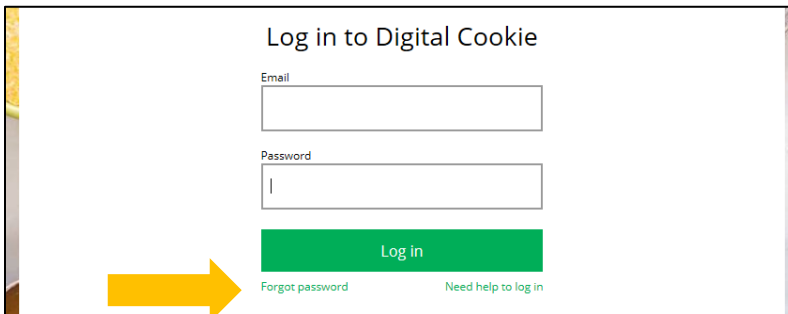


Digital Cookie®

Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org, click the “Forgot password” link.



Step 2: Enter the email address

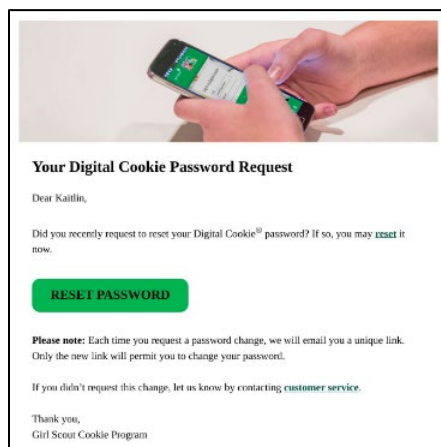
Use the email address associated with the Girl Scout’s Digital Cookie registration.

Step 3: Receive Password Reset Email

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.

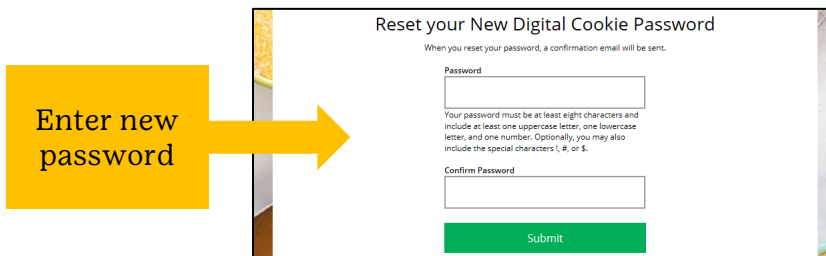
Click on the most recent email you received if you have requested multiples.

Open the email and click on the “Reset Password” button.



Step 4: Reset Password

Enter the new desired password and click “Submit”



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Step 5: Didn't Receive the Password Reset Email?

If it's been 15 minutes since you requested the email, 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.

Forgot your Password?

Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.

Email

Submit

Haven't received the email, you've checked your spam folder and it's been 15 minutes? [Contact customer support](#)

Contact Customer Support

Step 6: Complete Online Form for Further Support

Select "Password Reset" then complete the online form for customer support.

Contact Us	Tutorials
Account Management - Registration - Locked account / Password reset - Incorrect account information Cookie Page Setup - Cookie page setup My Cookie Customers - Customer list - Marketing emails My Cookie Orders - Order details - Order issues - Mobile app	FAQs - FAQs on all topics Additional Topics - eBuddy™ - System errors - Other questions or issues How are we doing? Share ideas & feedback 4 EASY STEPS to Get Started with Digital Cookie Learn About Cookie Orders How to Use Your Troop Dashboard Tip sheets Live Chat

Next Steps: Site Registration
Site Setup