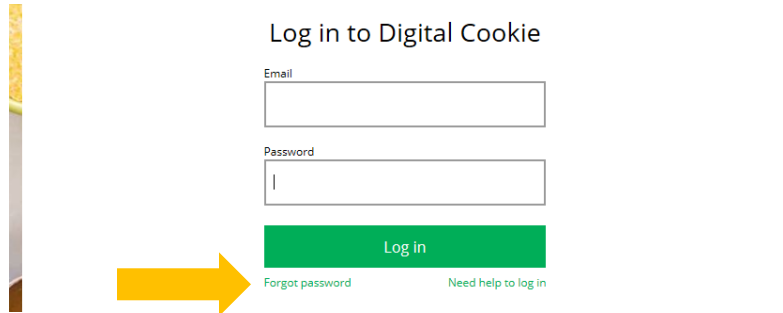


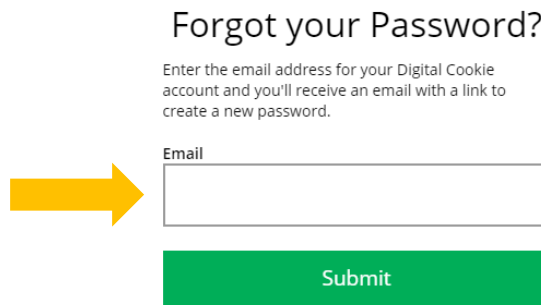
Digital Cookie[®]

Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the “Forgot password” link.



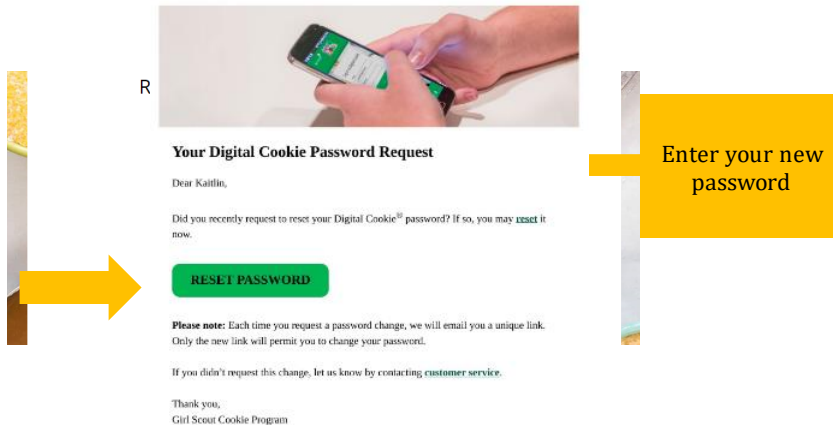
Step 2: Enter the email address associated with your Girl Scout’s Digital Cookie registration.



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) 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 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.

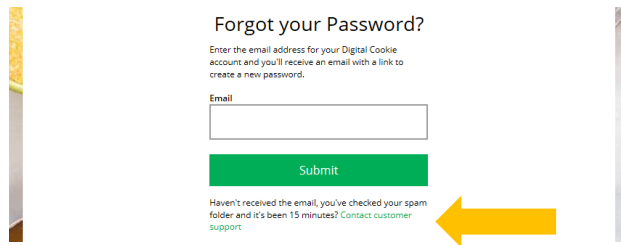
Digital Cookie 2024: Forgot Password/Password Reset

Distributed by GSUSA – 06/30/2023

© 2023 Girl Scouts of the United States of America. All Rights Reserved.

Digital Cookie®

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.



Step 6: Select “Password Reset” then complete the online form for customer support.

Contact Us	Tutorials
<p>Account Management</p> <ul style="list-style-type: none"> Registration Locked account / Password reset Incorrect account information <p>Cookie Page Setup</p> <ul style="list-style-type: none"> Cookie page setup <p>My Cookie Customers</p> <ul style="list-style-type: none"> Customer list Marketing emails <p>My Cookie Orders</p> <ul style="list-style-type: none"> Order details Order issues Mobile app 	<p>FAQs</p> <ul style="list-style-type: none"> FAQs on all topics <p>Additional Topics</p> <ul style="list-style-type: none"> eBuddle™ System errors Other questions or issues <p>How are we doing?</p> <p>Share ideas & feedback</p>
	<p>4 EASY STEPS to Get Started with Digital Cookie</p> <p>Learn About Cookie Orders</p> <p>How to Use Your Troop Dashboard</p> <p>Tip sheets</p> <p>Live Chat</p>

Next Steps: Site Registration
Site Setup

Digital Cookie[®]

My Account Tab

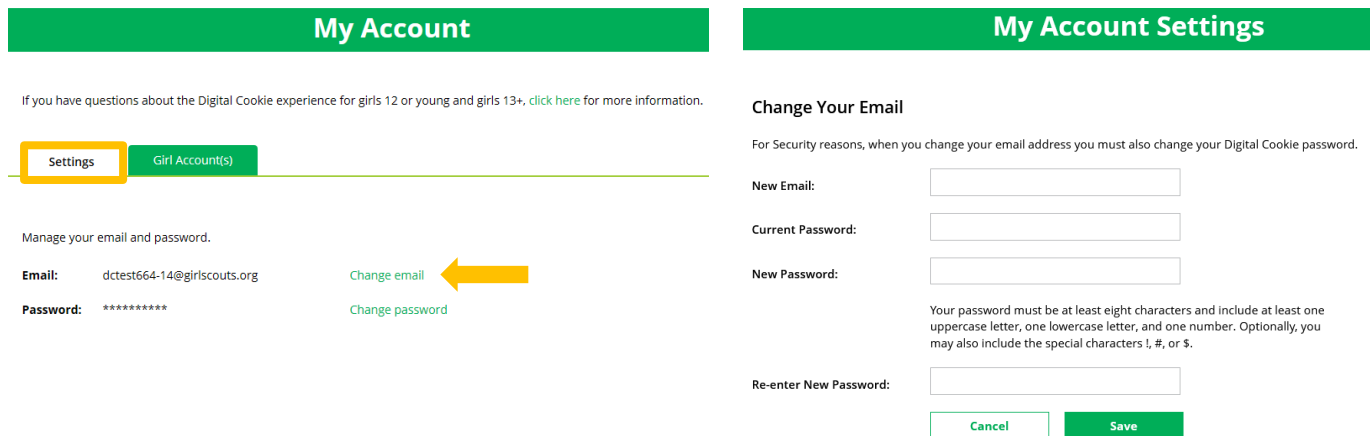
Use this tab to update your email address or password, or girl information.

Step 1: While logged into Digital Cookie, click on the “My Account” at the top of the page.



