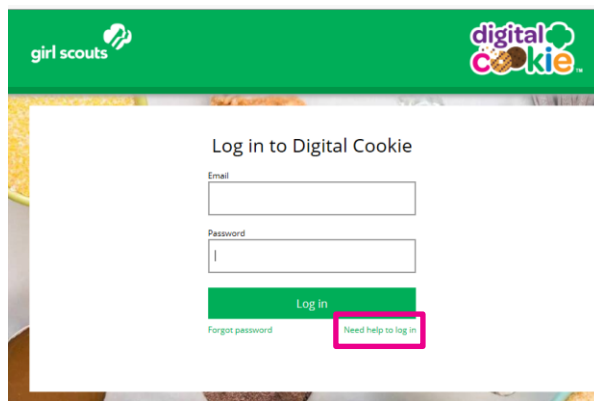# No Registration Email Received

In order to receive a Digital Cookie registration, your Girl Scout must be registered for the current Girl Scout year and your council will need to have the correct email address on file for her parent/guardian. If you have opted out of receiving emails from the council, skip to Step 4.

1 Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "Register for the Digital Cookie Platform Today". If you do not see the email there, follow these steps to get registered for Digital Cookie.

2 Go to digitalcookie.girlscouts.org and click the "Need help to log in" link.
(For best results, use the most up to date web browsers)

You will get a screen of steps you can use to try and get registered for Digital Cookie.

Digital Cookie™ 2022
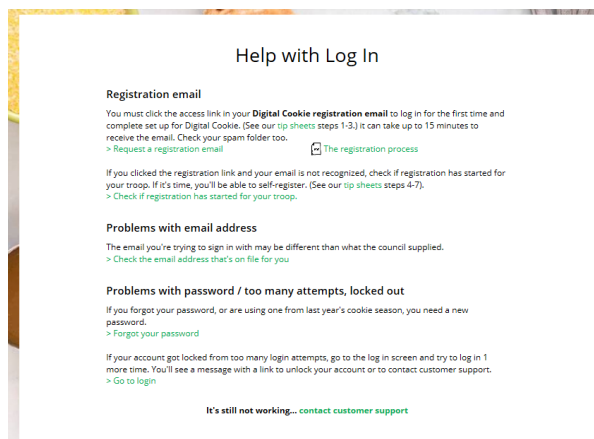
3 Start by clicking on the "Request a Registration Email" and enter the email address that you used to register your Girl Scout.

Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Email

[ ] ⬅

Cancel   Submit

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, Contact customer support

Be sure to add email@email.girlscouts.org to your address book so you get your email!

If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

4 If you get a red message:

Email

testdc512@girlscouts.org

The email you entered is not recognized.
Parents, check the email address that's on file for you.
For others, click here for help.

and you think your Girl Scout is a registered Girl Scout member with your council, you can choose "check the email address that's on file for you"

5 You will select your Girl Scout Council

Verify your Digital Cookie Information

Cookie season timelines vary by council. Check to see if Digital Cookie registration is open. The list below shows councils that are currently getting set-up for Digital Cookie.

What council is your Girl Scout's troop assigned to?   [▼] ⬅

I don't see my council listed

Submit

Contact Customer Support

Digital Cookie™ 2022

No Registration Email v1– 2

⑥ Then enter your Girl Scout's First, Last Name and her Troop Number.

Verify your Digital Cookie Information

Look up the parent contact information that's on file for your Girl Scout. If you don't know the troop number, please contact your Troop Leader or council for assistance.

All fields required

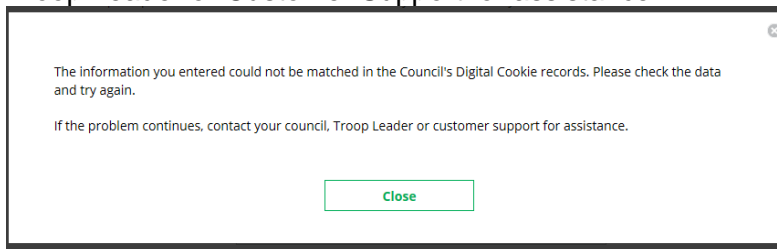|	
What council is your Girl Scout's troop assigned to:	Louisiana East
Girl Scout First Name	Joanne
Girl Scout Last Name	Smith
Girl Scout Troop Number	12352 ✕

Cancel   Search

Contact Customer Support

If your Girl Scout's information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact your council, Troop Leader or Customer Support for assistance.

The information you entered could not be matched in the Council's Digital Cookie records. Please check the data and try again.

If the problem continues, contact your council, Troop Leader or customer support for assistance.

Close

⑦ If your Girl Scout and her parent information are loaded into the Digital Cookie system, you will see the information in order to verify that it's correct.

Verify your Digital Cookie Information

Here's the Digital Cookie contact information that's on file for your Girl Scout.

Girl Scout First Name:	Joanne
Girl Scout Last Name:	Smith
Girl Scout Troop:	12352
Parent First Name:	Crystal
Parent Last Name:	Smith
Parent Email:	dc_***@girlscouts.org

Send Registration Email → **Send Registration Email**   **Update Details** ← Update Details

If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.

If the Parent information is incorrect, click on the "Update Details" button. NOTE: if you are also a Cookie Volunteer you will need to update your email address in eBudde.

8   To update your information, you will need to enter your Girl Scout's Date of Birth as a security measure, then you can update your name and/or email address.

You will get a success message once you submit your changes.
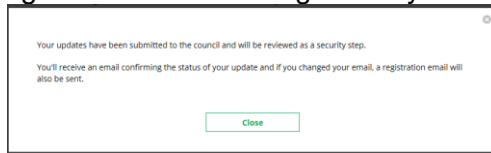
Your council will then review the updates and approve or reject the updates. You will receive an email notification when they have completed that step.

9   If the Girl Scout is imported but her parent information is not on file, you can add the parent information.

As in step 8, the information will need to be reviewed by the council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie

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