

# Digital Cookie®

## No Registration Email Received

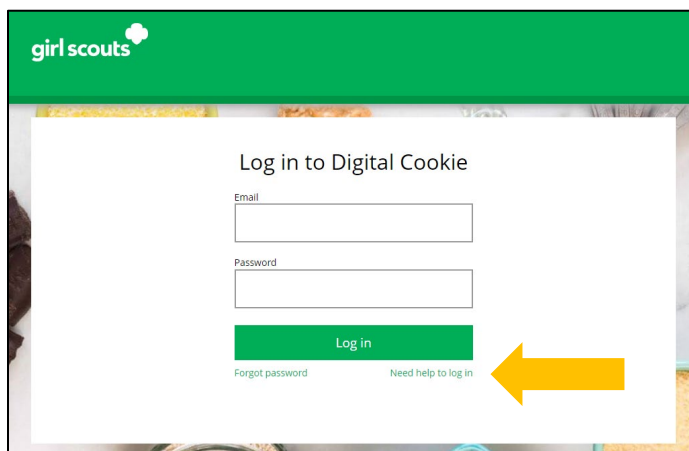
In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and the Girl Scout council will need to have the correct email address on file for the primary caregiver.

### Step 1: Check Inbox

Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto: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](https://digitalcookie.girlscouts.org)

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.

### Help with Log In

**Registration email**

You must click the access link in your **Digital Cookie registration email** to log in for the first time and complete set up for Digital Cookie. (See our [tip sheets](#) steps 1-3.) It can take up to 15 minutes to receive the email. Check your spam folder too.

> [Request a registration email](#) [The registration process](#)

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'll be able to self-register. (See our [tip sheets](#) steps 4-7).

> [Check if registration has started for your troop.](#)

**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 forgot your password, or are using one from last year's cookie season, you need a new password.

> [Forgot your password](#)

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support.

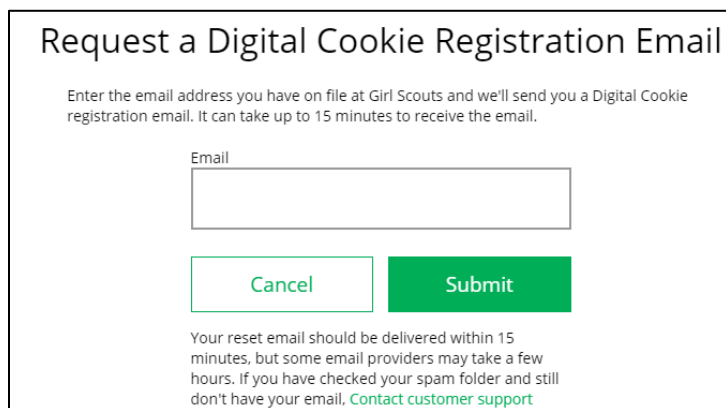
> [Go to login](#)

It's still not working... [contact customer support](#)

# Digital Cookie®

## Step 3: Request a Registration Email

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](#)

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

## Step 4: Check Which Email is in Digital Cookie

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:



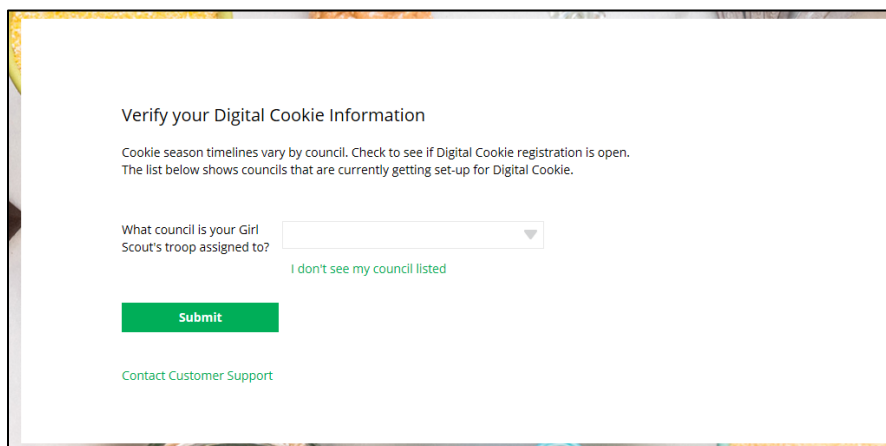
Email

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: Select Girl Scout Council

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: 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: Viewing the Information in Digital Cookie

If the Girl Scout and 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

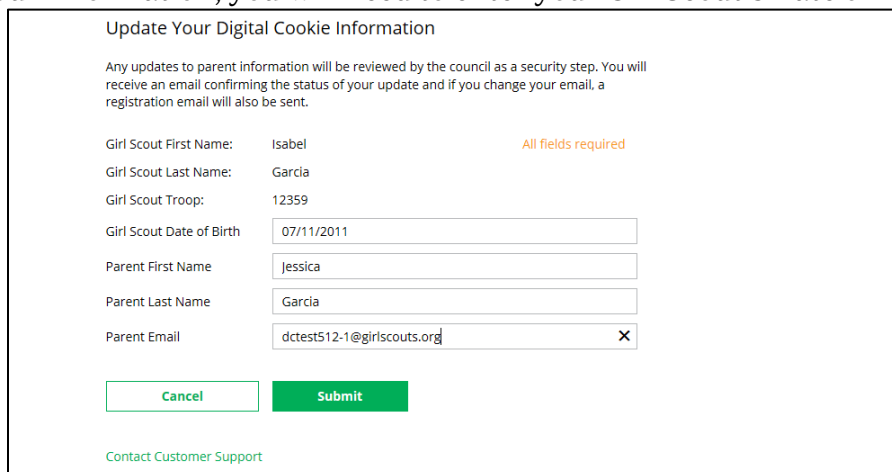
Send Registration Email Update Details

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 in your myGS account.

# Digital Cookie®

## Step 8: Updating Wrong Information

To update your information, you will need to enter your Girl Scout's Date of Birth as a



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](#)

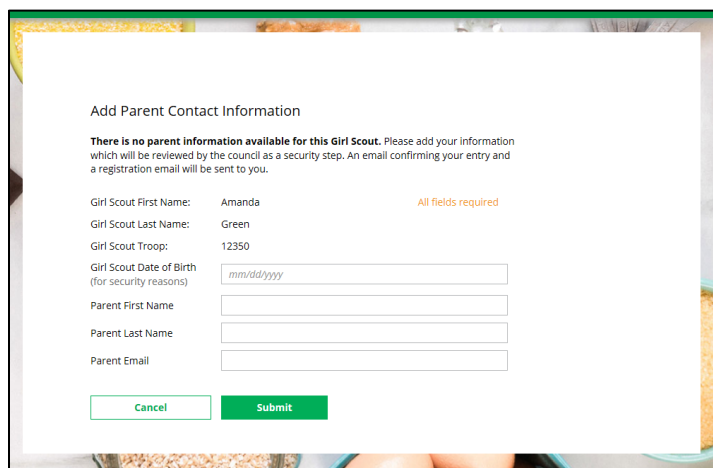
[Contact Customer Support](#)

security measure, then you can update your name and/or email address. You will get a success message once you submit your changes.

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: No Information Found

If the Girl Scout is imported but the 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](#)

[Contact Customer Support](#)

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