Step 2: You can either change your email or password OR click on the “Girl Account(s)” to change the Girl Scout’s name or email address (if she is 13 or over)

Step 3: Clicking on the “Change email” link will give you a screen to update your email address.



Step 4: If you are also a troop or service unit volunteer, you cannot change your email address here. You will need to update your email address in your baker software instead.

Step 5: Clicking on the “Change Password” will give you the opportunity to update your password

Digital Cookie[®]

Step 6: Clicking on the “Girl Account(s)” tab will allow you to update the preferred first name and email address if the Girl Scout is 13 or over.

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, [click here](#) for more information.

Settings

Girl Account(s)

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	Alicia Martinez	07/01/2006	9999998985	12362	Alicia	---	Edit

NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.

Digital Cookie[®]

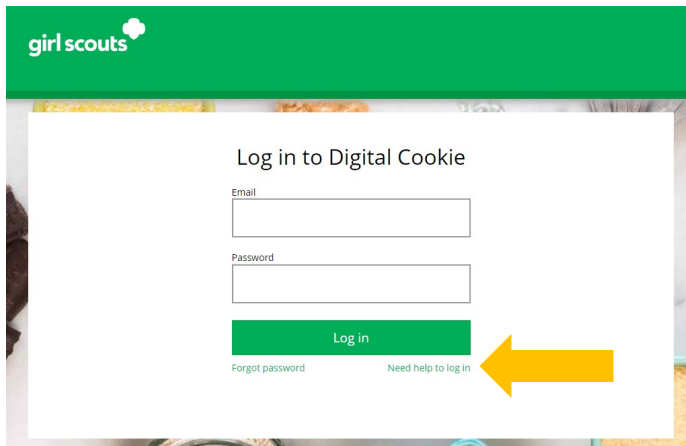
No Registration Email Received

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

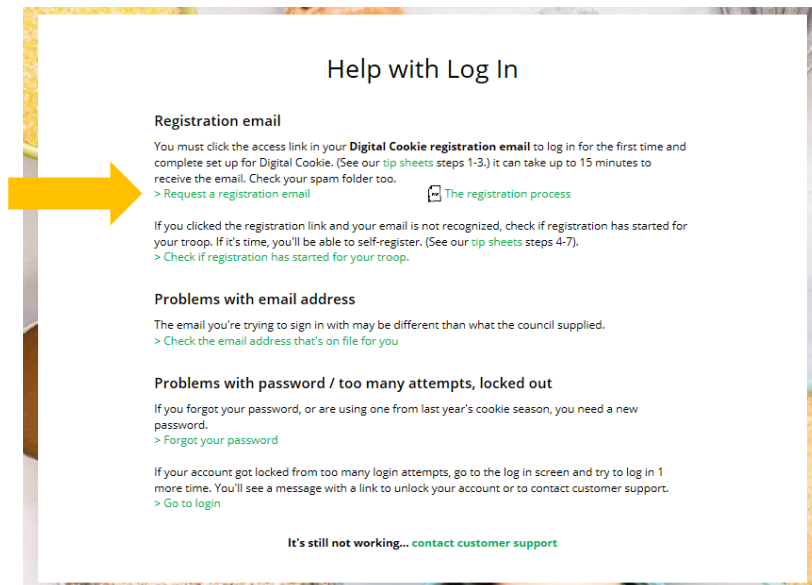
Step 1: Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookies” (email@email.girlscouts.org) with the subject “It’s time to register your Girl Scout for Digital Cookie!”. If you do not see the email, follow these steps to get registered for Digital Cookie.

Step 2: Go to 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.



Digital Cookie®

Step 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.

Email

Be sure to add email@email.girlscouts.org to your address book so you get your email!

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](#)

Step 4: 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 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 local council, you can choose “check the email address that’s on file for you”

Step 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 Cookie.

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

[I don't see my council listed](#)

[Contact Customer Support](#)

Digital Cookie®

Step 6: Then enter your Girl Scout’s first name, last name, and 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.

All fields required

What council is your Girl Scout's troop assigned to: Louisiana East

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.

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.

[Close](#)

Step 7: If your Girl Scout and her primary caregiver 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.

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



If the primary caregiver 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 the baker software.

Digital Cookie®

Step 8: 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: Isabel All fields required

Girl Scout Last Name: Garcia

Girl Scout Troop: 12359

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 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.

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.

Step 9: If the Girl Scout is imported but her caregiver information is not on file, you can add the caregiver information.

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):

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

Digital Cookie®

Troop Cheers

You can help inspire Girl Scouts in your troop by sending a cheer to celebrate their achievements or encourage them to keep reaching for their goals.

Step 1: Troop volunteers can “Send a Cheer” from the button on your homepage or the “Cheers” tab.

Troop Sales

Troop goal not set
100 sold / 0 troop goal not set

0 sold online, 100 sold offline

Inspire someone in your Troop!

Send a Cheer

Troop's Virtual Booth Sales

Cookie Goal 1000
My Progress 1,000 packages to go!

0 Shipped / 0 Delivery / 0 In Hand / 0 Donated / 0 Pick-up

[My Account](#) [Log Out](#)
You are viewing as:
[Troop 3300 of Service Unit 601](#) ▼

Dashboard
Orders
My Troop
My Troop Orders

Cheers

Virtual Booths

Step 2: In the Cheers module, you can see the Girl Scouts in your troop and the percentage of their sales towards their goal.

You can then select the “Pick a cheer to send” drop down next to the name of the Girl Scout you wish to cheer.

Send a Cheer to Girl Scouts in your Troop

Cheer on the members of Troop 4118!

Your fellow Girl Scouts are working hard this cookie season. Send your troop members some words of encouragement.

🔍 Search for a Troop Member:

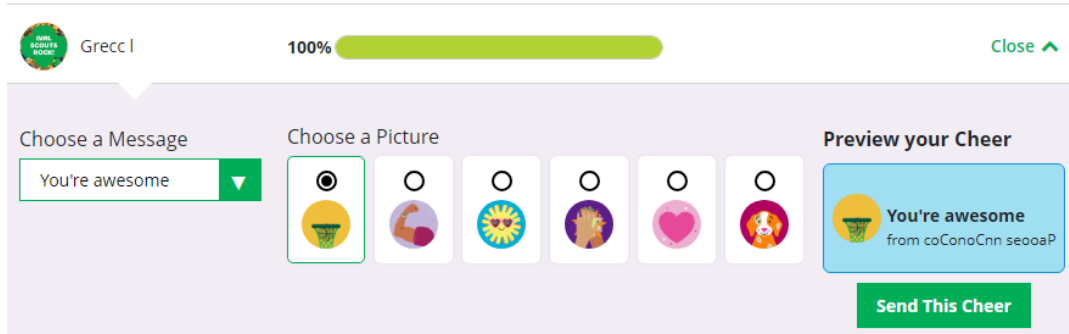
Search

TROOP MEMBER ▲	GOAL PROGRESS ▲	
coConoCnn s	0% <div style="border: 1px solid #ccc; width: 100px; height: 15px; display: inline-block;"></div>	<div style="border: 2px solid orange; padding: 2px;">Pick a cheer to send ▼</div>
Grecc l	100% <div style="background-color: #008000; width: 100px; height: 15px; display: inline-block;"></div>	Pick a cheer to send ▼

Digital Cookie[®]

Step 3: Volunteers will see a choice of .gif images and short messages you can send. As you select the message and image you will see a preview of the cheer and then can click “Send this Cheer.”

