

# Digital Cookie®

## No Registration Email Received

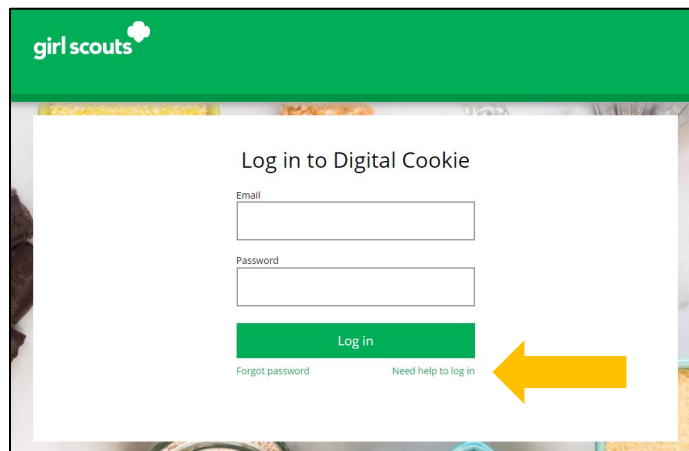
In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and the Girl Scout council will need to have the correct email address on file for the primary caregiver.

### Step 1: Check Inbox

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 “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](https://digitalcookie.girlscouts.org)

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.

### Help with Log In

**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.](#)

**Problems with email address**

The email you're trying to sign in with may be different than what the council supplied.

> [Check the email address that's on file for you](#)

**Problems with password / too many attempts, locked out**

If you forgot your password, or are using one from last year's cookie season, you need a new password.

> [Forgot your password](#)

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support.

> [Go to login](#)

It's still not working... [contact customer support](#)

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### Step 3: Request a Registration Email

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

The screenshot shows a form titled "Request a Digital Cookie Registration Email". It contains the following text: "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." Below this is an "Email" input field. At the bottom of the form are two buttons: "Cancel" and "Submit". Below the buttons, it says: "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!

### Step 4: Check Which Email is in Digital Cookie

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:

The screenshot shows an error message with the following text: "Email" followed by a red-bordered box containing "testdc512@girlscouts.org". Below the box, it says: "The email you entered is not recognized. Parents, check the email address that's on file for you. For others, click here for help." A yellow arrow points to the right from the text "check the email address that's on file for you".

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: Select Girl Scout Council

You will select your Girl Scout Council

The screenshot shows a form titled "Verify your Digital Cookie Information". It contains the following text: "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." Below this is a dropdown menu with the text "What council is your Girl Scout's troop assigned to?". Below the dropdown is a link: "I don't see my council listed". At the bottom of the form is a "Submit" button and a link: "Contact Customer Support".

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## Step 6: 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.

## Step 7: Viewing the Information in Digital Cookie

If the Girl Scout and 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

Send Registration Email

Send Registration Email

Update Details

Update Details

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 in your myGS account.

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## Step 8: Updating Wrong Information

To update your information, you will need to enter your Girl Scout's Date of Birth as a

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

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.

## Step 9: No Information Found

If the Girl Scout is imported but the 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