

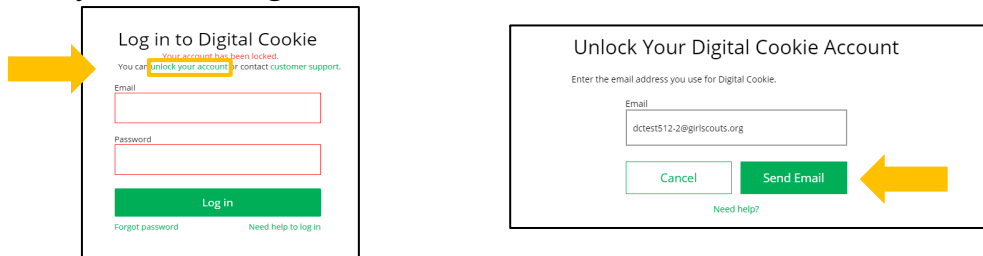
Digital Cookie®

Unlock Account

If you have attempted multiple times to login at digitalcookie.girlscouts.org and did not successfully input your password, you may find yourself locked yourself out. You can contact customer support or unlock your account on your own.

Step 1: Click “Unlock Your Account” Link

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



The first screenshot shows the 'Log in to Digital Cookie' screen. It has fields for 'Email' and 'Password', a 'Log in' button, and links for 'Forgot password' and 'Need help to log in'. A red box highlights the 'unlock your account' link, and a yellow arrow points to it.

The second screenshot shows the 'Unlock Your Digital Cookie Account' screen. It asks to 'Enter the email address you use for Digital Cookie.' with a text input field containing 'dctest512-2@girlscouts.org'. There are 'Cancel' and 'Send Email' buttons, and a 'Need help?' link. A yellow arrow points to the 'Send Email' button.

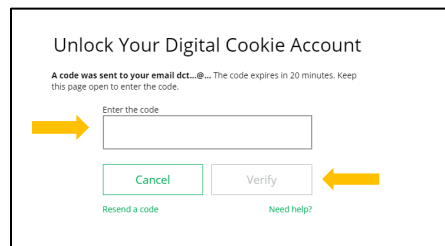
Step 2: Receive Pin Email

You will be sent an email with a pin code you can use to unlock your account. Look for an email from “Girl Scout Cookies” (email@email.girlscouts.org) with the subject line: “Your requested pin number”

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.

Step 3: Enter Pin

Enter the pin code back in Digital Cookie on the unlock screen, then click on “Verify”.



The screenshot shows the 'Unlock Your Digital Cookie Account' screen. It displays a message: 'A code was sent to your email dctest512-2@girlscouts.org. The code expires in 20 minutes. Keep this page open to enter the code.' Below this is a text input field labeled 'Enter the code'. There are 'Cancel' and 'Verify' buttons, and links for 'Resend a code' and 'Need help?'. A yellow arrow points to the 'Enter the code' field, and another yellow arrow points to the 'Verify' button.

Step 4: Login To Digital Cookie

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.

Step 5: Forgot password?

View steps on how to reset your password in this [tip sheet](#).