The Girl Scout will then be able to see the Cheer on her dashboard. Girl Scouts are unable to send a Cheer back to volunteers or customers.



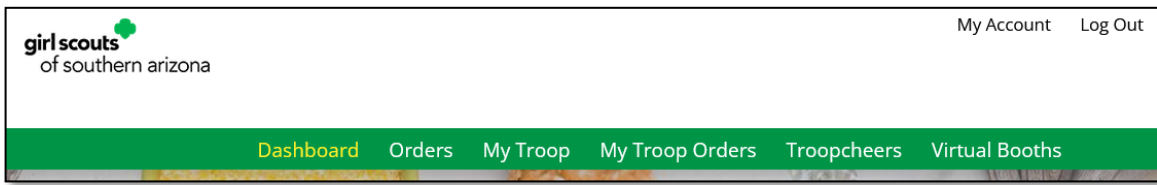
Digital Cookie[®]

Troop Dashboard

Your Digital Cookie Dashboard has information that helps you support your Girl Scouts and their parents in their Digital Cookie sales.

All appointed Troop Leaders and Cookie Volunteers for the troop should have access to this Dashboard when they login to Digital Cookie.

There may be up to six tabs on your troop dashboard.



[Dashboard](#)

[Orders](#)

[My Troop](#)

[My Troop Orders](#)

[Troop Cheers](#)

[Virtual Booths](#)

Dashboard

The dashboard has five sections.

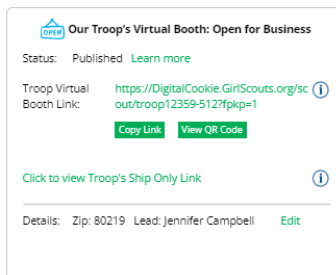
[Troop Virtual Booth Info](#)

[Pending Virtual Booth Orders](#)

[Troop Rewards Deadline](#)

[Troop Online Sales and Marketing + Troop Goal Progress Reports](#)

1. Troop Virtual Booth Info



For more details about this section and setting up your Troop Cookie Link, please see the "Troop Virtual Booth Link" tip sheet.

Digital Cookie®

2. Pending Virtual Booth Orders

Pending Virtual Booth Orders

Delivery orders pending approval: **0 orders**
 Delivery orders pending delivery: **0 orders**

Pickup orders pending approval: **1 orders**
 Pickup orders pending pick-up: **0 orders**

Girl Orders

Delivery orders pending approval: **0 orders**
 Delivery orders pending delivery: **2 orders**

Girls with a cookie delivery change: **4 girls**

This section will let you know if your Virtual Booth Link OR any Girl Scouts in your troop have an order that needs to be approved or delivered.

It will also let you know if any parents have turned off a cookie variety or in-person delivery in their site. For details on that function for parents, view the “My Cookies-Delivery Settings” tip sheet.

3. Troop Rewards Deadline

Troop Rewards

Troop Reward End Date

12/31/2022

Save

If you have a need for your girls/parents to submit their rewards choices to you earlier than the date the council has set, you can change this date.

4. Troop Online Sales and Marketing

Troop Sales

919 packages to go!
81 sold / 1,000 troop goal

81 sold online, 0 sold offline

Inspire someone in your Troop!

Send a Cheer

Troop's Virtual Booth Sales

Cookie Goal 34

My Progress 34 packages to go!

0 Shipped / 0 Delivery / 0 In Hand / 0 Donated / 0 Pick-up

Troop Online Sales and Marketing

Total Digital Sales

Orders placed: 38
Packages sold: 2,015
Girl Scouts: 8

Online Sales by Cookie

Girls Campaign Statistics

Online Sales by Delivery

These two sections will show you the sales for the girls in your troop at a glance. It's a great way to make sure they are actively participating in reaching their customers. You can also send Cheers to the girls from here.

Digital Cookie[®]

5. Reports

Reports: Troop 12359

	All Order Data	For each girl see full order details including varieties, delivery type, etc.	Get Report
	Initial Order	8/24/22 Parent's due date 8/24/22 Troop due date	Get Report
	Cookie Badges	See the steps girls completed for their cookie badges and entrepreneur pin.	Get Report
	Rewards Selection	See which rewards girls have selected to enter in your baker software.	Get Report

You have four reports to view that can help you manage your girl's Digital Cookie activity.

- *All Order Data* will show you details on every order for every girl.
- *Initial Order* (If applicable) will show you the initial paper order card entry by the parents to allow you to compare what is in the baker software if desired.
- *Cookie Badges* will let you know if girls are completing any of the Cookie Business badges and/or the Family Entrepreneur Pins. Encourage them to complete these with their families to increase their cookie program learnings!
- *Rewards Selection* will be helpful if your council enabled girls to select their rewards in Digital Cookie. You simply pull this report and enter their choices in to the baker software without needing to track down each choice for each girl in the troop.

Orders

If this tab is greyed out, this functionality is not currently offered by your council. Please contact your council if you need to refund an order.

If the tab is available to you, you will see the information you need to look up order details for any order in your troop. You can then refund an order if necessary. For more information, please see the "Troop Refunding Orders" tip sheet.

