

## No Registration Email Received

In order to receive a Digital Cookie registration, your Girl Scout must be registered for the current Girl Scout year and your council will need to have the correct email address on file for her parent/guardian. If you have opted out of receiving emails from the council, skip to Step 4.

1

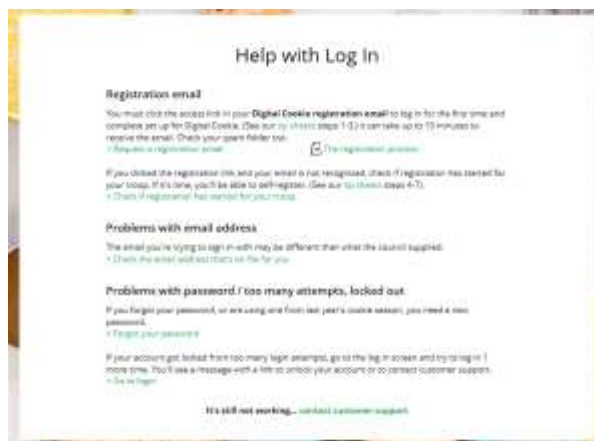
Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) with the subject “Register for the Digital Cookie Platform Today”. If you do not see the email there, follow these steps to get registered for Digital Cookie.

2

Go to [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and click the “Need help to log in” link. (For best results, use the most up to date web browsers)



You will get a screen of steps you can use to try and get registered for Digital Cookie.



3

Start by clicking on the “Request a Registration Email” and enter the email address that you used to register your Girl Scout.

### Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Cancel Submit

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, [contact customer support](#).

Be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) to your address book so you get your email!

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.

4

If you get a red message:

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.](#)

and you think your Girl Scout is a registered Girl Scout member with your council, you can choose “check the email address that’s on file for you”

5

You will select your Girl Scout Council

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 Cookies.

What council is your Girl Scout's troop assigned to?

Submit

Contact Customer Support

6

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

Verify your Digital Cookie Information

Look up the parent contact information that's on file for your Girl Scout. If you don't know the troop number, please contact your Troop Leader or council for assistance.

What council is your Girl Scout's troop assigned to?

Girl Scout First Name:

Girl Scout Last Name:

Girl Scout Troop Number:

[Contact Customer Support](#)

If your Girl Scout's information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact your council, Troop Leader or Customer Support for assistance.



7

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.

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

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.



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.



**Update Your Digital Cookie Information**

Any updates to parent information will be reviewed by the council as a security step; you will receive an email confirming the status of your update and if you change your email, a registration email will also be sent.

Girl Scout First Name:  [View History](#)

Girl Scout Last Name:

Girl Scout Troop:

Girl Scout Date of Birth:

Parent First Name:

Parent Last Name:

Parent Email:

[Contact Customer Support](#)

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.



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



**Add Parent Contact Information**

Parents or parent information provide the most critical link between you and your child. Please enter the details for the parent or guardian who will be receiving your child's registration information.

Girl Scout First Name:

Girl Scout Last Name:

Girl Scout Troop:

Girl Scout Date of Birth:

Parent First Name:

Parent Last Name:

Parent Email:

As in step 8, 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