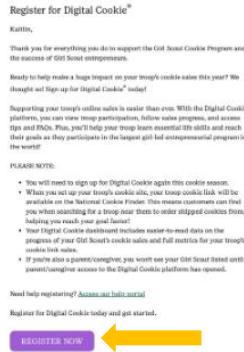


# Digital Cookie<sup>®</sup>

## Volunteer Registration/Login

**Step 1:** Watch for your registration email\* from the Girl Scout Cookie Program ([email@email.girlscouts.org](mailto:email@girlscouts.org)).. Be sure to add that email address to your safe senders list so you don't miss any emails!



**Step 2:** In the email is a “Register Now” button to take you to the Digital Cookie registration site. Simply click that button!

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

**Step 4:** Use your new password to log in.

Create your New **Digital Cookie** Password

When you create your password, a confirmation email will be sent.

New Password:

Passwords must be 8-16 characters, including 1 number, capital letter and lowercase letter, with optional special characters !, @, or #.

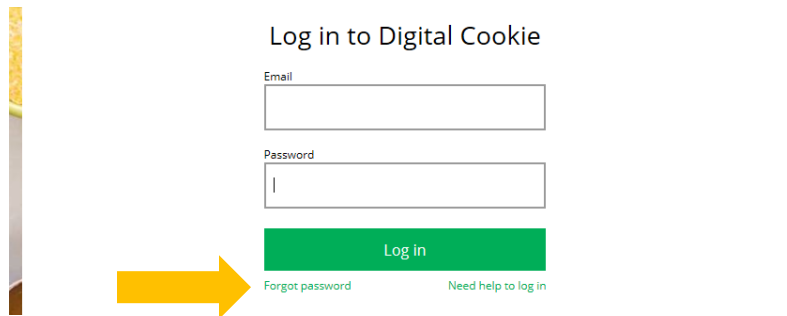
Confirm Password:

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

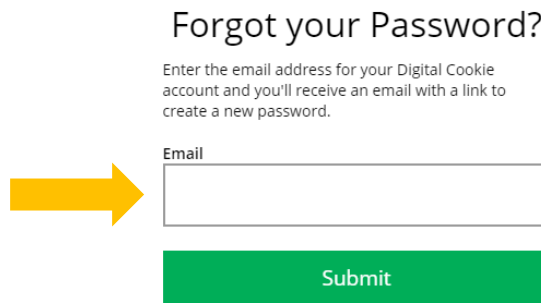
# Digital Cookie<sup>®</sup>

## Forgot Password/Reset Password

**Step 1:** Go to [digitalcookie.girlscouts.org](https://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](mailto: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](mailto:email@email.girlscouts.org) to your “safe sender” list.

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

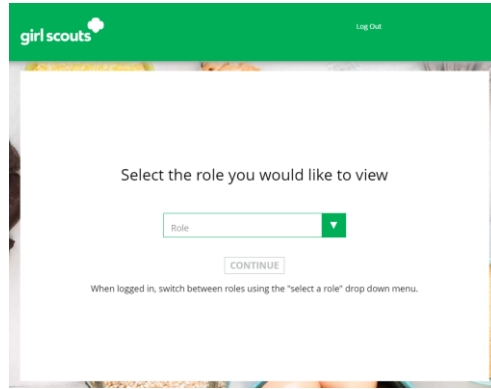
Open the email and click on the “Reset Password” link.

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

**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.

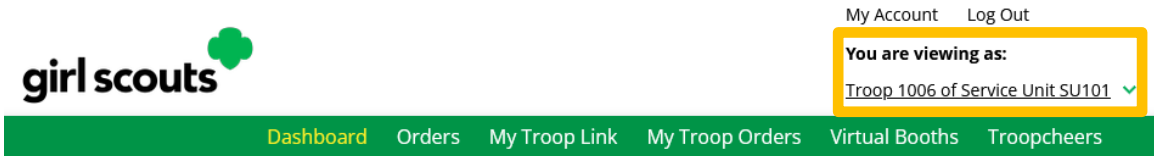
# Digital Cookie<sup>®</sup>

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 your roles do not show up on the drop down, contact River Valleys for assistance. Each time you login you can indicate what role you want to get to the correct homepage. You can also navigate to your other roles at the top of all your screens by using the drop down.

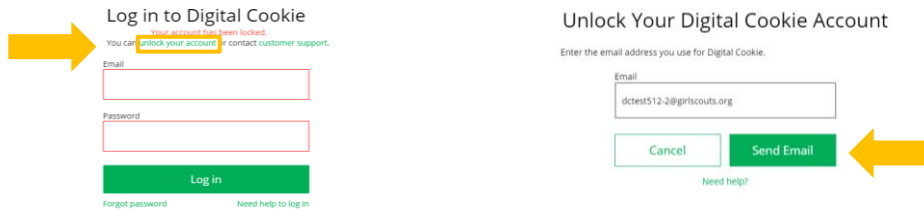


# Digital Cookie®

## Unlock Account

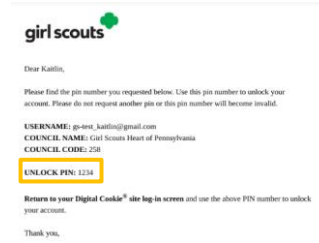
**Step 1:** If you have attempted multiple times to login at [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

**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.

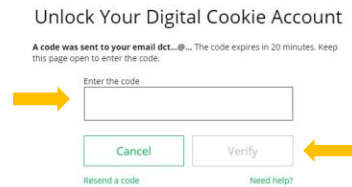


**Step 3:** You will be sent an email with the subject: “Your requested pin number” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)). Check your junk/spam/promotions folders if you don’t receive it and be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) to your “safe sender” list.

You will have a pin number in the email.



**Step 4:** Enter the pin 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.