

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 Girl Scout 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.

Step 1: 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.

| Step 2: | Go to | <u>digital</u> | <u>cookie</u> | .girlsco | outs.org | and clic | ck the | "Need | help t | to log in" | link. |
|---------|-------|----------------|---------------|----------|-----------|-----------|--------|---------|--------|------------|-------|
| | (Fo | r best r | esults, | use the | e most uj | o to date | web bi | rowsers | 5) | | |

| girl scouts | | | |
|-------------|-----------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | Sa Van | N. Nokelat |
| | Log in to D | igital Cookie | |
| | Email | | |
| | | | |
| 9 | Password | | |
| | | g in | - |
| r | Forgot password | Need help to log in | |
| | | | |
| | | | and the second se |

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

| Help with Log In | 1 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Registration email | |
| You must citic the access link in your Digital Cookie registration emult to log in for the first time and complete sets up for Digital Cookie. Serve our joint beness staps 1-3 ja it can take up to 15 minutes to receive the email. Check your span folder too. - 8 Request a registration email | |
| If you clicked the registration link and your email is not recognized, check if registration has started for your troop, if it's time, you'l be able to self-register. Gee our tip theses steps 4-7). > Check if registration has started for your toop. | |
| 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 | |
| Problems with password / too many attempts, locked out | - |
| If you forgst your password, or are using one from last year's cookie season, you need a new password. > Forget your password | 1000 |
| If your account got looked from too many login attempts, go to the log in screen and try to log in 1 more time. You'l see a message with a link to unlook your account or to contact customer support. > Co to login | 1000 |
| It's still not working contact customer support | |
| | |



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 yo | u have on file at Gi | rl Scouts and we'll send you | u a Digital Cookie |
|-------------------------------|----------------------|------------------------------|--------------------|
| registration email. It can ta | ke up to 15 minute | es to receive the email. | |
| Email | | | |
| | Cancel | Submit | |
| Your rese | t email should be | delivered within 15 | |
| minutes, | but some email pr | oviders may take a few | |
| hours. If | you have checked | your spam folder and still | |
| don't hav | e your email, Cont | act customer support | |

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

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, <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"

Step 5: You will select your Girl Scout Council

| | | VE AZBELA | |
|-------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------|--|
| Verify your Digital C | ookie Information | | |
| Cookie season timelines van The list below shows council | y by council. Check to see if Digital C is that are currently getting set-up fo | Cookie registration is open. or Digital Cookie. | |
| What council is your Girl Scout's troop assigned to? | l don't see my council listed | | |
| Submit | | | |
| Contact Customer Support | | | |
| | 844 | | |



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

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

| | 8 |
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| 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 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 En | nail Update Details | Update Details |
| | , í | | |

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.



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 Digita | al Cookie Information | | | | |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--|--|--|
| Any updates to parent info receive an email confirmin registration email will also | nformation will be reviewed by the council as a security step. You to ning the status of your update and if you change your email, a so 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 | | | | |
| | | | | | |
| Contract Contractor Contractor | | | | | |

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

| Your updates have been submitte | d to the council and will be reviewed as a security step. | |
|-----------------------------------------------------|------------------------------------------------------------------------|--------------|
| You'll receive an email confirming also be sent. | the status of your update and if you changed your email, a registratio | n email will |
| | 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 parent information is not on file, you can add the parent information.

| Add Parent Conta | ct Information | | |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--|
| There is no parent infor which will be reviewed by a registration email will b | mation available for this Girl the council as a security step. J e sent to you. | Scout. Please add your information An 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) | mmdddyyyy | | |
| Parent First Name | | | |
| Parent Last Name | | | |
| Parent Email | | | |
| | | | |

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