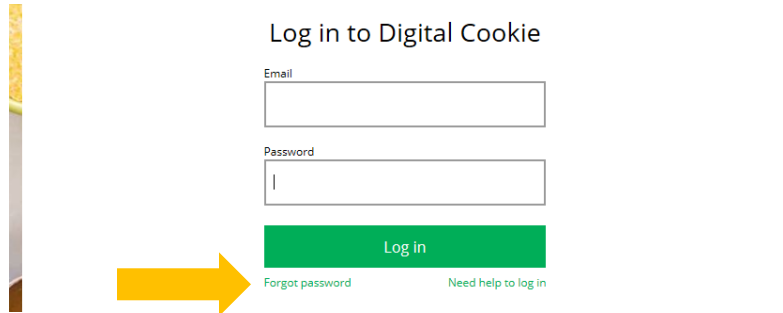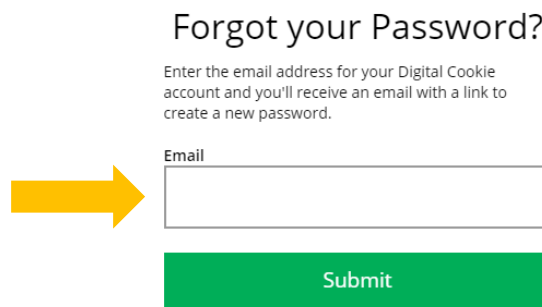# Digital Cookie®

Forgot Password/Reset Password

**Step 1**: Go to digitalcookie.girlscouts.org and click the "Forgot password" link.

Step 2: Enter the email address associated with your Girl Scout's Digital Cookie registration.

Step 3: You will be sent an email with the subject: "Your Digital Cookie password reset request" from "Girl Scout Cookies" (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you don't receive it and be sure to add email@email.girlscouts.org to your "safe sender" list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the "Reset Password" link.

Enter your new password
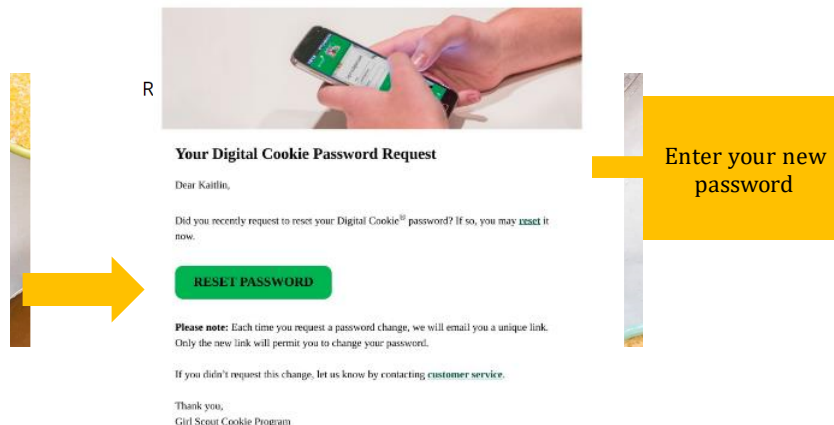
Step 4: You will be taken to a page to reset your password.

Digital Cookie®

Step 5: If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click "Forgot password" and this time select "contact customer support" to be taken to a customer service form.
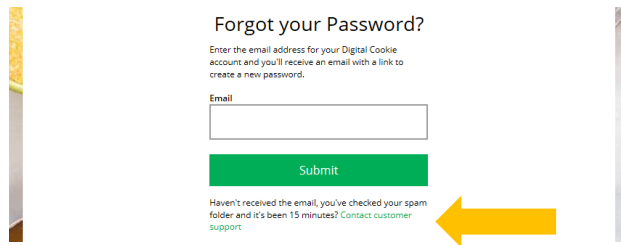
Step 6: Select "Password Reset" then complete the online form for customer support.

Next Steps: Site Registration
   Site Setup
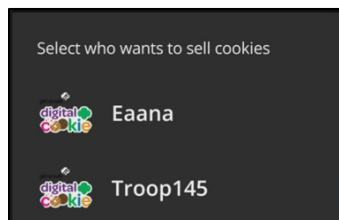
Digital Cookie®

Mobile App

Girl Scouts and troop volunteers can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site as well as the troop site.

Users will start by downloading the Digital Cookie Mobile App from the iTunes or Google Play store. The app is free and can be found by searching for "Digital Cookie Mobile app." Users should download a new version of the app every year.

The same email and password used to access Digital Cookie is the same to log into the mobile app. **Note: The app will only work if the Girl Scout/Troop's Digital Cookie website is set up and approved, and the council mobile app access date has started.**
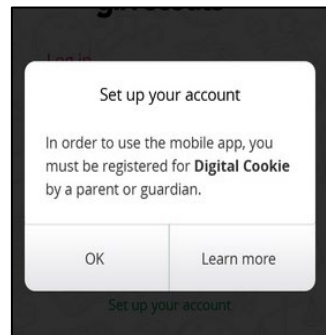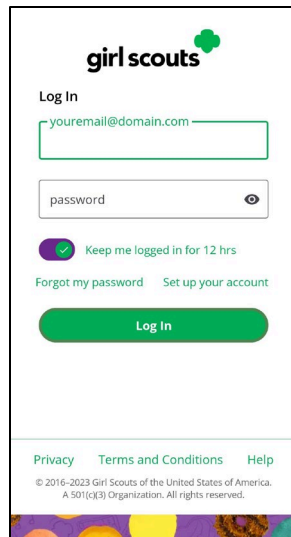

Once a user is logged into the app they see the different accounts available. The user will select which account they want to use. The Girl Scout view is used to take sales on behalf of a specific Girl Scouts. The Troop view is used to take sales on behalf of the troop and not an individual, for example at a troop booth.

Digital Cookie®

Logged in as Girl Scout

From the home page, the user can select "New Cookie Order", "Visit My Site," "Email My Site," or "All Orders."
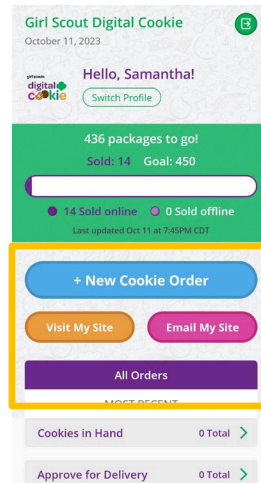
Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.
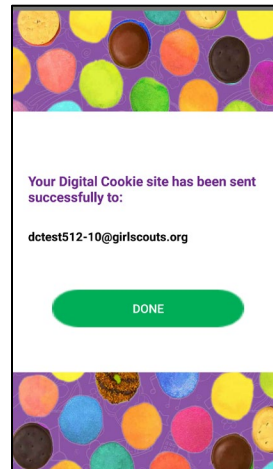
The customer's information will populate into the Girl Scout's Customer tab in Digital Cookie under the Mobile App section. The Girl Scout will need to add the customer to their list prior to sending additional emails or to keep the customer for future seasons.

Digital Cookie®

Visit My Site is used to see the Girl Scout's QR code. Girl Scouts can then show the customer their phone for the customer to scan the QR code which will take them directly to the Girl Scout's site to make a purchase.
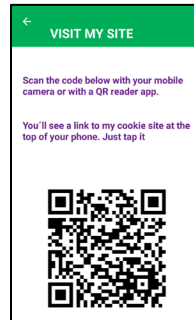
New Cookie Order is used to take cookie orders directly through the app.

