Digital Cookie®

GSOH Volunteer Digital Cookie Access

<u>Eligible</u> Troop Cookie Program Coordinators (TCPCs) will be added to Digital Cookie daily beginning December 15.

- Only TCPCs with eBudde access will receive a Digital Cookie registration email.
- TCPCs who do not have eBudde access should email customercare@gsoh.org to determine what troop or volunteer eligibility requirements they need to complete.
- Tips: Make sure myGS account is updated with the correct email and add email@email.girlscouts.org to your contacts list.

Registration Steps

1. Receive Email
   - Sender: **"Girl Scout Cookies"** email@email.girlscouts.org
   - Subject: Cookie season is almost here! Help your troop reach their goals with Digital Cookie.

2. Check promotions, junk, and spam folders for email and submit a help request here if you still do not see it.

3. **Click "Register Now" In Email**

4. Create Password and Login
   - <u>All users</u> must register through their Digital Cookie registration email every year. This is the case regardless of whether a volunteer has used Digital Cookie during a previous Cookie Program.
   - Digital Cookie cannot be accessed for the first time without a registration email.
   - New and returning users must complete initial registration through the website. <u>It cannot be done through the app.</u>

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Training Material Index for GSOH Volunteers

Registration

Volunteer Login	Tip Sheet
Forgot Password/Password Reset	Tip Sheet
Unlock Account	Tip Sheet
No Registration Email	Tip Sheet

Site Use

Service Unit Access	Tip Sheet	
Troop Dashboard	Tip Sheet	Video
Troop Site Setup/Links	Tip Sheet	Video
Troop Pickup Orders	Tip Sheet	Video
Troop Refunding Orders	Tip Sheet	Video
Troop Cheers	Tip Sheet	

Mobile App

Mobile App Troop	Tip Sheet	Video

Customer Support

Digital Cookie Support	• https://gsoh.formstack.com/forms/digital_cookie
Direct Shipped & In-Person Delivery Order Inquiries	• Order Status Page • Customer FAQs • Contact Customer Support with an Order Issue
Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	• Volunteer FAQs • Parent/Girl Scout FAQs • Contact Customer Support with a System Issue