



Digital Cookie®

Training Material Index for LBB Council Caregivers/Girl Scouts

Registration

Site Registration	Tip Sheet	Video (initial login)
Site Registration Girl Scout 13 and Over	Tip Sheet	
Forgot Password/Password Reset	Tip Sheet	
No Registration Email	Tip Sheet	
Unlock Account	Tip Sheet	
My Account Tab	Tip Sheet	
Dashboard	Tip Sheet	

Site Setup

Site Setup	Tip Sheet	Video
Site Setup-Girl Scout 13 and Over	Tip Sheet	
Photo/Video Upload	Tip Sheet	Video
Marketing to Customers	Tip Sheet	Video

Order Management

Order Received: In-Person Delivery*	Tip Sheet	Video
Order Received: Shipped/Donated	Tip Sheet	
My Cookies: Delivery Settings*	Tip Sheet	Video

Site Features

Entrepreneur Pin and Badges	Tip Sheet	
My Rewards	Tip Sheet	Video
Cheers	Tip Sheet	
Closing Your Site Early	Tip Sheet	

Mobile App

Mobile App Caregiver/Girl Scout View	Tip Sheet	Video
Mobile App Booths	Tip Sheet	Video

Customer Support Help

Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	• Parent/Girl Scout FAQs • Contact Customer Support with a System Issue
Digital Cookie Registration & Account Information Support	• Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue
Direct Shipped & In-Person Delivery Order Inquiries	• Customer FAQs • Order Status Page • Contact Customer Support with an Order Issue
Customer Experience Tip Sheets	• In-person Delivery Order / Shipped Order

**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.*