Step 1: Click the New Cookie Order button to be taken to the order screen to enter which cookies the customer wants to order by using the "+" and " – " buttons.
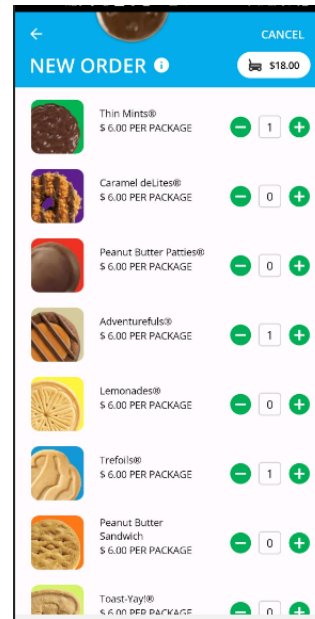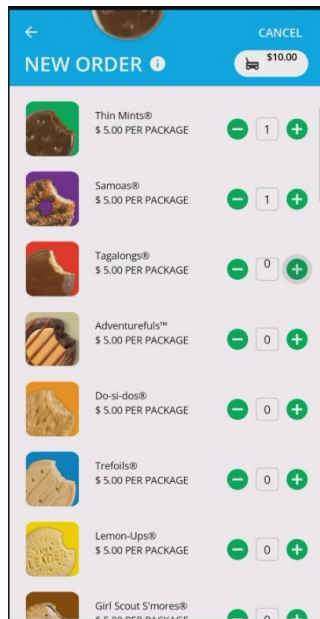
Once the correct number of cookies have been selected the Girl Scout will click the "CHECKOUT" button.
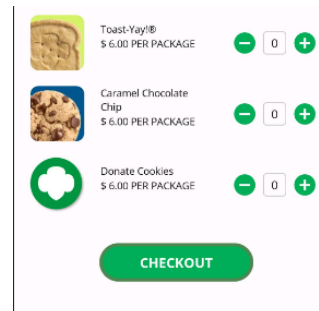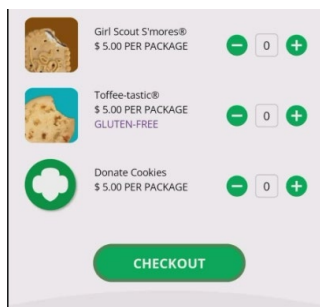
Digital Cookie®

Step 2: Select how the customer would like to receive their cookies. Options may vary based on what the council is making available. After marking the selection, click continue.
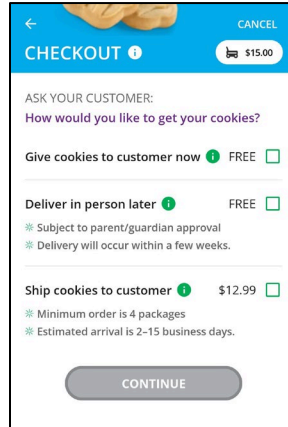
If deliver in person later is selected, the Girl Scout will need to ask the customer what they would like to do if their order can't be approved by the parent within five days, the same as all delivery customers are asked at checkout. Once the selection is made, she can continue with the checkout process.
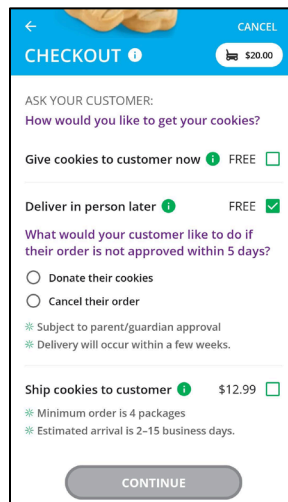
Digital Cookie®

Step 3: Review order and enter customer and payment details. Girl Scout's can review the order with the customer and gather the customer's information including payment details.

If the order is shipped or delivery, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to.

For in hand orders (give cookies to customer now), an address is not required, only the customer's name, email address, and billing Zip Code.

Use Scan Card feature instead of typing all the details.
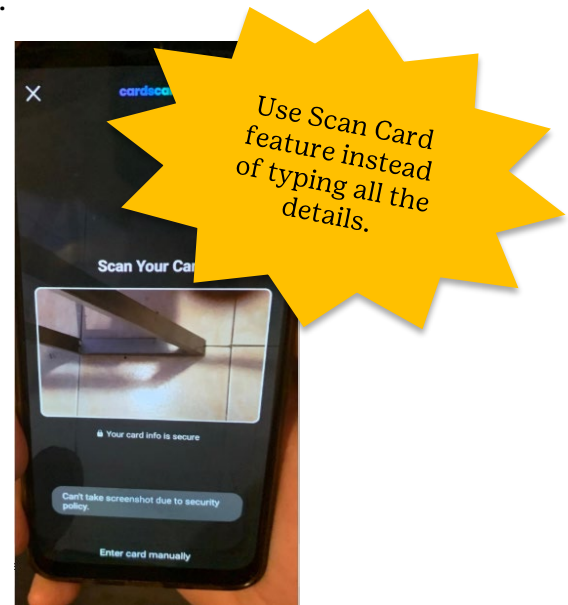
After completing the required info, click review or place order depending on the order type.

Digital Cookie®

Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!
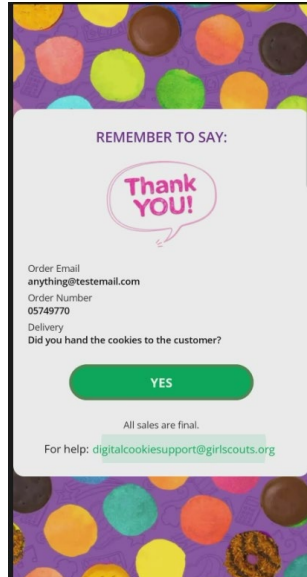
All Orders is used to view all of the orders visible by delivery method.

Step 1: Click the green arrow to view all orders under that specific delivery method.

Step 2: See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.

Distributed by GSUSA – 10/13/2023
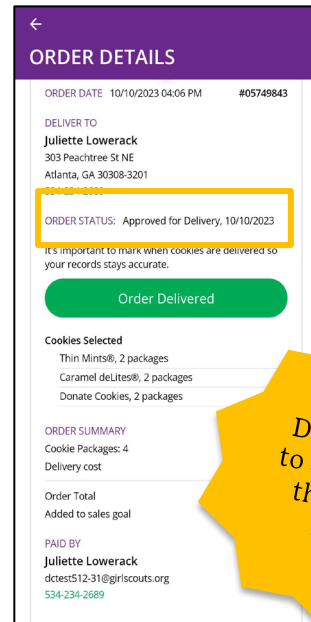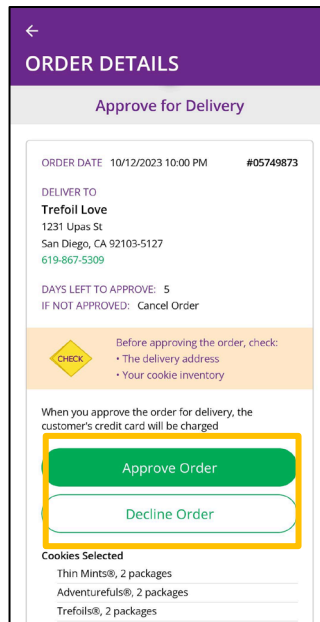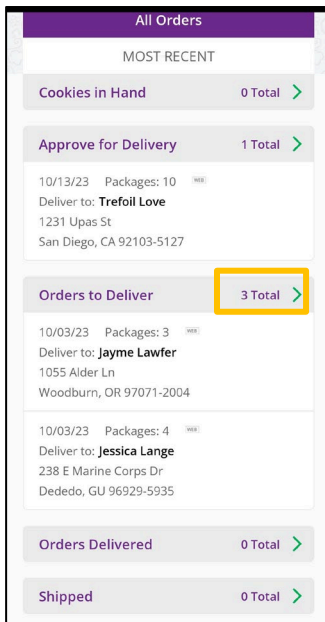
Digital Cookie®

Logged in as Troop

When users are logged in as the troop, they will see the same dashboard as if they were a Girl Scout and have the same choices "New Cookie Order", "Visit My Site," "Email My Site," or "All Orders." Many of the steps taken as a Girl Scout are the same as a troop. This section will focus on the different functionality.

