

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: “Ready. Set. Register for Digital Cookie.”

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 “Forgot password/Need a registration” email link.

(Be sure to use one of these web browsers: Internet Explorer 10+, Safari 7, Chrome 34+, FireFox v32+)

3

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

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

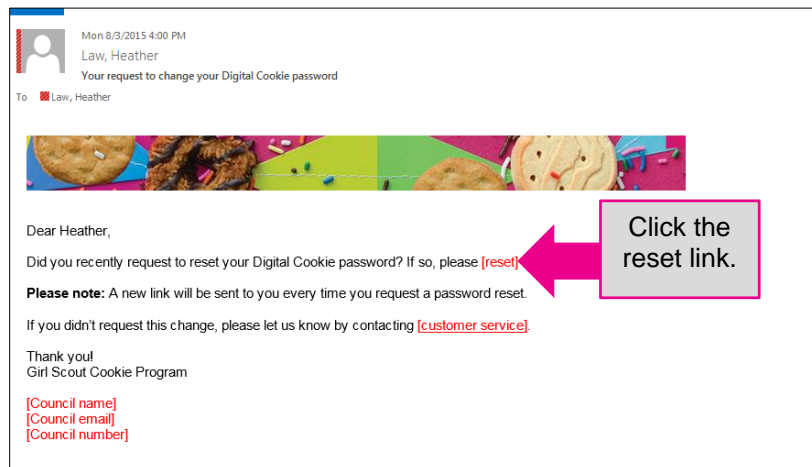
If you get a message that “Your email address has not been entered into Digital Cookie. Fill out this form so your Council can update your information” you will need to complete the form so your council can get the issue remedied.

4

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

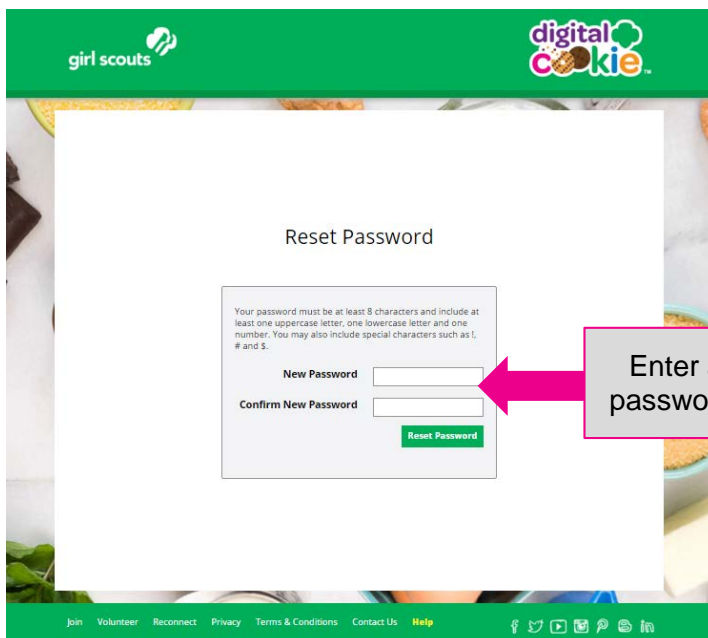
You will be sent an email with the subject: “Your request to change your Digital Cookie password” from email@email.girlscouts.org in about 15 minutes. Check your junk/spam/promotions inbox.

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



5

You will be taken to a page to reset your 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 2.0!