

No Registration Email Received

1

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

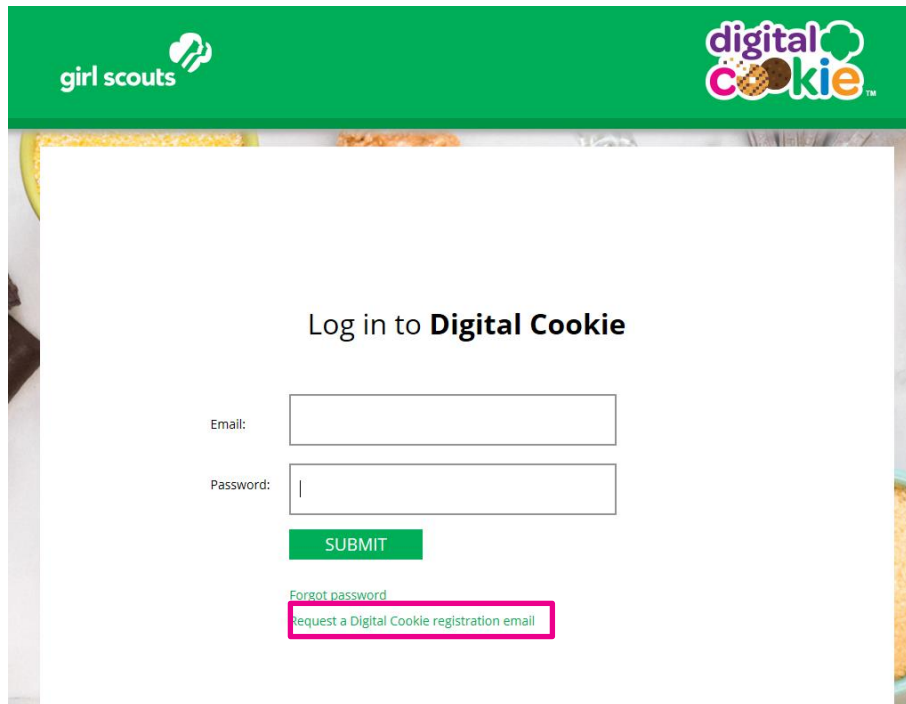
Step 2 will only work if your Girl Scout is registered for the current Girl Scout year and your council has your correct email address on file.

(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 “Request a Digital Cookie registration email” link.

(For best results, use the following web browsers: Internet Explorer 11+, Safari 10, Chrome v60+, FireFox v50+)



girl scouts

digital cookie

Log in to **Digital Cookie**

Email:

Password:

SUBMIT

[Forgot password](#)

[Request a Digital Cookie registration email](#)

3

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. Be sure to check your spam folder.

Email:

SUBMIT

Haven't received the registration email and it's been 15 minutes?
[Verify your Digital Cookie Information](#)
[Contact Customer Support](#)

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

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 message that “The email you entered was not recognized. You can verify the information that’s on file for you or contact customer support for assistance.”

4

If you think that your Girl Scout is a registered Girl Scout member with your council, you can choose the “Verify your Digital Cookie information”

Request a **Digital Cookie** Registration Email

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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](#)

6

Then enter your Girl Scout's First and Last Name and her 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 information is not in the system, you will get a message letting you know and 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.

7

If your Girl Scout is loaded into the Digital Cookie system, you will see your information in order to verify that it's correct.

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

If the Parent 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 eBudde.

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: 07/11/2011
 Parent First Name: Jessica
 Parent Last Name: Garcia
 Parent Email: dctest512-1@girlscouts.org

[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.