Volunteers who do not have a Girl Scout can still log into Digital Cookie to use the app as the troop.
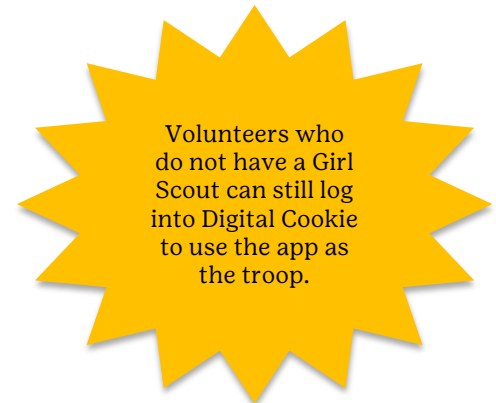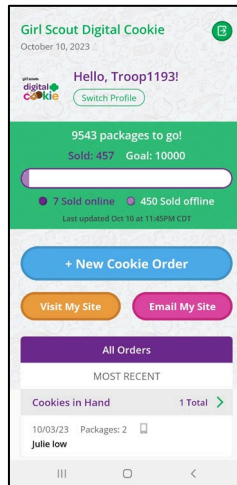
New Cookie Order: When processing a new order, during the checkout steps, if the selection "Give cookies to customer now" is selected the user will see additional options. Depending on the council's settings, once a user has selected "Sold at a booth" they may be able to select that specific booth. When reviewing the order users can see which booth was selected.
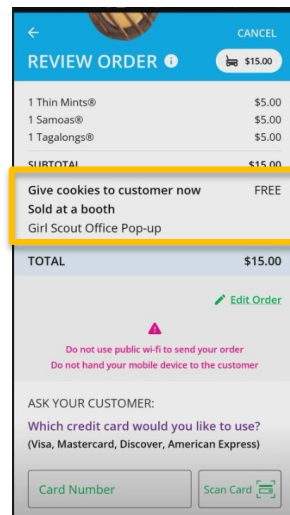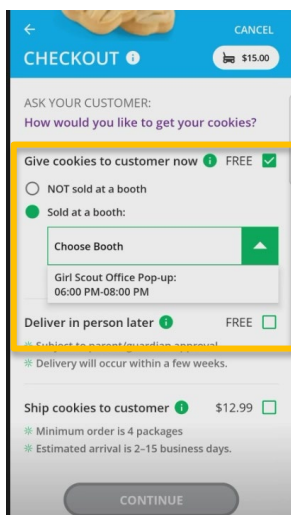
Approving orders: all users when logged in as the troop will be able to view, approve/decline orders the same way Girl Scouts can above. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.

Digital Cookie®

My Account Tab

Use this tab to update your email address or password, or girl information.

Step 1: While logged into Digital Cookie, click on the "My Account" at the top of the page.

Shop   My Account   Log Out

Home   Badges   Learning   Site Setup   Customers   Cheers

Step 2: You can either change your email or password OR click on the "Girl Account(s)" to change the Girl Scout's name or email address (if she is 13 or over)

Step 3: Clicking on the "Change email" link will give you a screen to update your email address.

My Account

If you have questions about the Digital Cookie experience for girls 12 or young and girls 13+, click here for more information.
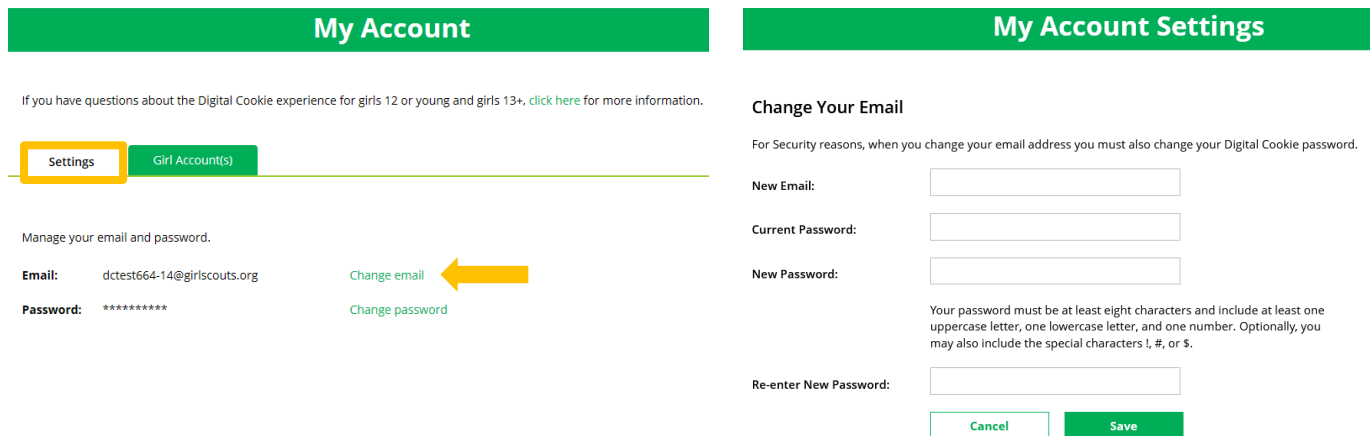
Settings   Girl Account(s)

Manage your email and password.

Email: dctest664-14@girlscouts.org   Change email

Password: **********   Change password

My Account Settings

Change Your Email

For Security reasons, when you change your email address you must also change your Digital Cookie password.

New Email:

Current Password:

New Password:

Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, #, or $.

Re-enter New Password:

Cancel   Save

Step 4: If you are also a troop or service unit volunteer, you cannot change your email address here. You will need to update your email address in your baker software instead.

Step 5: Clicking on the "Change Password" will give you the opportunity to update your password

Digital Cookie®

Step 6: Clicking on the "Girl Account(s)" tab will allow you to update the preferred first name and email address if the Girl Scout is 13 or over.

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, click here for more information.

Settings **Girl Account(s)**

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	Alicia Martinez	07/01/2006	9999998985	12362	Alicia	---	Edit

NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.
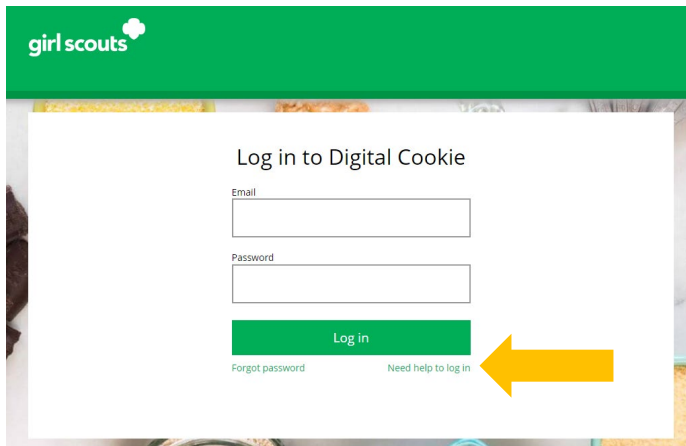
Digital Cookie®

No Registration Email Received

In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and the Girl Scout council will need to have the correct email address on file for her primary caregiver.

Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!". If you do not see the email, follow these steps to get registered for Digital Cookie.

Step 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.
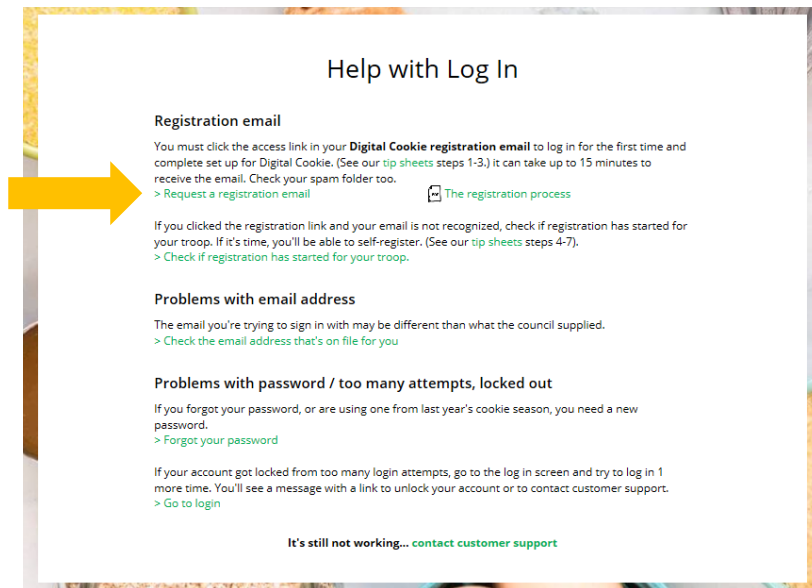
Digital Cookie®

Step 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

Step 4: 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, 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 local council, you can choose "check the email address that's on file for you"

Step 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®

Step 6: Then enter your Girl Scout's first name, last name, and 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

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

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

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 primary caregiver 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 the baker software.

Digital Cookie®

Step 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.

Update Your Digital Cookie Information

Any updates to parent information will be reviewed by the council as a security step. You will receive an email confirming the status of your update and if you change your email, a registration email will also 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**

Contact Customer Support

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

Your updates have been submitted to the council and will be reviewed as a security step.