Orders

Search for ● Orders ⓘ

Customer Information	Girl/Parent	Organization
Order # <input type="text"/>	First Name <input type="text"/>	Girl First Name <input type="text"/>
Date Range <input type="text"/> to <input type="text"/>	Last Name <input type="text"/>	Girl Last Name <input type="text"/>
Order Status <input type="text"/>	Phone <input type="text"/>	GSUSA ID <input type="text"/>
Payment Status <input type="text"/>	Email <input type="text"/>	Site URL <input type="text"/>
		Parent Email <input type="text"/>
		Council Name <input type="text" value="Colorado"/>
		Council Code <input type="text" value="512"/>
		SU Name <input type="text" value="UAT 16#8799500948001"/>
		SU ID <input type="text" value="1016"/>
		Troop # <input type="text" value="12359"/>

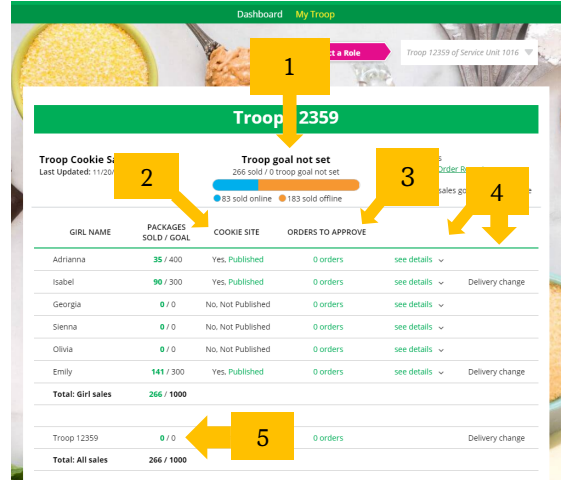
Orders Pending Validation See List

[Search](#)

Digital Cookie[®]

My Troop

Use this tab to see many sale details for each girl in the troop.



- 1. Troop Goal**
 This pulls the troop goal set in the baker software and measures the troop’s progress towards that goal. If the goal has not been set yet, it shows total troop’s sales to date.
- 2. Cookie Site**
 If the Girl Scout’s site is published, click on the link to be taken to their customer facing site. If it shows as Not Published, offer to help the family to get started and see sales roll in.
- 3. Orders to Approve**
 If your council has In-Person Delivery available, this will indicate if the family has any orders that need approving.
- 4. See Details/Delivery Change**
 Clicking “See Details” will bring up details on the girl, her orders, her email marketing to customers and if her parent has turned off delivery or any varieties (if available in your council).

GIRL NAME	PACKAGES SOLD / GOAL	COOKIE SITE	ORDERS TO APPROVE
Adrianna	35 / 400	Yes, Published	0 orders see details v
Isabel	90 / 300	Yes, Published	0 orders see details ^ Delivery change

COOKIES SOLD	PARENT / GUARDIAN	DELIVERY SETTINGS	CUSTOMERS EMAILED
Online: 23 Offline: 67 Total: 90	Jessica Garcia dctest512-1@girlscouts.org	Girl Scout delivery: Inactive Cookie varieties: Off	Marketing emails: 0

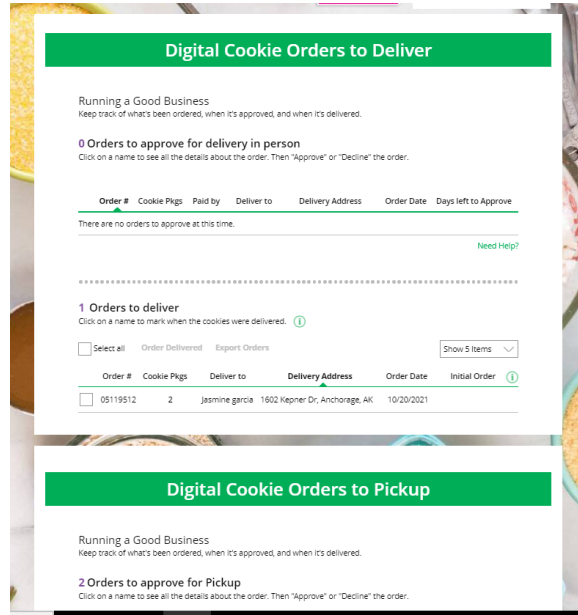
- 5. If your troop link has been published you will see what the goal is for the Troop ##### “girl”, you can click the link to go to the troop site and you can see any sales that have come in for the troop link.**

Digital Cookie[®]

My Troop Orders

For details on the delivered orders section, view the girl delivery tip sheet.

For details on the pickup orders section, view the Troop Pick Up orders tip sheet.



Troop Cheers

Troop Volunteers can send the Girl Scouts in their troop cheers the same way the troop members can send them to each other. The difference is that girls can't cheer back to volunteers. For more details on how Cheers works, see the Cheers Tip Sheet.

Send a Cheer to Girl Scouts in your Troop

Cheer on the members of Troop 3300!

Your fellow Girl Scouts are working hard this cookie season. Send your troop members some words of encouragement.

🔍 Search for a Troop Member:

TROOP MEMBER ▲

GOAL PROGRESS ▲



Coaaa n

0%

Pick a cheer to send ▼



eeaiZn a

0%

Pick a cheer to send ▼

Digital Cookie[®]

Virtual Booths

This is your Pick Up Order section. For details on this, please view the Troop Pick Up Orders Tip Sheet.

Booth Pick Up

[Virtual Booth Help](#)

Give customers an option to pick up cookies at a booth.

Add pickup to an existing booth

Select from your troop's cookie booths, add a start and end date for customers to see the pickup option.

38 Available Booths

Sort by:

Show:

<p>Chautauqua Mall</p> <p style="font-size: x-small;">Fairmount Ave Lakewood NY, 14750</p> <p style="text-align: right; font-size: x-small;">11/25/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>	<p>Cub Duluth</p> <p style="font-size: x-small;">615 West Central Entrance Duluth MN, 55811</p> <p style="text-align: right; font-size: x-small;">12/30/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>
<p>Family Video N Main St Mish</p> <p style="font-size: x-small;">5714 North Main Street Mishawaka IN, 46545</p> <p style="text-align: right; font-size: x-small;">12/30/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>	<p>Food City - Pikeville</p> <p style="font-size: x-small;">215 Cassidy Blvd Pikeville KY, 41501</p> <p style="text-align: right; font-size: x-small;">12/15/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>
<p>Kroger - Bellevue</p> <p style="font-size: x-small;">53 Donnermeyer Drive Bellevue KY, 41073</p> <p style="text-align: right; font-size: x-small;">11/15/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>	<p>Kroger - Burlington</p> <p style="font-size: x-small;">1751 Patrick Drive Burlington KY, 41005</p> <p style="text-align: right; font-size: x-small;">12/20/2021 12:00 AM - 12:00 AM</p> <p style="text-align: right; font-size: x-small;">Add pick up option</p>

Digital Cookie®

Troop Booth Pickup Orders

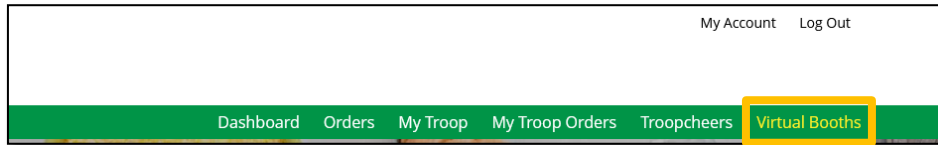
The ability for customers to purchase from your troop can happen at a booth, or virtually using Digital Cookie. One great feature your troop can offer customers is the option to pre-pay for an order for pickup at a cookie booth your troop has scheduled. Let customers know that if they choose that option, you are sure to have the cookies they want and it speeds up their cookie buying process-no waiting outside in the cold and rain to make an order.

