



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.



Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (<u>email@email.girlscouts.org</u>) 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.



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

girl scouts			digital coekie .
	Log in to E Email Password	Digital Cookie	AL-AL-MELE
	l Forgot password	og in Need help to log in	

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

		AL DESIGNATION
þ	Help with Log In	2
š		
2	Registration email	
	You must click the access link in your Digital Cockie registration enails to bg in for the first time and complete setu grid Digital Cockie. Cee urit pileters steps 1-31 is can take up to 15 minutes to receive the enail. Check your spam folder too.	
	If you clicked the registration link and your enable is not recognized, check if registration has sarted for your trongs if it is not would be able value saff-register. (See our tip sheets steps 4-7). > Check if registration has started for your troop.	
	Problems with email address	
	The email you're trying to sign in with may be different than what the council supplied. > Check the email address that's on file for you	
2	Problems with password / too many attempts, locked out	
	If you forget your password, or are using one from last year's cookie season, you need a new password. > Forgot your password	
10 10	If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support. > Go to login:	
	It's still not working contact customer support	
		1







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	Be sure to add email@email.girlscouts.org to your address book so you get your email!
don't have your email, Contact customer support	

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.



If you get a red message:

Email
testdc512@girlscouts.org
The email you entered is not recognized.
Parents, <u>check the email address that's on file for</u>
<u>you</u> .
For others, <u>click here for help</u> .

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"



You will select your Girl Scout Council

	CARLO VALA MANAGERIA	
Verify your Digital C	ookie Information	
	y by council. Check to see if Digital Cookie registration is open. Is that are currently getting set-up for Digital Cookie.	
What council is your Girl Scout's troop assigned to?		
Scours troop assigned to:	l don't see my council listed	
Submit		
Contact Customer Support		





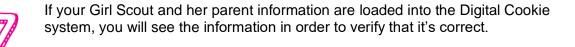


Then enter your Girl Scout's First, Last Name and her Troop Number.

	information that's on file for your Girl Scout. If you don't know ontact 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

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 v	ou entered could not be ma	atched in the Council's Dig	gital Cookie records. Please	check the data
and try again.			,	
If the problem con	tiques contact your counc	il Troop Leader or custom	ner support for assistance.	
in the problem con	andes, contact your counc	ii, moop Ecader of custom	ier support for assistance.	



	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
Send Registration Email	Parent Email: dc_***@girlscouts.org 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.







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.

	ormation will be reviewed by the cou ng the status of your update and if yo be sent.	
Girl Scout First Name:	Isabel	All fields required
Girl Scout Last Name:	Garcia	
Girl Scout Troop:	12359	
Girl Scout Date of Birth	07/11/2011	
Parent First Name	Jessica	
Parent Last Name	Garcia	
Parent Email	dctest512-1@girlscouts.org	×
Cancel	Submit	

You will get a success message once you submit your changes.

'ou'll receive ilso be sent.	an email confirming	g the status of your updat	e and if you change	d your email, a registra	tion email wil
iso be sent.					
		Cle			

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.



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

Add Parent Conta	ct Information	
	the council as a security step. /	Scout. Please add your information in email confirming your entry and
Girl Scout First Name:	Amanda	All fields required
Girl Scout Last Name:	Green	
Girl Scout Troop:	12350	
Girl Scout Date of Birth (for security reasons)	mmilisigggy	
Parent First Name		
Parent Last Name		
Parent Email		
Cancel	Submit	

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