You'll receive an email confirming the status of your update and if you changed your email, a registration email will also be sent.

Close

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.

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

Add Parent Contact Information

There is no parent information available for this Girl Scout. Please add your information which will be reviewed by the council as a security step. An email confirming your entry and a registration email will be sent to you.

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)	mm/dd/yyyy	
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

Digital Cookie®

Service Unit Volunteer Access

Service unit volunteers can use Digital Cookie to monitor their service unit's digital sales, as well as run Order Data reports for troops and can even check if a Girl Scout has registered to use Digital Cookie and set up their site.

To get started
Use the link in the registration email (see the Volunteer Login tip sheet).
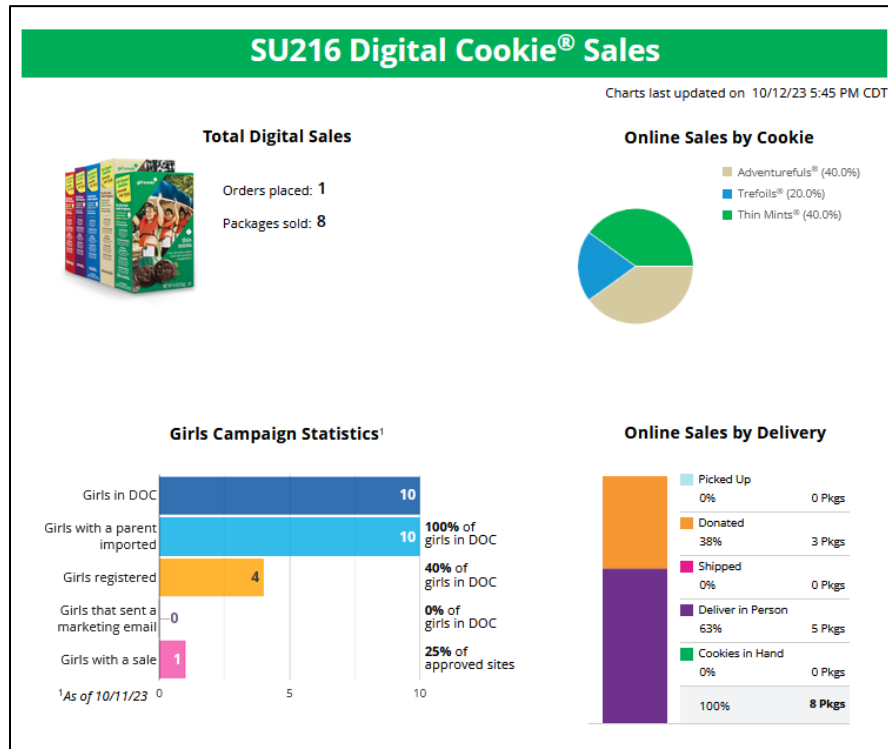
Once logged in, volunteers will see their Dashboard.
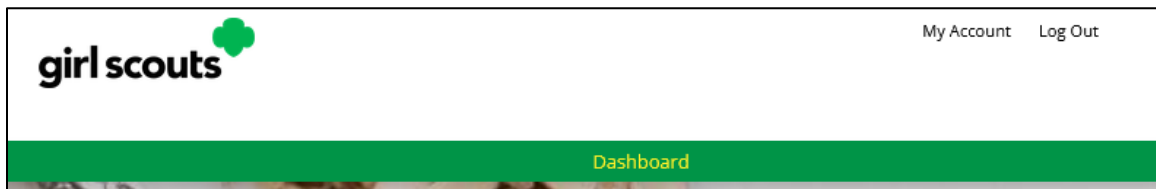
Dashboard
The dashboard has five sections.

1. Online Sales and Marketing
The online sales and marketing section represents a rollup of data from the troops in your service unit. It is a great way to see how troops are progressing through the season.

Digital Cookie®

2. Troop Reports
Volunteers can pull a report of orders by troop in this section.

Reports

Report Type: Order Data

| Council | Orange County - UAT ▼ | Service Unit | SU216 ▼ | Troop | Choose an Option ▼ |

View Report

The Order Data report consist of the following details and more:
- Troop Number
- Girl Scout first and last name
- Order details
  - Order number
  - Order date
  - Order type
  - Billing name
  - Shipping name
  - Gift box qty
  - Each cookie variety qty
  - Donation qty
  - Total packages
  - Total cost
  - Refunded packages
  - Shipping cost
  - Order status
  - Date order approved
  - Date order rejected
  - Customer's second choice

3. Girl Scouts
Search for all Girl Scouts in a troop OR a specific Girl Scout in your service unit to see if they have set up their site, to view their Digital Cookie link, and to see if the Girl Scout has emailed customers or has any packages sold or orders that need to be approved.

Girl Search

To see troop information on girls, click "See Details"

| Council | Orange County - UAT ▼ | Service Unit | SU216 ▼ | Troop | 1073 ▼ |

Girl Scout [   ]   Reset   See Details ⓘ

Girl Scouts

Girl Name	GSUSA ID	Parent Name	Parent Email	DOB	Site Live (Y/N)	Customer (Link)	Customers Emailed	# of Pkgs	Orders Pending Approval
ccGrG atahLhkc	106433924	hhlhhh arkohLoh	7lohph7r6y4apo@ll-lal.ccc	04/02/2011	Y	ccgrg46999953	0	8	0

Digital Cookie®

Troop Cheers

You can help inspire Girl Scouts in your troop by sending a cheer to celebrate their acheivements or encourage them to keep reaching for their goals.

Step 1: Troop volunteers can "Send a Cheer" from the button on your homepage or the "Cheers" tab.

Step 2: In the Cheers module, you can see the Girl Scouts in your troop and the percentage of their sales towards their goal.

You can then select the "Pick a cheer to send" drop down next to the name of the Girl Scout you wish to cheer.

Digital Cookie®

Step 3: Volunteers will see a choice of .gif images and short messages you can send. As you select the message and image you will see a preview of the cheer and then can click "Send this Cheer."

The Girl Scout will then be able to see the Cheer on her dashboard. Girl Scouts are unable to send a Cheer back to volunteers or customers.
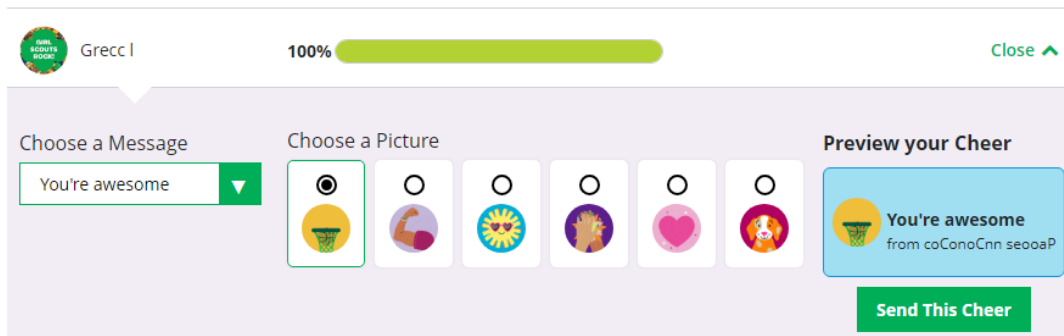
Digital Cookie®

Troop Dashboard

Your Digital Cookie Dashboard has information that helps you support your Girl Scouts and their parents in their Digital Cookie sales.

All appointed Troop Leaders and Cookie Volunteers for the troop should have access to this Dashboard when they login to Digital Cookie.