To activate that for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.

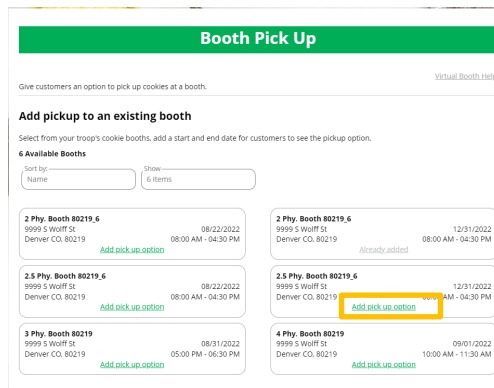
[Setup Customer View Orders](#)

Setup

Step 1: Start by navigating to the “Virtual Booths” tab on your troop dashboard.



Start by selecting an existing cookie booth from your list by clicking on “Add Pick-Up Option”



Digital Cookie®

Step 2: Once you have selected a booth to add a pickup option for customers to, you will need to enter a few details about when the customer will see that pickup location as an option.

NOTE! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.

Step 3: If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.

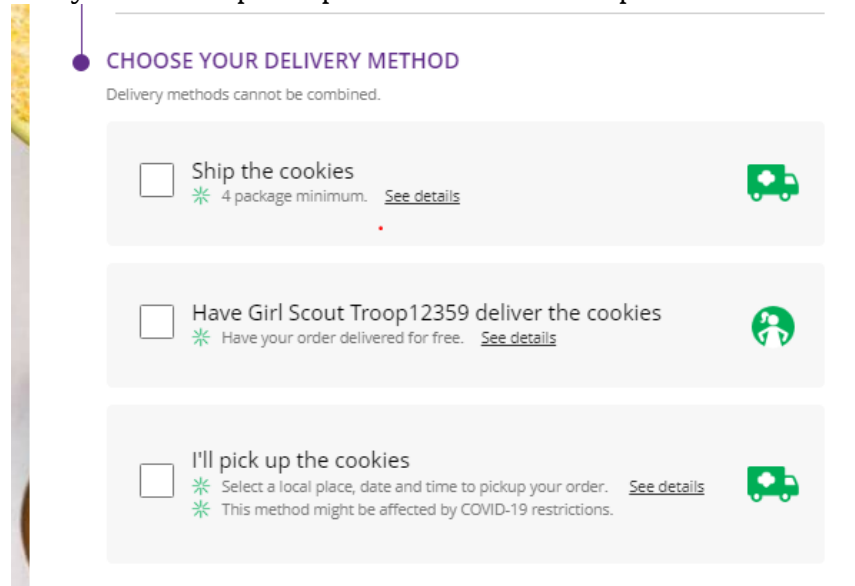
Important! If you cancel a booth in the bakers system, you must delete the booth from here so customers can no longer select it as a pick-up option. Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them

Digital Cookie[®]

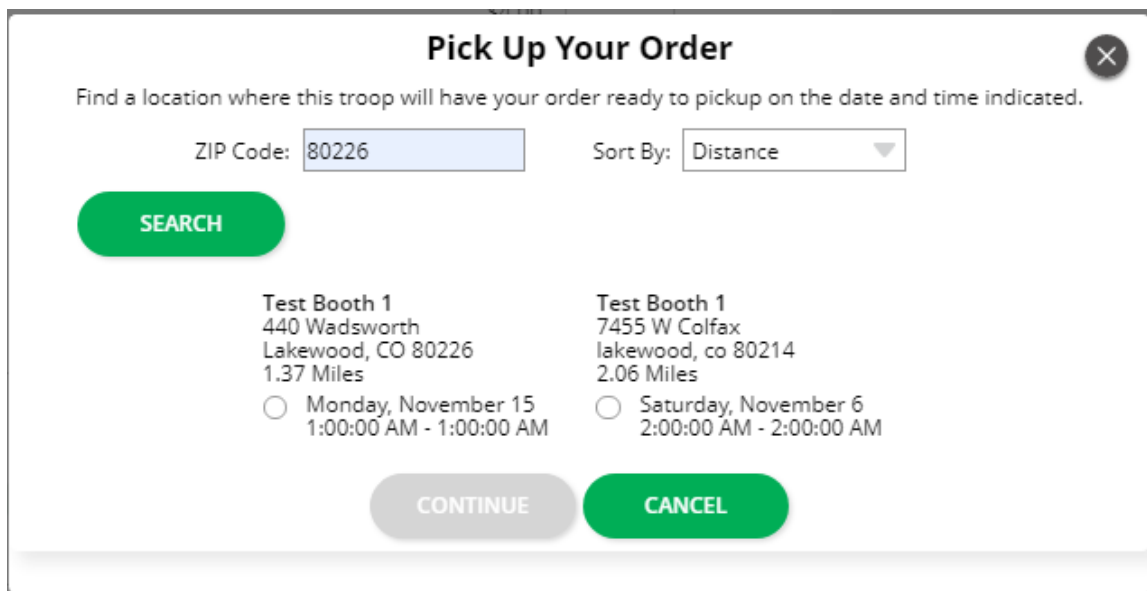
Customer View

When the customer gets your troop link and wishes to make a pickup order, here is what it will look like for them.

Step 1: They select “I’ll pick up the cookies” as an option at checkout



Step 2: They will be asked for a zip code and see your booths with pick up options closest to that zip code. They will select with booth location and date/time they want to pick up those cookies.



Digital Cookie®

Step 3: The checkout screen will automatically populate the address as the pickup location.

Order Checkout

PICK UP INFORMATION

First Name Last Name

CEO or Company Name (optional)
Test Booth 1

Address 1
7455 W Colfax

Address 2 (optional)

City lakewood State Colorado Zip Code 80214

Phone Number

Billing Email (in case we need to reach you)

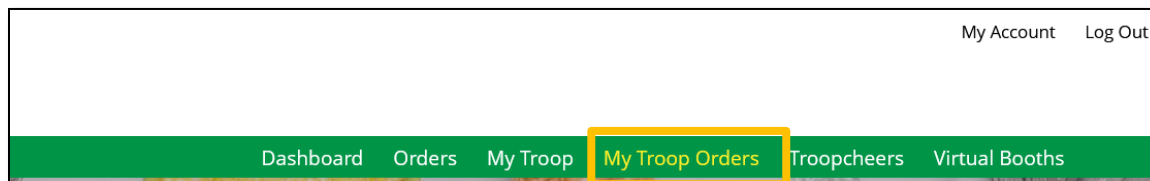
CONTINUE

Customers will receive an email letting them know their order needs to be approved and letting them know if it was approved or not after you review it. If it was approved, it will also remind them of when/where they are picking up their cookies.

