiry to join Girlguiding more effectively. You can find more information in the FAQs for enquirers which hopefully provide more details as to the joining process for Girlguiding.

### How to login for the first time

To login you will need to click on the following link (<https://enquiry.girlguiding.org.uk>) and have your enquiry reference number to hand. When landing on the webpage you will need to:

Welcome to Girlguiding's Join Us system for Enquirers. Here you can manage your enquiry to join and update your details.

New to the system, click [here](#) to setup enquirer's account now.

Unable to access enquirer's account?, click [here](#) to reset enquirer's password

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REFERENCE NUMBER

PROCEED

- 1) On the screen click on the link for 'New to the system, click here to setup enquirer's account now. This is found in the message bar at the top of the page.
- 2) Enter the enquiry reference number and click the green 'proceed' button.
- 3) Answer the security questions related to the individual wishing to join Girlguiding.
- 4) Set a password for future access to this enquiry.
- 5) You will now see your dashboard for the enquiry.

Once you have logged in you will be land on the ‘Dashboard’ which contains all the links you need for managing your enquiry to join Girlguiding either in the blue bar along the top of the page or the ‘Quick Navigations’ box.

## How to update your contact information

Once logged in you are able to view your contact details and other personal details using the ‘Personal Details’ tab or clicking ‘Update personal and contact details’ from the ‘Quick Navigations’ box on the dash board.

Here you can use the ‘edit’ button to amend details and change any information entered for the enquiry. This is then automatically updated on the record for the local volunteer to see meaning that they will always be using the most up to date information. When you have changed the details use the green ‘update’ button to save the change.

## How to change your preferred unit

Once logged in you are able to view your current unit choices and the order of preference of these. This information is found by clicking on either the 'Preferred Units' tab in the blue bar or the 'Change current/preferred unit' option in the 'Quick Navigations' box on the Dashboard.

The screenshot shows a user interface with a top navigation bar containing 'Dashboard', 'Personal Details', 'Preferred Units' (highlighted), 'Activity Logs', and 'Comments'. Below this is a section titled 'Enquiry Units'. Under 'Assigned to', the details are: Unit: 4th Northumberland Heath Rainbow Unit, Town/city: ERITH, County: Kent, Postcode: DA8 1HN, and Unit Meeting Days: Monday Wednesday Thursday Friday Saturday Sunday. Under 'Desired unit location 2', the details are: Unit: 1st Bamehurst Rainbow Unit, Town/city: Bexleyheath, County: Kent, Postcode: DA7 6LE, and Unit Meeting Days: Monday Tuesday Thursday Friday Saturday Sunday. At the bottom, there are two green buttons: 'Refer to this unit' and 'Refer to alternate unit'.

You can only be assigned to one unit at any one time, this can be changed by using the green refer buttons. If the choice of unit that you would like to change to is already listed, then you can use the green 'refer to this unit' button and the enquiry will then be sent to this unit for them to contact you and discuss your enquiry to join within 21 days.

If the unit is not listed you can click the green 'refer to alternate unit' button at the bottom of the screen and you will then be given the map to choose a unit from.

You can change the postcode and/or section that you would like to join using the options at the top of the map. Once you have found the unit you would like to try, please click on 'choose this unit' and your details will then be sent to this unit for them to contact you and discuss your enquiry to join within 21 days.

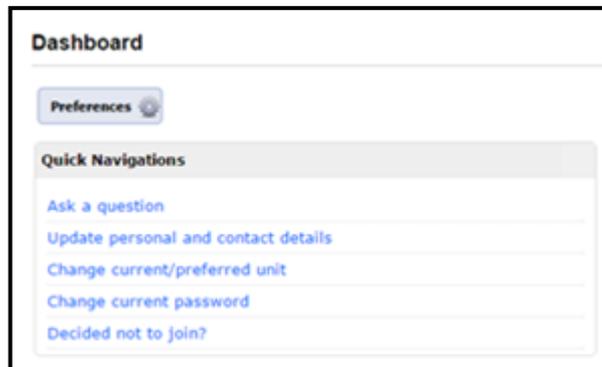
You can refer your enquiry after 21 days, however if you make a mistake you will be able to contact us and we can make the right change within the 21 day timeline.

The screenshot shows a map interface titled 'Refer to Alternative Preferred Unit'. It includes a search bar with 'Postcode \* SW1W OPT' and a 'Find address' button. Below the search bar are icons for 'Your Location', 'Rainbow', 'Brownies', 'Guides', and 'Senior Section'. The map shows London with various unit locations marked with yellow pins. On the right side, a list of units is displayed with their names, distances, meeting days, and 'Choose this Unit' buttons. The units listed are: 30th Westminster Brownie Unit (Distance: 0.2, Meeting Day(s): Thursday), 9th Westminster Brownie Unit (Distance: 0.6, Meeting Day(s): Tuesday), 3rd Westminster Brownie Unit (Distance: 0.7, Meeting Day(s): Monday), 1st Evelina Children's Hospital Scout and Guide Unit (Distance: 1.1, Meeting Day(s): Monday), and 10th Chelsea Brownie Unit (Distance: 1.3, Meeting Day(s): Tuesday).

**NB/ No matter how many times you refer your enquiry you keep the original registered date as when you first enquired to join Girlguiding. Each time you refer your enquiry you will receive an email confirming the change you have made.**

## How to contact the unit

You may need to contact the unit if you have lost the volunteer's contact information, **haven't heard from the local volunteer** within the 21 day period or you have **another question** about the local guiding area.



To ask the unit a question you will need to click on the 'Ask a Question' option in the Quick Navigation box. Here you can type your question or query and this will then send an email to the unit asking them to log in and make contact with you directly. You will see your question on both the 'Comment' tab in the blue bar and you will also see it in the 'latest comments' box on the dashboard.

You will then be able to ask a further question after 21 days of your first question.

## How to show that you no longer wish to join

If you no longer wish to join Girlguiding, you can update this using the 'Decided not to join?' option in the Quick Navigations box. Here you will be able to add a note as to why you no longer wish to join and update to delete your enquiry from the system.

You will get a pop-up asking you to confirm that you understand that you are deleting the enquiry from the waiting list.

If you have provided an email address you will also get an email confirming the change you have made.

A screenshot of a form titled 'Please provide the reason \*'. It features a large text input area with a cursor. Below the input area are two buttons: a green 'Update' button and a red 'Cancel' button.

If you wish to join Girlguiding in the future you will need to re-add your details to the system.

## Contact Us

If you require further assistance and support you can contact your regional office [here](#) or read the FAQs found at [www.girlguiding.org.uk/interested](http://www.girlguiding.org.uk/interested).

We can also be contacted nationally by either phone or email.

**Phone:** 0800 169 59 01

**Email:** [joinus@girlguiding.org.uk](mailto:joinus@girlguiding.org.uk)