There may be up to six tabs on your troop dashboard.
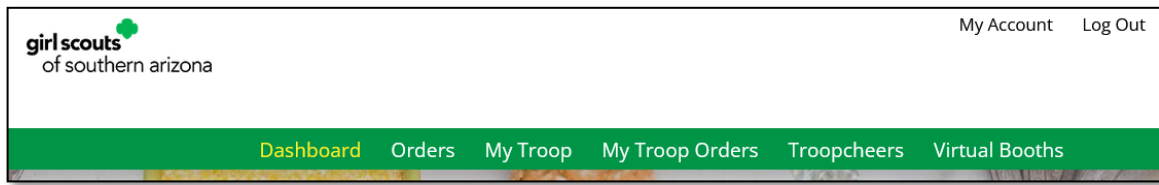
Dashboard
Orders
My Troop
My Troop Orders
Troop Cheers
Virtual Booths

Dashboard
The dashboard has five sections.
Troop Virtual Booth Info
Pending Virtual Booth Orders
Troop Rewards Deadline
Troop Online Sales and Marketing + Troop Goal Progress
Reports

1. Troop Virtual Booth Info
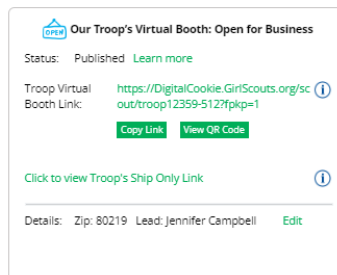
For more details about this section and setting up your Troop Cookie Link, please see the "Troop Virtual Booth Link" tip sheet.

Digital Cookie®

2. Pending Virtual Booth Orders

This section will let you know if your Virtual Booth Link OR any Girl Scouts in your troop have an order that needs to be approved or delivered.

It will also let you know if any parents have turned off a cookie variety or in-person delivery in their site. For details on that function for parents, view the "My Cookies-Delivery Settings" tip sheet.

3. Troop Rewards Deadline

If you have a need for your girls/parents to submit their rewards choices to you earlier than the date the council has set, you can change this date.

4. Troop Online Sales and Marketing
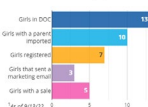
These two sections will show you the sales for the girls in your troop at a glance. It's a great way to make sure they are actively participating in reaching their customers. You can also send Cheers to the girls from here.

Digital Cookie®

5. Reports

You have four reports to view that can help you manage your girl's Digital Cookie activity.

- *All Order Data* will show you details on every order for every girl.
- *Initial Order* (If applicable) will show you the initial paper order card entry by the parents to allow you to compare what is in the baker software if desired.
- *Cookie Badges* will let you know if girls are completing any of the Cookie Business badges and/or the Family Entrepreneur Pins. Encourage them to complete these with their families to increase their cookie program learnings!
- *Rewards Selection* will be helpful if your council enabled girls to select their rewards in Digital Cookie. You simply pull this report and enter their choices in to the baker software without needing to track down each choice for each girl in the troop.

Orders

If this tab is greyed out, this functionality is not currently offered by your council. Please contact your council if you need to refund an order.

If the tab is available to you, you will see the information you need to look up order details for any order in your troop. You can then refund an order if necessary. For more information, please see the "Troop Refunding Orders" tip sheet.

Digital Cookie®

My Troop

Use this tab to see many sale details for each girl in the troop.
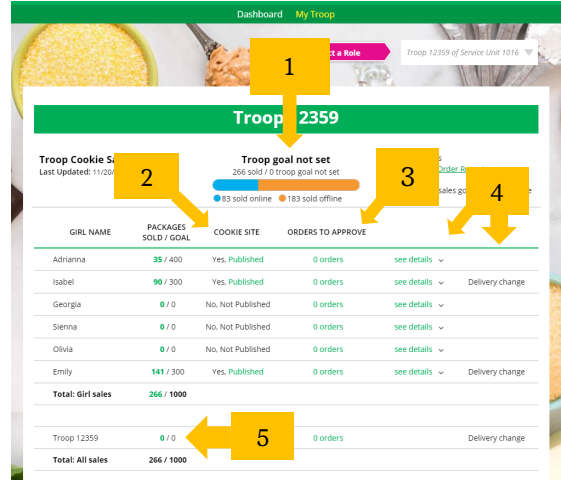
1. **Troop Goal**
   This pulls the troop goal set in the baker software and measures the troop's progress towards that goal. If the goal has not been set yet, it shows total troop's sales to date.

2. **Cookie Site**
   If the Girl Scout's site is published, click on the link to be taken to their customer facing site. If it shows as Not Published, offer to help the family to get started and see sales roll in.

3. **Orders to Approve**
   If your council has In-Person Delivery available, this will indicate if the family has any orders that need approving.

4. **See Details/Delivery Change**
   Clicking "See Details" will bring up details on the girl, her orders, her email marketing to customers and if her parent has turned off delivery or any varieties (if available in your council).


5. If your troop link has been published you will see what the goal is for the Troop ##### "girl", you can click the link to go to the troop site and you can see any sales that have come in for the troop link.

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My Troop Orders

For details on the delivered orders section, view the girl delivery tip sheet.
For details on the pickup orders section, view the Troop Pick Up orders tip sheet.
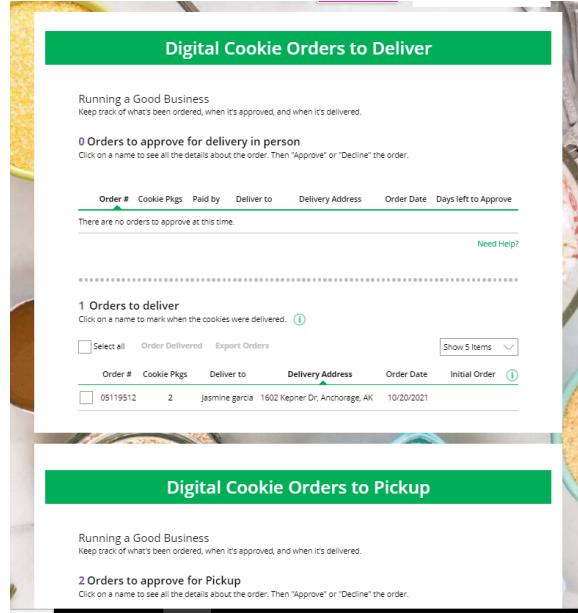
Troop Cheers

Troop Volunteers can send the Girl Scouts in their troop cheers the same way the troop members can send them to each other. The difference is that girls can't cheer back to volunteers. For more details on how Cheers works, see the Cheers Tip Sheet.

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Virtual Booths

This is your Pick Up Order section. For details on this, please view the Troop Pick Up Orders Tip Sheet.
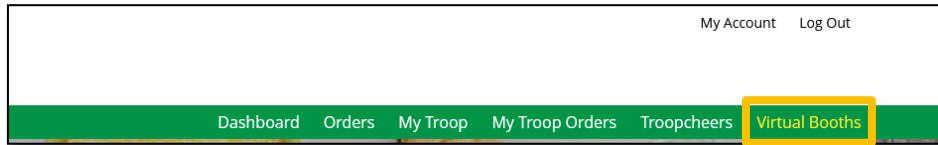
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Troop Booth Pickup Orders

The ability for customers to purchase from your troop can happen at a booth, or virtually using Digital Cookie. One great feature your troop can offer customers is the option to pre-pay for an order for pickup at a cookie booth your troop has scheduled. Let customers know that if they choose that option, you are sure to have the cookies they want and it speeds up their cookie buying process-no waiting outside in the cold and rain to make an order.

To activate that for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.
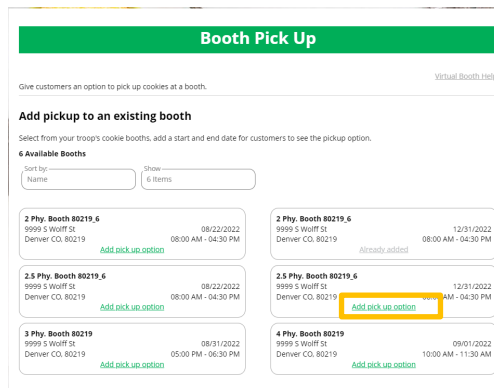
Setup
Customer View
Orders

Setup

Step 1: Start by navigating to the "Virtual Booths" tab on your troop dashboard.

Start by selecting an existing cookie booth from your list by clicking on "Add Pick-Up Option"

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Step 2: Once you have selected a booth to add a pickup option for customers to, you will need to enter a few details about when the customer will see that pickup location as an option.

NOTE! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.

Step 3: If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.