Orders

As customers order cookies to be picked up at your cookie booth, those orders will need to be reviewed and approved within 5 days of the order being placed.

Step 1: To review the orders navigate to your “My Troop Orders”



Digital Cookie®

Step 2: Scroll down until you see the pickup orders section, below the delivery section.

Digital Cookie Orders to Pickup

Running a Good Business
Keep track of what's been ordered, when it's approved, and when it's delivered.

5 Orders to approve for Pickup
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Select all in view [Approve Order](#) [Decline Order](#) [Show 5 Items](#) ▾

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05119495	6	Jasmine garcia	Jasmine garcia	Chautauqua Mall, Lakewood, NY	10/15/2021	5

4 Orders to Pickup
Click on a name to mark when the cookies were pickedup. ⓘ

Select all [Order Pickedup](#) [Export Orders](#) [Show 5 Items](#) ▾

Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	Initial Order ⓘ
<input type="checkbox"/> 05119495	6	Jasmine garcia	Chautauqua Mall, Lakewood, NY	10/15/2021	
<input type="checkbox"/> 05119045	8	Leslie Thomas	Chautauqua Mall, Lakewood, NY	10/7/2021	

You can check the box in front of the customer order to approve or decline it. If you approve it, it will move into the “orders to pickup” section. In the orders to pickup you can click on any of the column headers to sort the orders. You can also check the boxes in front of the orders to select some or all of the orders to export to get a list of orders to prepare for your booth sale,

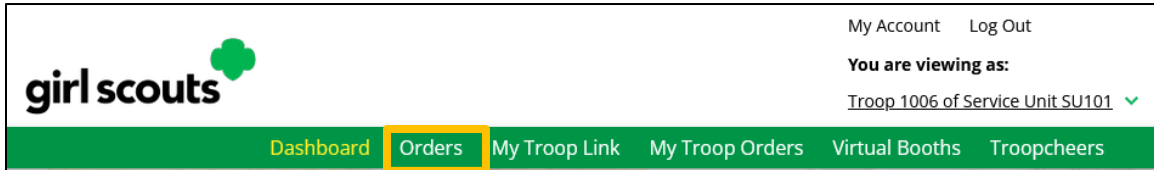
When the customer has picked up their order, be sure to mark the order as “Order Picked Up” so that it will clear out of your list of orders that need attention.

Digital Cookie[®]

Troop Refunding Orders

If your council has enabled this function, as a troop volunteer you will have the ability to refund in-person delivery, pickup and donation orders to customers.

Step 1: Start by navigating to the “Orders” tab on your troop dashboard. If it is a lighter color or you can’t click on it, your council has not enabled it and you will need to consult your council to make any customer refunds.



Step 2: On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last, min 2 letters)

The screenshot shows the 'Orders' search form. It has a green header with the word 'Orders'. Below the header, there are several search criteria sections: 'Search for' (with a radio button for 'Orders'), 'Customer Information' (with fields for Order #, Date Range, Order Status, Payment Status, First Name, Last Name, Phone, and Email), 'Girl/Parent' (with fields for Girl First Name, Girl Last Name, GSUSA ID, Site URL, and Parent Email), and 'Organization' (with fields for Council Name, Council Code, SU Name, SU ID, and Troop #). There is a 'Search' button at the bottom center and an 'Export to Excel' link at the bottom right.

When you click “search” the results will come up if any match

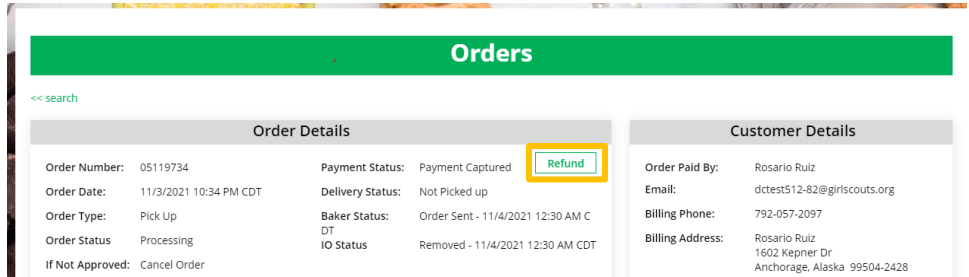
The screenshot shows the search results table. It has a green header with the word 'Search' and an 'Export to Excel' link. The table has the following columns: Order Date, Order #, Order Type, Customer Name, Total, Order Status, Payment Status, Girl Name, Council Name, and Troop #. The table contains one entry: 11/3/2021 10:34 PM CDT, 05119734, Pick Up, Rosario Ruiz, \$16.00, Processing, Payment Captured, Troop12359 Site, Colorado, 12359. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has navigation links: First, Previous, 1, Next, Last.

Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

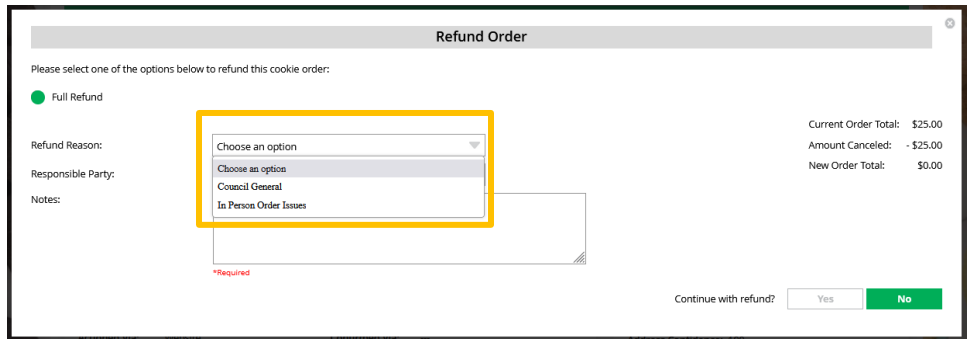
Click on the green order # to bring up the order details to begin processing a refund.

Digital Cookie®

Step 3: The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.



Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.



You will select an option for refund reason. In general, you will choose “In person delivery issues” unless otherwise instructed by your council.

Then add information to the notes section so that if anyone looked at this order in the future they would know why the refund was made. This might be a national customer service person, so please give a thorough explanation.

Once all the information has been completed, click Yes to continue with the refund. At that point, the automated process to refund the consumer will execute. Depending on the customer’s bank, it can take a few weeks until their bank will show the refund on their account.

