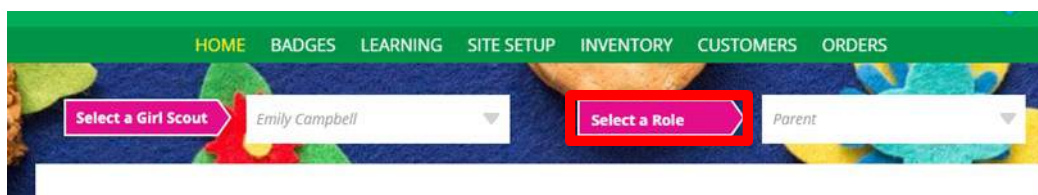


Volunteer Registration/Login

- 1 On Friday, December 17, all eBudde users will receive Digital Cookie registration emails from email@email.girlscouts.org. If you have not been added as an eBudde user by that date, you will receive the registration email after your SUCPC adds you.
Add email@email.girlscouts.org to your safe senders list so you don't miss any emails!
Girl Scout caregivers will receive their registration emails on Saturday, January 1.
- 2 Click "Register Now" to go to the Digital Cookie registration site and create your password. You will receive a registration confirmation email. Keep it somewhere handy during cookie season.
- 3 Log in using the email address where you received your registration email and your new password.
- 4 If you are also the parent of a Girl Scout under 13 and parent registration is open, you will then watch a quick "Safe Selling for Smart Cookies" safety video. You can't proceed any further until you have viewed the video.
- 5 Read and accept the Terms and Conditions-Volunteer. If you are also a parent, you will need to read and accept the Terms and Conditions for parent when parent access opens on January 1.
- 6 Troop Cookie Program Coordinators are "parents" to the troop's troop links, so even if you are not a parent or caregiver to an individual Girl Scout, you will be taken to a "role selector" screen once parent access opens on January 1.
See the Caregivers tip sheets for information on completing the girl registration process.
- 7 Each time you login you can indicate what role you want in order to get to the correct homepage. You can also navigate to your other roles at the top of all of your screens using the "Select a Role" dropdown.



**If you didn't receive a registration email, see the ["No Registration Email" tip sheet](#).*

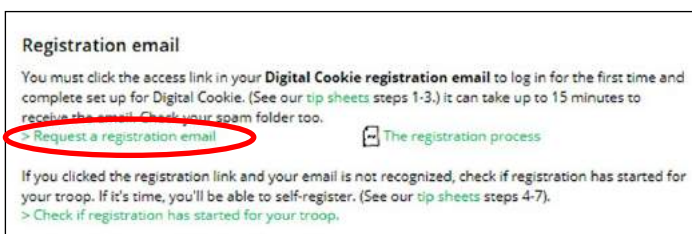


No Registration Email Received

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.



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.

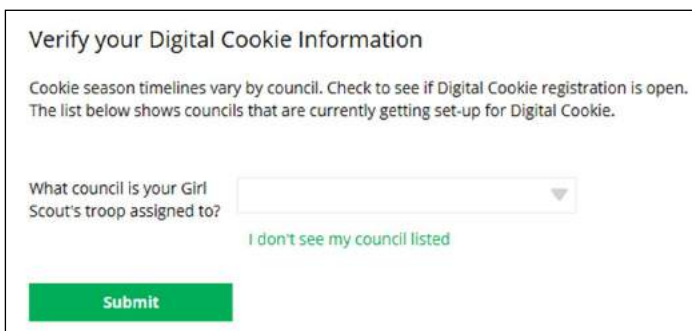


If your email address is not recognized and your Girl Scout is a registered member, you can choose "check the email address that's on file for you."

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.



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.

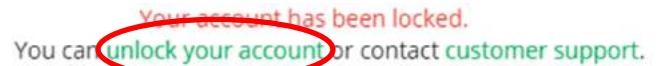
Girl Scout First Name:	Amanda	All fields required
Girl Scout Last Name:	Green	
Girl Scout Troop:	12350	
Girl Scout Date of Birth (for security reasons)	<input type="text" value="mm/dd/yyyy"/>	
Parent First Name	<input type="text"/>	
Parent Last Name	<input type="text"/>	
Parent Email	<input type="text"/>	

Cancel
Submit

Unlock Account

1

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.



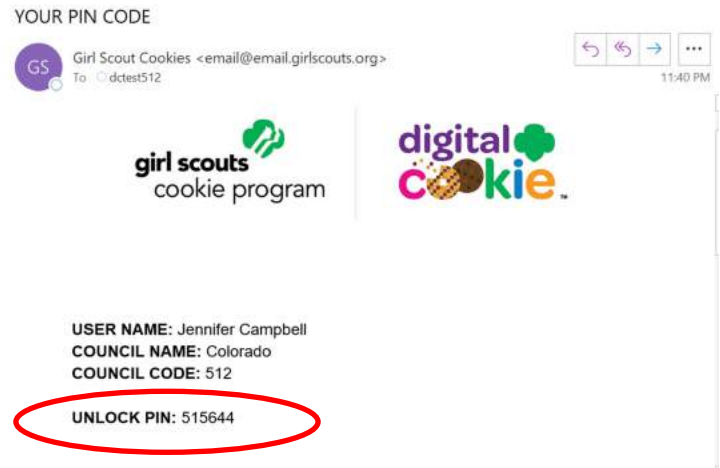
Your account has been locked.
You can **unlock your account** or contact [customer support](#).

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.

3

You will be sent an email with the subject: “Your Pin Code” from “Girl Scout Cookies” (email@email.girlscouts.org). Check your junk/spam/promotions if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.



You will have a Pin Code in the email.

4

Enter that Pin Code back in Digital Cookie on the unlock screen, then click on “Verify”.

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.

Otherwise, login and get started with your Digital Cookie experience.

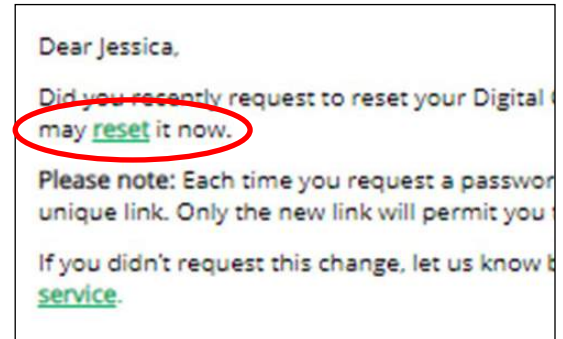
Forgot/Reset Password

1 Go to digitalcookie.girlscouts.org, click “Forgot password,” and enter the email address associated with your Girl Scout’s Digital Cookie registration.

2 You will be sent an email with the subject “Your Digital Cookie Password Change” from “Girl Scout Cookies: (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders and be add email@email.girlscouts.org to your “safe sender” list.

Open the email and click “Reset.”

If you requested multiple password reset emails, click on the most recent email you received.



3 You will be taken to a page to reset your password.

Reset your New Digital Cookie Password

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

Password

Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, #, or \$.

Confirm Password

4 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 select “Contact Customer Support” to be taken to a customer service form.

Select “Password Reset” to be complete information so we can assist you.

