

No Registration Email Received

In order to receive a Digital Cookie registration email, Girl Scouts and volunteers must be registered for the 2021-2022 Girl Scout year and have the correct email address on file. If you have not opted in to receiving emails from the council, skip to Step 4.


Check your junk/spam/promotions inbox one more time for an email from email@email.girlscouts.org with the subject "Register for the Digital Cookie Platform Today." If you do not see the email, follow these steps.

1

Go to digitalcookie.girlscouts.org and click "Need help to log in." You will see a list of steps you can use to try and get registered for Digital Cookie. Click on the "Request a Registration Email" and enter the email address that you used to register your Girl Scout.

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.](#)

2

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 your email address is not recognized and your Girl Scout is a registered member, you can choose "check the email address that's on file for you."

Email

testdc512@girlscouts.org

The email you entered is not recognized.

Parents, [check the email address that's on file for you.](#)

For others, [click here for help.](#)

3

You will select Girl Scouts of Ohio's Heartland, from the list.

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

If your Girl Scout's information is not in the system or not in the system the correctly, you will get a message letting you know you will need to contact your council, Troop Leader or Customer Support for assistance. Contact Girl Scouts of Ohio's Heartland at customer-care@qsoh.org.

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

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.

4

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.

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.

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](#)

5

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. 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.

Your updates have been submitted to the council and will be reviewed as a security step.

You'll receive an email confirming the status of your update and if you changed your email, a registration email will also be sent.

6

If the Girl Scout is imported but her parent information is not on file, you can add the parent information.

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.

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)	<input type="text" value="mm/dd/yyyy"/>	
Parent First Name	<input type="text"/>	
Parent Last Name	<input type="text"/>	
Parent Email	<input type="text"/>	

[Cancel](#)

[Submit](#)