

# Digital Cookie®

## Training Material Index for LBB Council Caregivers/Girl Scouts

### Registration

Site Registration	<a href="#">Tip Sheet</a>	<a href="#">Video</a> (initial login)
Site Registration Girl Scout 13 and Over	<a href="#">Tip Sheet</a>	
Forgot Password/Password Reset	<a href="#">Tip Sheet</a>	
No Registration Email	<a href="#">Tip Sheet</a>	
Unlock Account	<a href="#">Tip Sheet</a>	
My Account Tab	<a href="#">Tip Sheet</a>	
Dashboard	<a href="#">Tip Sheet</a>	

### Site Setup

Site Setup	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Site Setup-Girl Scout 13 and Over	<a href="#">Tip Sheet</a>	
Photo/Video Upload	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Marketing to Customers	<a href="#">Tip Sheet</a>	<a href="#">Video</a>

### Order Management

Order Received: In-Person Delivery*	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Order Received: Shipped/Donated	<a href="#">Tip Sheet</a>	
My Cookies: Delivery Settings*	<a href="#">Tip Sheet</a>	<a href="#">Video</a>

### Site Features

Entrepreneur Pin and Badges	<a href="#">Tip Sheet</a>	
My Rewards	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Cheers	<a href="#">Tip Sheet</a>	
Closing Your Site Early	<a href="#">Tip Sheet</a>	

### Mobile App

Mobile App Caregiver/Girl Scout View	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Mobile App Booths	<a href="#">Tip Sheet</a>	<a href="#">Video</a>

### Customer Support Help

Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	<ul style="list-style-type: none"> <li>• <a href="#">Parent/Girl Scout FAQs</a></li> <li>• <a href="#">Contact Customer Support with a System Issue</a></li> </ul>
Digital Cookie Registration & Account Information Support	<ul style="list-style-type: none"> <li>• <a href="#">Contact Customer Support with Registration Issue</a></li> <li>• <a href="#">Contact Customer Support with Account Information Issue</a></li> </ul>
Direct Shipped & In-Person Delivery Order Inquiries	<ul style="list-style-type: none"> <li>• <a href="#">Customer FAQs</a></li> <li>• <a href="#">Order Status Page</a></li> <li>• <a href="#">Contact Customer Support with an Order Issue</a></li> </ul>
Customer Experience Tip Sheets	<ul style="list-style-type: none"> <li>• <a href="#">In-person Delivery Order / Shipped Order</a></li> </ul>

*\*In-Person Delivery and Delivery Setting changes are only available for troops that have requested to turn-on girl delivery in digital cookie. Please check with your troop volunteer to find out if your troop will be offering girl delivery.*