Important! If you cancel a booth in the bakers system, you must delete the booth from here so customers can no longer select it as a pick-up option.
Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them
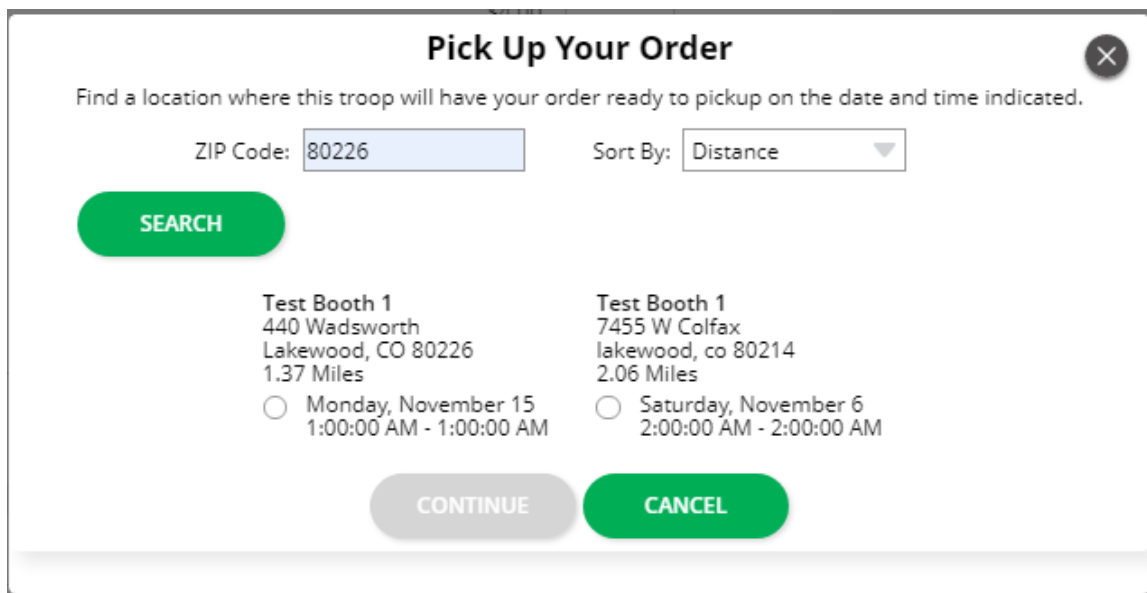
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Customer View

When the customer gets your troop link and wishes to make a pickup order, here is what it will look like for them.

Step 1: They select "I'll pick up the cookies" as an option at checkout
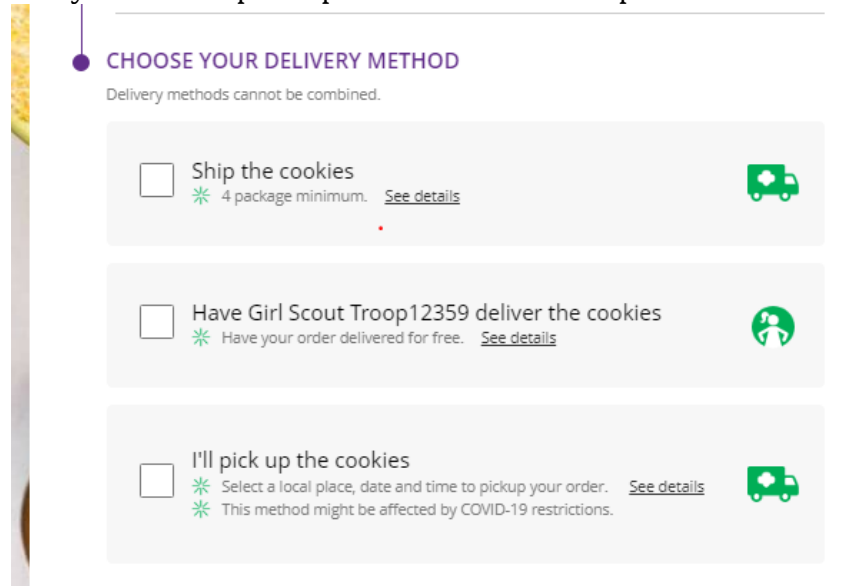
Step 2: They will be asked for a zip code and see your booths with pick up options closest to that zip code. They will select with booth location and date/time they want to pick up those cookies.

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**Step 3:** The checkout screen will automatically populate the address as the pickup location.

Customers will receive an email letting them know their order needs to be approved and letting them know if it was approved or not after you review it. If it was approved, it will also remind them of when/where they are picking up their cookies.

Orders

As customers order cookies to be picked up at your cookie booth, those orders will need to be reviewed and approved within 5 days of the order being placed.

Step 1: To review the orders navigate to your "My Troop Orders"
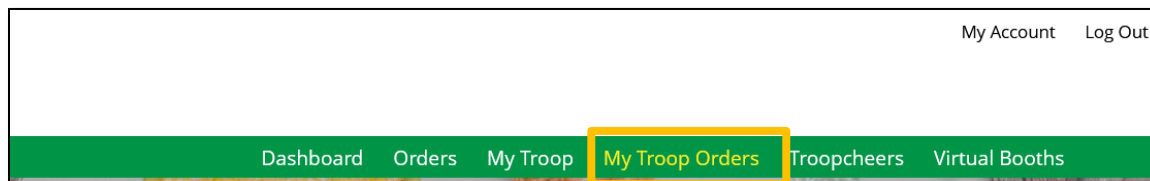
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Step 2: Scroll down until you see the pickup orders section, below the delivery section.

You can check the box in front of the customer order to approve or decline it. If you approve it, it will move into the "orders to pickup" section.
In the orders to pickup you can click on any of the column headers to sort the orders. You can also check the boxes in front of the orders to select some or all of the orders to export to get a list of orders to prepare for your booth sale,

When the customer has picked up their order, be sure to mark the order as "Order Picked Up" so that it will clear out of your list of orders that need attention.

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Troop Refunding Orders

If your council has enabled this function, as a troop volunteer you will have the ability to refund in-person delivery, pickup and donation orders to customers.

Step 1: Start by navigating to the "Orders" tab on your troop dashboard. If it is a lighter color or you can't click on it, your council has not enabled it and you will need to consult your council to make any customer refunds.
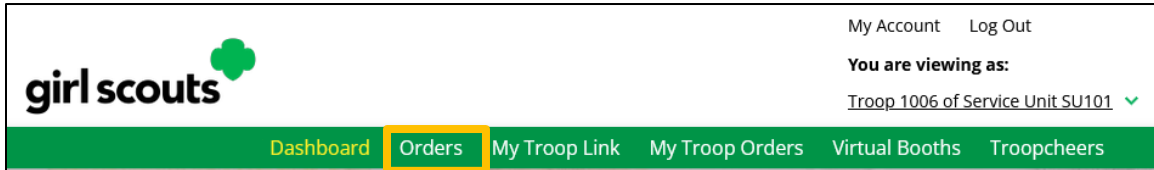
Step 2: On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last, min 2 letters)

When you click "search" the results will come up if any match

Click on the green order # to bring up the order details to begin processing a refund.

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Step 3: The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.
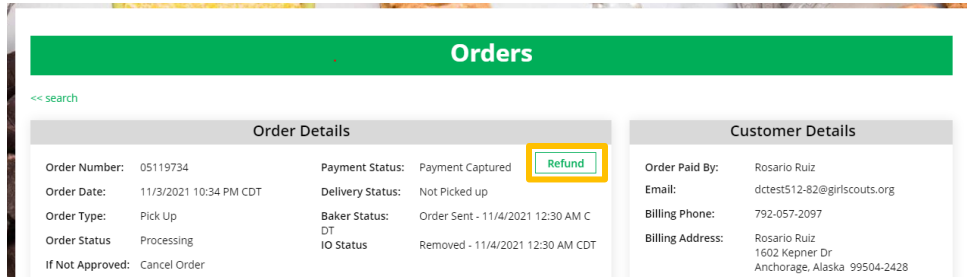
Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.
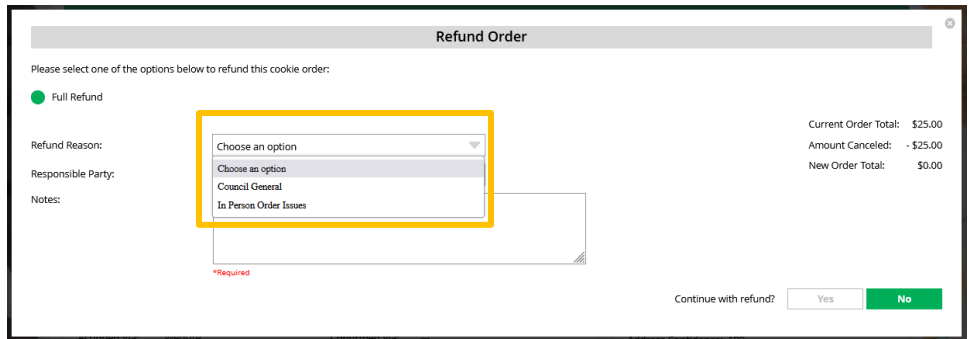
You will select an option for refund reason. In general, you will choose "In person delivery issues" unless otherwise instructed by your council.

