

## Unlock Account

1

If you have attempted multiple times to login at [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and did not successfully input your password, you may find yourself locked yourself out. You can contact Customer Support or Unlock your account.

Log in to Digital Cookie

You can't log in because your account has been locked. You can [unlock your account](#) or contact customer support.

Email

Password

[Log in](#)

[Forgot password](#) [Need help to log in](#)

2

If you click the “Unlock Your Account” link, you will be asked to validate the email address you use for Digital Cookie, then click the “Send Email” button

### Unlock Your Digital Cookie Account

Enter the email address you use for Digital Cookie.

Email

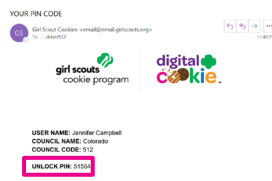
[Cancel](#) [Send Email](#)

[Need help?](#)

3

You will be sent an email with the subject: “Your Pin Code” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)). Check your junk/spam/promotions if you don't receive it and be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) to your “safe sender” list.

You will have a Pin Code in the email.



4

Enter that Pin Code back in Digital Cookie on the unlock screen, then click on “Verify”.

### Unlock Your Digital Cookie Account

A code was sent to your email [dct...@...](mailto:dct...@...). The code expires in 20 minutes. Keep this page open to enter the code.

Enter the code

[Cancel](#) [Verify](#)

[Resend a code](#) [Need help?](#)

5

You will be taken back to the Digital Cookie login screen with your account unlocked and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the “Forgot Password” link. Otherwise, login and get started with your Digital Cookie experience.

Log in to Digital Cookie

Log in

[Forgot password](#)

[Need help to log in](#)

