

No Registration Email Received

1

Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookie Program” (email@email.girlscouts.org) with the subject “Register for the Digital Cookie Platform Today”

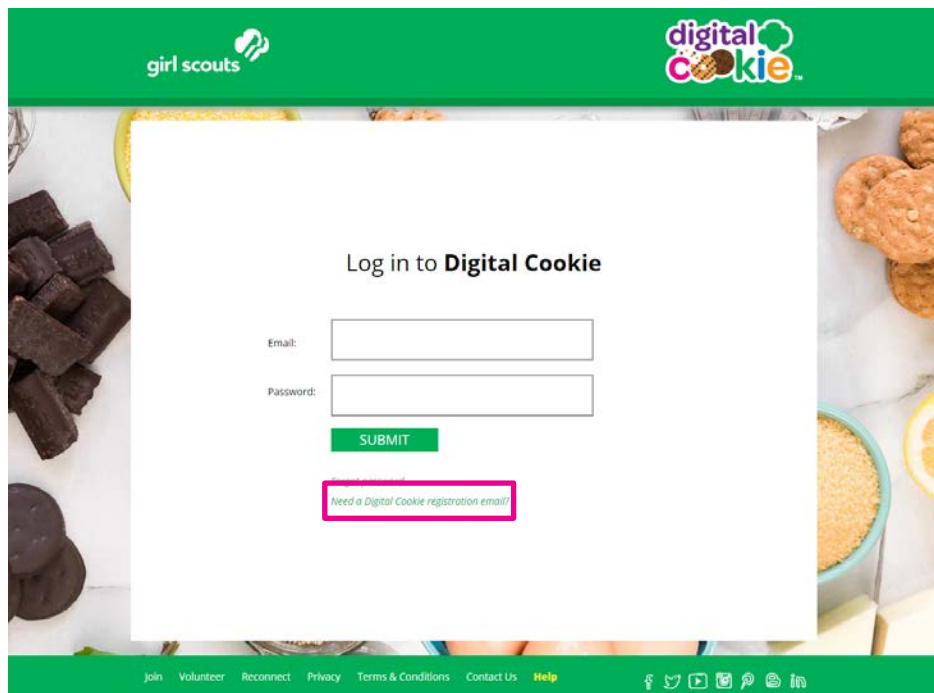
Step 2 will only work if your Girl Scout is registered for the current Girl Scout year and your council has your correct email address on file.

(If it’s incorrect, you suspect it may not be updated, or you are unsure, skip to step 6.)

2

Go to digitalcookie.girlscouts.org and Click the “Need a Digital Cookie registration email?” link.

(Be sure to use one of these web browsers: Internet Explorer 11+, Safari 10, Chrome v53+, FireFox v49+)



3

Enter the email address that you used to register your Girl Scout.

If you get a message that “There was a problem with your request. We were unable to recognize your email address. Please [contact Customer Service](#) for assistance”, your email address has not been entered into Digital Cookie. Completing the customer service form will collect the information your council needs to get the issue remedied.

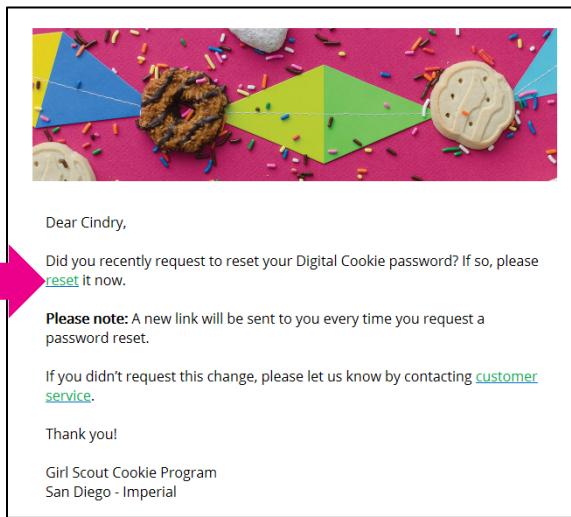
4

If your email is in the system, you will get a screen that you have been sent an email to reset your password.

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

In about 15 minutes, you will be sent an email with the subject: "Your request to change your Digital Cookie password" from email@email.girlscouts.org. Check your junk/spam/promotions inbox.

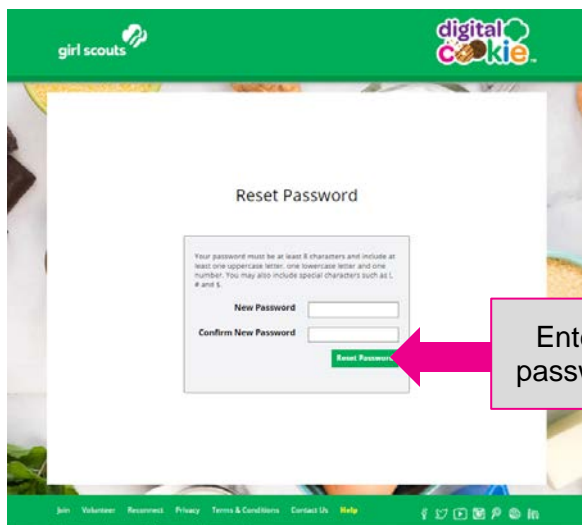
When you receive the email, click on the "reset" link in the email.



Click the reset link.

5

You will be taken to a page to reset your password.



Enter a password.

Once you are successful, please see [“Site Registration”](#) Tip Sheet for information to complete the registration process.

6

If you do not receive an email to reset your password, or have other issues-

- If you are sure the Girl Scout is registered and your correct email address is on file, please follow steps 2 and 3 again, but this time select “Contact us now.” You will be taken to a customer service information form for more assistance.
- If you think there is a chance your Girl Scout is not currently registered or an incorrect email is on file, please contact your local Girl Scout council.

Thank you for your patience as we work hard to make sure you and your Girl Scout can access Digital Order Card 3.0!