To verify the refund went through, you can scroll to the bottom of their order details and see “refund_follow_on” in the “Payment Transactions” section and see the date the system processed it.

Type	ID	Status	Amount	Date
AUTHORIZATION	B80P0EC746E4	SUCCESSFULL	\$16.00	11/3/21 10:34 PM CDT
CAPTURE	B30P3B1E8585	SUCCESSFULL	\$16.00	11/4/21 12:24 AM CDT
REFUND_FOLLOW_ON	B40P0E8B7396	SUCCESSFULL	\$16.00	11/4/21 12:42 AM CDT

Digital Cookie®

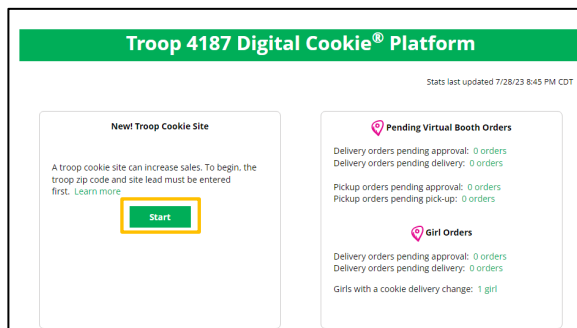
Troop Virtual Booth Links

Your Troop Virtual Booth links will help your troop make sales online instead of, or in addition to, your regular in person cookie booths. When you set up your Troop Virtual Booth site, there may be two links you can use, depending on your council's settings. These links will let your troop reach new customers in your local community and beyond.

Setting up your Troop Virtual Booth Site

Step 1: The first time a leader or cookie volunteer for the troop logs in to their volunteer role in Digital Cookie, they will see a place to begin the process to have a troop virtual booth link.

To begin, click the “Start” button.



Step 2: You will be asked to enter a zip code for your troop. Enter one that is representative of the majority of the Girl Scouts in your troop

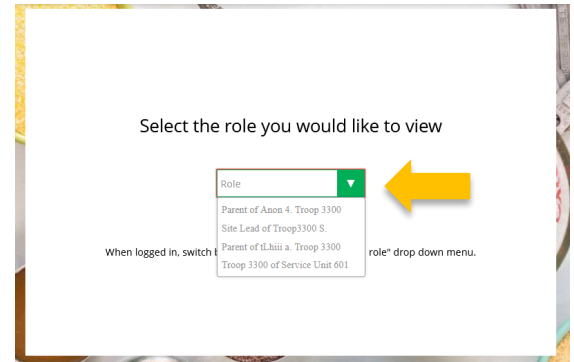
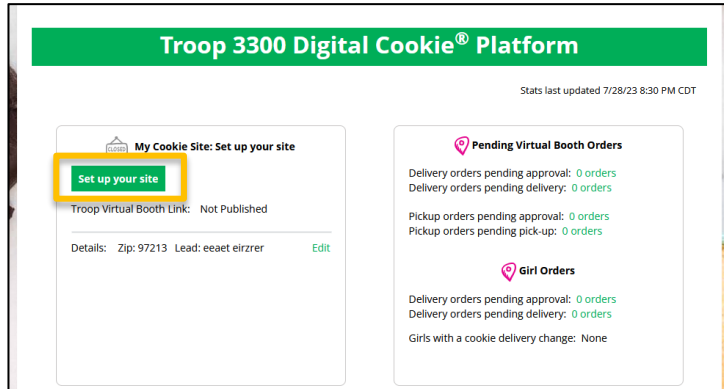
You will also select a name from the drop down of one of the volunteers from the troop to serve in the role of “Troop site lead”. The Troop site lead will be responsible for working with the Girl Scouts in the troop to set up the Troop site and approving orders.

Once the first volunteer for the troop has made those selections, everyone will see the selections that have been made and can change them if needed.

Digital Cookie®

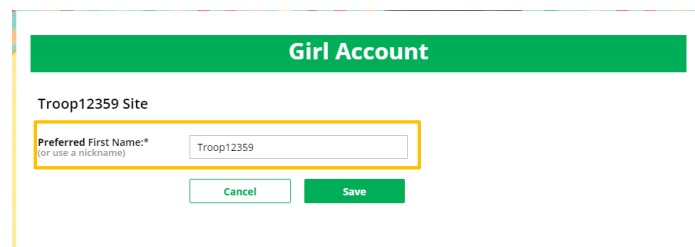
Step 3: If you assigned yourself to be the troop site lead, your dashboard will be updated with a Set up your site button. If you have assigned another troop cookie volunteer to be the troop site lead, the next time they log into Digital Cookie they will see the new role in their role selector drop down.

To begin setting up the troop site, click set up your site.



The site lead will then need to complete the registration process as if the troop were a new Girl Scout by possibly watching the safety video and accepting the terms & conditions and Girl Scout pledge, plus activating the account.

It is important to leave the Preferred First Name as it appears so it's clear this is your Troop Site. If there is an issue with the troop number, please contact your Council Customer Care to resolve before proceeding.



After that, the Troop Site Lead will use the “Site Setup” to work with the Girl Scouts in the troop to create their message and photo/video. It functions the same way as the Girl Scouts’ Site Setup. Be sure to see the “*Site Setup Girl Scout Under 13*” Tip Sheet for additional information.

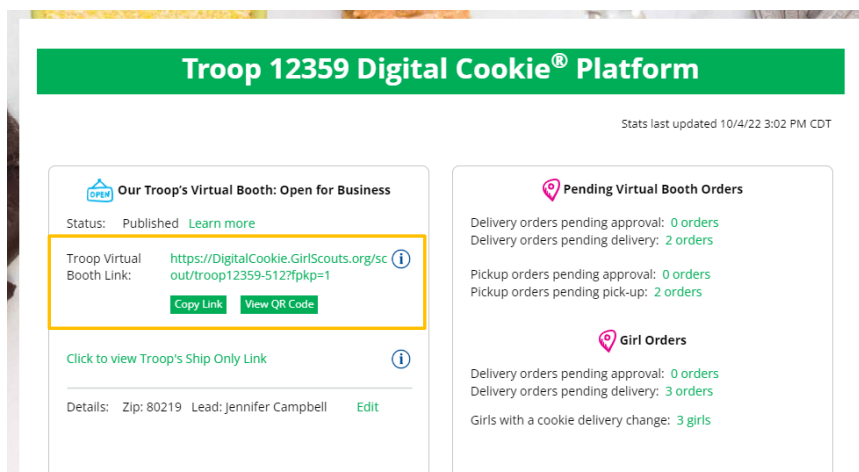
Once the site is published and the council’s sale is live, the troop will have two links to use if they wish for the cookie season.