Then add information to the notes section so that if anyone looked at this order in the future they would know why the refund was made. This might be a national customer service person, so please give a thorough explanation.

Once all the information has been completed, click Yes to continue with the refund. At that point, the automated process to refund the consumer will execute. Depending on the customer's bank, it can take a few weeks until their bank will show the refund on their account.

To verify the refund went through, you can scroll to the bottom of their order details and see "refund_follow_on" in the "Payment Transactions" section and see the date the system processed it.

| Type	ID	Status	Amount	Date
AUTHORIZATION	B80P0EC746E4	SUCCESSFULL	$16.00	11/3/21 10:34 PM CDT
CAPTURE	B30P3B1E8585	SUCCESSFULL	$16.00	11/4/21 12:24 AM CDT
REFUND_FOLLOW_ON	B40P0E8B7396	SUCCESSFULL	$16.00	11/4/21 12:42 AM CDT

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Troop Virtual Booth Links

Your Troop Virtual Booth links will help your troop make sales online instead of, or in addition to, your regular in person cookie booths. When you set up your Troop Virtual Booth site, there may be two links you can use, depending on your council's settings. These links will let your troop reach new customers in your local community and beyond.

Setting up your Troop Virtual Booth Site

Step 1: The first time a leader or cookie volunteer for the troop logs in to their volunteer role in Digital Cookie, they will see a place to begin the process to have a troop virtual booth link.

To begin, click the "Start" button.
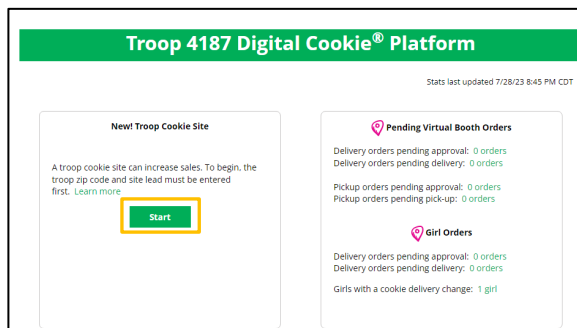
Step 2: You will be asked to enter a zip code for your troop. Enter one that is representative of the majority of the Girl Scouts in your troop

You will also select a name from the drop down of one of the volunteers from the troop to serve in the role of "Troop site lead". The Troop site lead will be responsible for working with the Girl Scouts in the troop to set up the Troop site and approving orders.
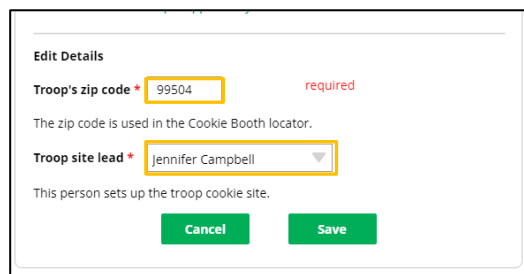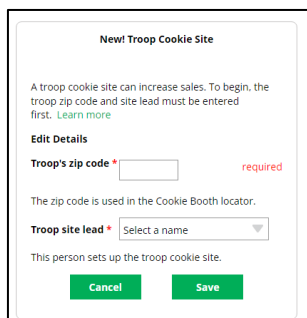
Once the first volunteer for the troop has made those selections, everyone will see the selections that have been made and can change them if needed.

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Step 3: If you assigned yourself to be the troop site lead, your dashboard will be updated with a Set up your site button. If you have assigned another troop cookie volunteer to be the troop site lead, the next time they log into Digital Cookie they will see the new role in their role selector drop down.
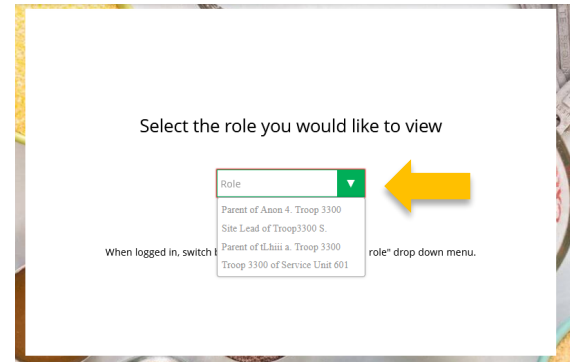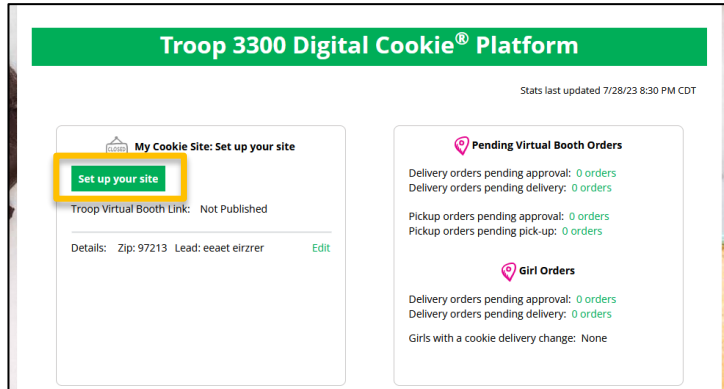
To begin setting up the troop site, click set up your site.

The site lead will then need to complete the registration process as if the troop were a new Girl Scout by possibly watching the safety video and accepting the terms & conditions and Girl Scout pledge, plus activating the account.

It is important to leave the Preferred First Name as it appears so it's clear this is your Troop Site. If there is an issue with the troop number, please contact your Council Customer Care to resolve before proceeding.
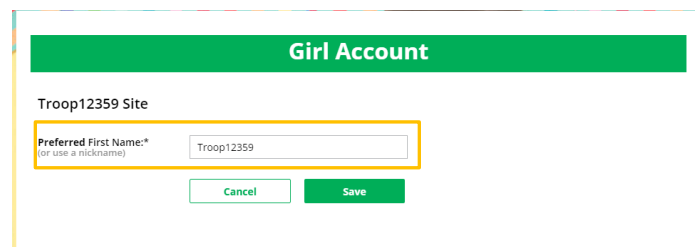
After that, the Troop Site Lead will use the "Site Setup" to work with the Girl Scouts in the troop to create their message and photo/video. It functions the same way as the Girl Scouts' Site Setup. Be sure to see the "*Site Setup Girl Scout Under 13*" Tip Sheet for additional information.

Once the site is published and the council's sale is live, the troop will have two links to use if they wish for the cookie season.

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Troop Virtual Booth Link

From your Troop Dashboard, you may see two links available for your troop.
If you only see one, your council has made a decision that the second link is not a good fit for the program at this time.

If you see both, the top link is your Troop Virtual Booth Link.
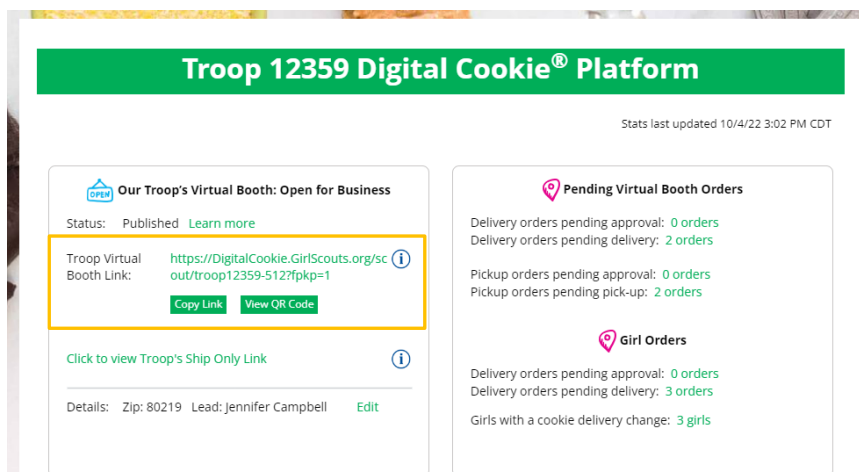
This link will function the same as any Girl Scout's link with Shipping, Donation, Delivery and In Hand (on the app) as options that customers can use when enabled by your Girl Scout Council. You can turn delivery off for the troop link the same way a caregiver can turn delivery off for their Girl Scout.

