

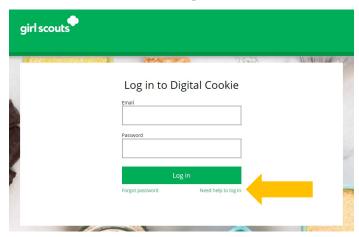
No Registration Email Received

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.

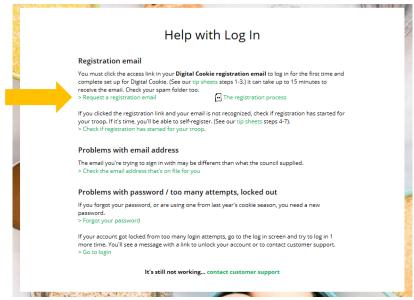
Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!". If you do not see the email, follow these steps to get registered for Digital Cookie.

Step 2: Go to <u>digitalcookie.girlscouts.org</u> and click the "Need help to log in" link.





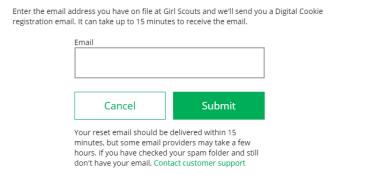
You will get a screen of steps you can use to try and get registered for Digital Cookie.





Step 3: Start by clicking on the "Request a Registration Email" and enter the email address that you used to register your Girl Scout.

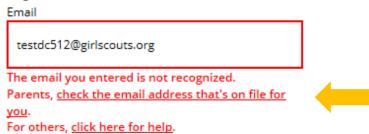
Request a Digital Cookie Registration Email



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

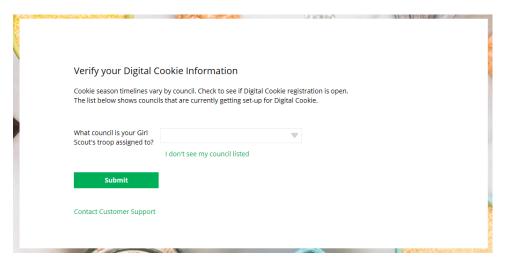
Step 4: If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

If you get a red message:



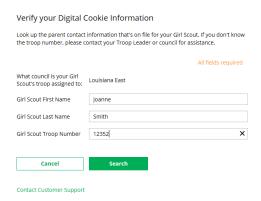
and you think your Girl Scout is a registered Girl Scout member with your local council, you can choose "check the email address that's on file for you"

Step 5: You will select your Girl Scout Council





Step 6: Then enter your Girl Scout's first name, last name, and troop number.



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.

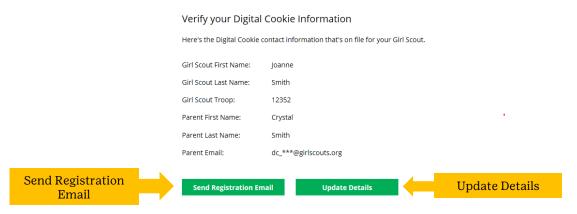
The information you entered could not be matched in the Council's Digital Cookie records. Please check the data and try again.

If the problem continues, contact your council, Troop Leader or customer support for assistance.



Step 7: 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.

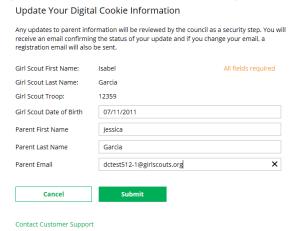
If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.



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.



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.

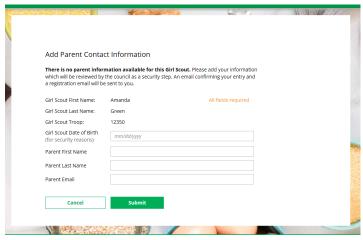


You will get a success message once you submit your changes.



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



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