Digital Cookie®

Troop Virtual Booth Link

From your Troop Dashboard, you may see two links available for your troop. If you only see one, your council has made a decision that the second link is not a good fit for the program at this time.

If you see both, the top link is your Troop Virtual Booth Link.



This link will function the same as any Girl Scout's link with Shipping, Donation, Delivery and In Hand (on the app) as options that customers can use when enabled by your Girl Scout Council. You can turn delivery off for the troop link the same way a caregiver can turn delivery off for their Girl Scout.

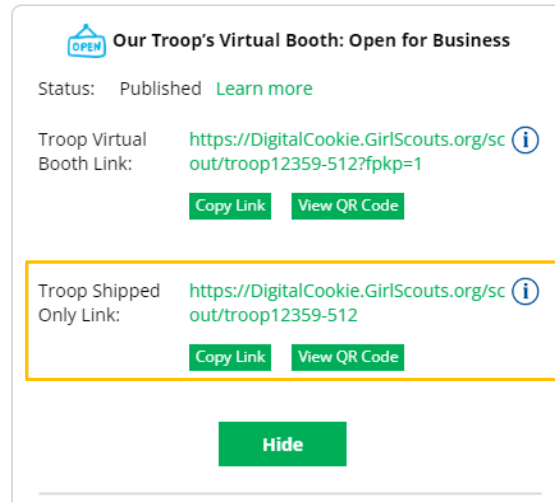
If pickup is an option in your council, this link will enable customers to select pickup orders as a delivery type. See the *Troop Pickup Orders* tip sheet for more information.

The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials. Your Girl Scout Council can provide ideas on how to best use your Troop's Virtual Booth Link.

Digital Cookie[®]

Troop Ship Only Link

The Troop Shipped Only link is available if you need a shipped/donated only link. You can find this beneath the Troop Cookie Link and if you click on it, you will see the full URL and QR code for this link.



This link will only allow customers to purchase Shipped and Donated orders. This link will be sent to the National Girl Scout Cookie Finder beginning National Girl Scout Cookie Weekend (check with your council for specific date).

Once your site is set up and published, there is nothing additional you will need to do in order to have your Troop Ship Only link appear to customers coming to the cookie finder to find a troop near them to purchase shipped cookies from.

All purchases on either of your links will appear in your troop records in your baker software. Your council team will share additional information about that with their training.

Digital Cookie®

Unlock Account

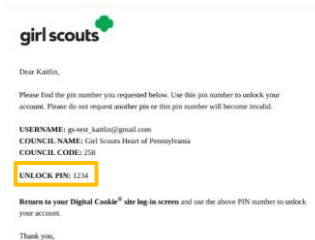
Step 1: If you have attempted multiple times to login at digitalcookie.girlscouts.org and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

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



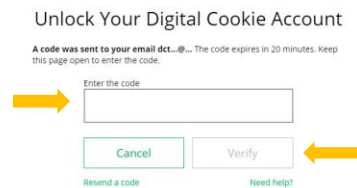
Step 3: You will be sent an email with the subject: “Your requested pin number” from “Girl Scout Cookies” (email@email.girlscouts.org). Check your junk/spam/promotions folders if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.

You will have a pin number in the email.



Step 4: Enter the pin code 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. Otherwise, login and get started with your Digital Cookie experience.

Digital Cookie[®]

Volunteer Registration/Login

Step 1: Watch for your registration email* from the Girl Scout Cookie Program ([email@email.girlscouts.org](mailto:email@girlscouts.org)). Your council will let you know what date to expect it. You may receive your volunteer email before parents have access. Be sure to add that email address to your safe senders list so you don't miss any emails!

**If you didn't receive a registration email, please see the "No Registration Email" tip sheet.*



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

(For best results, use the most up to date version of your web browser)

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

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 special special characters !, @, or %

Confirm Password:



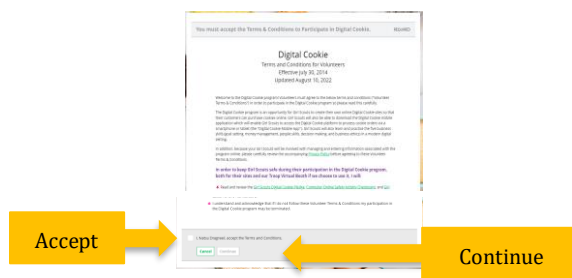
Step 4: Use your new password to log in. Remember to use the same email address where you received your registration email.

Digital Cookie[®]

Step 5: 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. Note you can’t proceed any further until you have viewed the video.

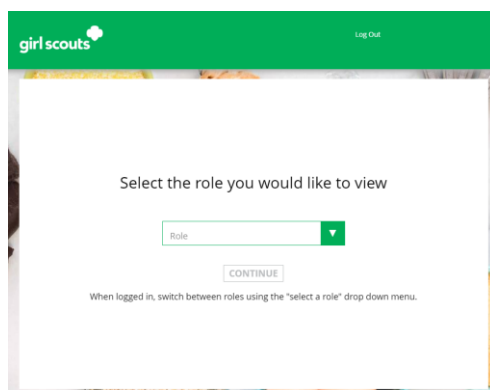


Step 6: Read and accept the Terms and Conditions-Volunteer. If you are also a parent, you will need to read and accept the Terms and Conditions for parent when parent access opens.



Step 7: If parent registration has opened in your council and you are also a parent of a Girl Scout under 13, you will see the girl pledge appear. If parent access has not opened, you will see it appear on your next login once parent access begins. See the “**Site Registration**” tip sheet for more information on the pledge.

Step 8 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.



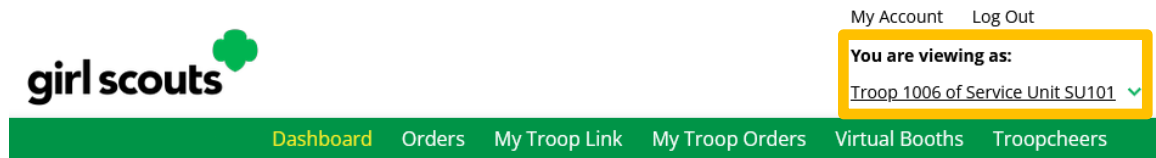
NOTE: If parent access has not opened in your council, you will not see your Girl Scout’s information or be able to access her site until it opens.

Once parent access has begun, if you have additional roles and aren’t taken to this screen OR all of your roles do not show up on the drop down, please contact your Girl Scout council for assistance.

Digital Cookie[®]

Step 9: For information on completing the girl registration process, please see the “Site Registration” tip sheet.

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 by using the drop down.



Next Steps: Troop Dashboard tip sheet