If pickup is an option in your council, this link will enable customers to select pickup orders as a delivery type. See the *Troop Pickup Orders* tip sheet for more information.

The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials. Your Girl Scout Council can provide ideas on how to best use your Troop's Virtual Booth Link.

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Troop Ship Only Link

The Troop Shipped Only link is available if you need a shipped/donated only link. You can find this beneath the Troop Cookie Link and if you click on it, you will see the full URL and QR code for this link.
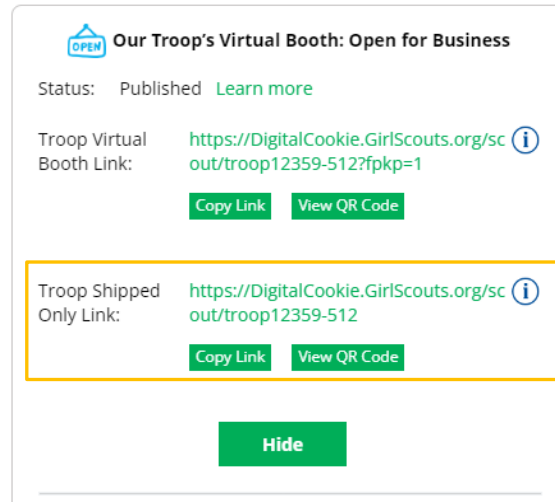
This link will only allow customers to purchase Shipped and Donated orders. This link will be sent to the National Girl Scout Cookie Finder beginning National Girl Scout Cookie Weekend (check with your council for specific date).

Once your site is set up and published, there is nothing additional you will need to do in order to have your Troop Ship Only link appear to customers coming to the cookie finder to find a troop near them to purchase shipped cookies from.

All purchases on either of your links will appear in your troop records in your baker software. Your council team will share additional information about that with their training.
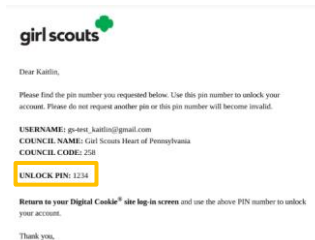
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Unlock Account

Step 1: If you have attempted multiple times to login at <u>digitalcookie.girlscouts.org</u> and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

Step 2: If you click the "unlock your account" link, you will be asked to validate the email address you use for Digital Cookie, then click the "Send Email" button
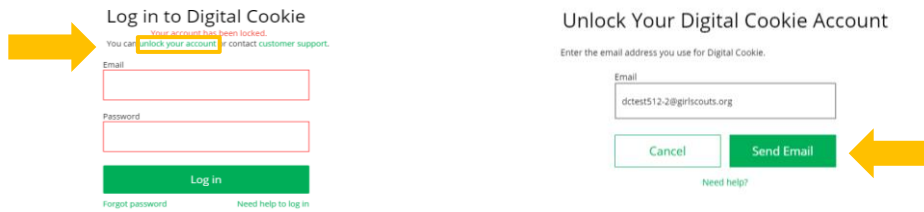
Step 3: You will be sent an email with the subject: "Your requested pin number" from "Girl Scout Cookies" (<u>email@email.girlscouts.org</u>). Check your junk/spam/promotions folders if you don't receive it and be sure to add <u>email@email.girlscouts.org</u> to your "safe sender" list.

You will have a pin number in the email.

Step 4: Enter the pin code back in Digital Cookie on the unlock screen, then click on "Verify".

Step 5: You will be taken back to the Digital Cookie login screen with your account unlocked
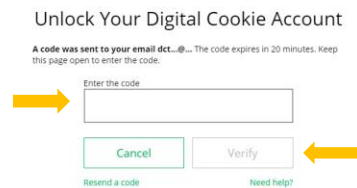
and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the "Forgot password" link.
Otherwise, login and get started with your Digital Cookie experience.

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Volunteer Registration/Login

Step 1: Watch for your registration email* from the Girl Scout Cookie Program (email@email.girlscouts.org). Your council will let you know what date to expect it. You may receive your volunteer email before parents have access. Be sure to add that email address to your safe senders list so you don't miss any emails!
If you didn't receive a registration email, please see the "No Registration Email" tip sheet.
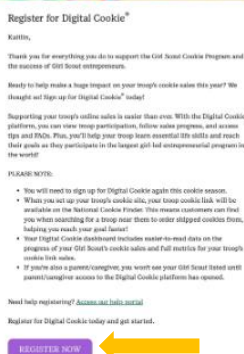
Step 2: In the email is a "Register Now" button to take you to the Digital Cookie registration site. Simply click that button!
(For best results, use the most up to date version of your web browser)

Step 3: Once you click the link you'll be on the Digital Cookie platform, and you'll need to create your password.

You will receive a registration confirmation email. Keep it somewhere handy during cookie season.

Step 4: Use your new password to log in. Remember to use the same email address where you received your registration email.

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Step 5: If you are also the parent of a Girl Scout under 13 and parent registration is open, you will then watch a quick "Safe Selling for Smart Cookies" safety video. Note you can't proceed any further until you have viewed the video.


Step 6: Read and accept the Terms and Conditions-Volunteer. If you are also a parent, you will need to read and accept the Terms and Conditions for parent when parent access opens.

Accept → Continue
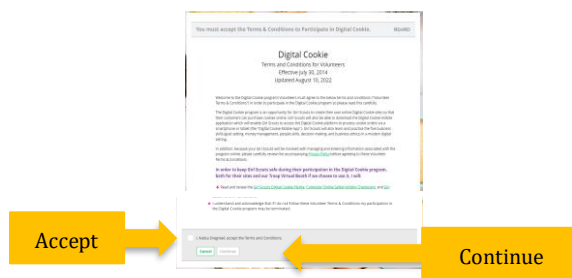
Step 7: If parent registration has opened in your council and you are also a parent of a Girl Scout under 13, you will see the girl pledge appear. If parent access has not opened, you will see it appear on your next login once parent access begins. See the **"Site Registration"** tip sheet for more information on the pledge.

Step 8 If you have roles in addition to Troop Volunteer, you will be taken to a "role selector" screen once parent access opens, which may be after your volunteer access.
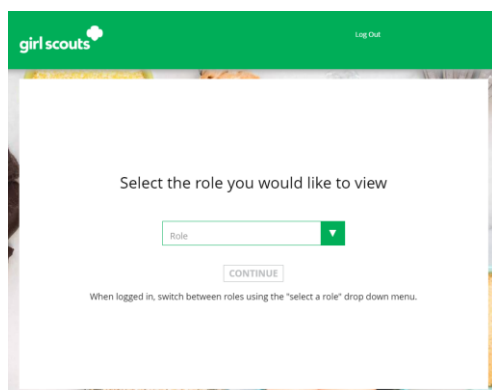

NOTE: If parent access has not opened in your council, you will not see your Girl Scout's information or be able to access her site until it opens.

Once parent access has begun, if you have additional roles and aren't taken to this screen OR all of your roles do not show up on the drop down, please contact your Girl Scout council for assistance.

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Step 9: For information on completing the girl registration process, please see the "Site Registration" tip sheet.

Each time you login you can indicate what role you want in order to get to the correct homepage. You can also navigate to your other roles at the top of all of your screens by using the drop down.
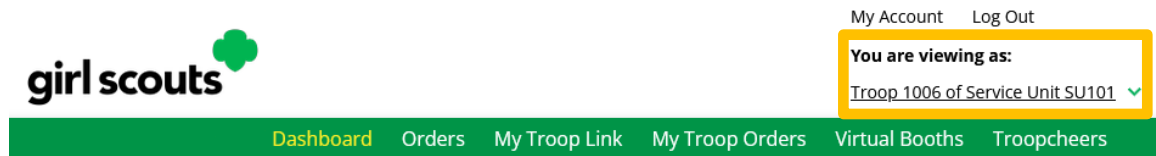
Next Steps: Troop Dashboard tip sheet