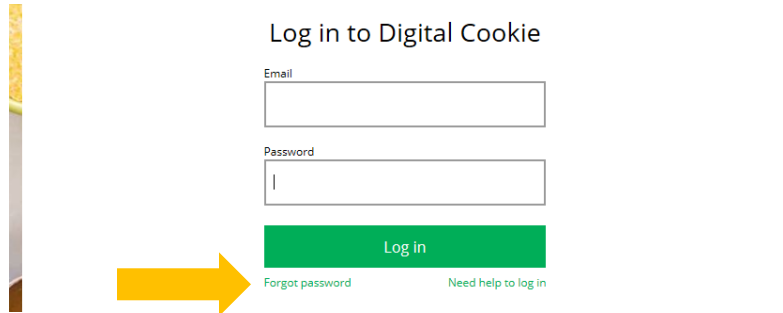


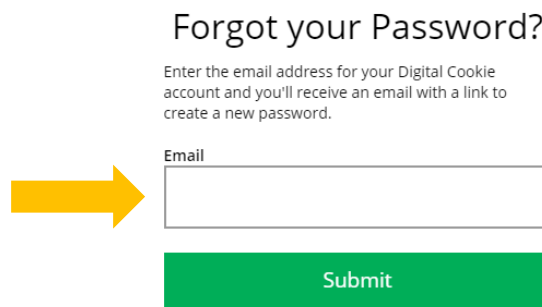
Digital Cookie®

Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the “Forgot password” link.



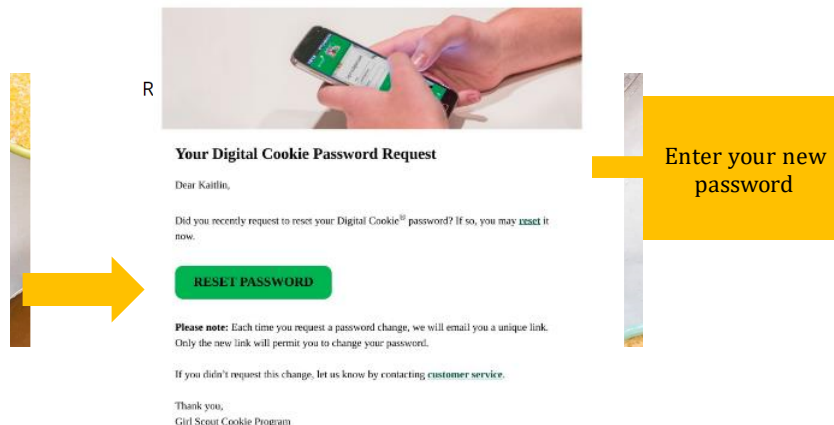
Step 2: Enter the email address associated with your Girl Scout’s Digital Cookie registration.



Step 3: You will be sent an email with the subject: “Your Digital Cookie password reset request” from “Girl Scout Cookies” (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the “Reset Password” link.



Step 4: You will be taken to a page to reset your password.

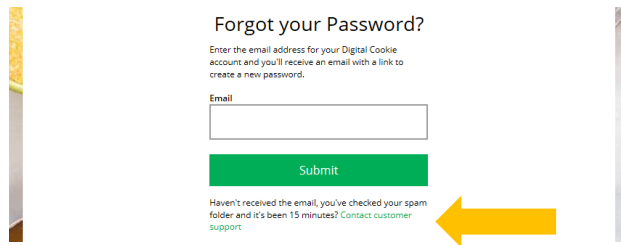
Digital Cookie 2024: Forgot Password/Password Reset

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Step 5: If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click “Forgot password” and this time select “contact customer support” to be taken to a customer service form.



Step 6: Select “Password Reset” then complete the online form for customer support.

Contact Us	Tutorials	
<p>Account Management</p> <ul style="list-style-type: none"> • Registration • Locked account / Password reset • Incorrect account information <p>Cookie Page Setup</p> <ul style="list-style-type: none"> • Cookie page setup <p>My Cookie Customers</p> <ul style="list-style-type: none"> • Customer list • Marketing emails <p>My Cookie Orders</p> <ul style="list-style-type: none"> • Order details • Order issues • Mobile app 	<p>FAQs</p> <ul style="list-style-type: none"> • FAQs on all topics <p>Additional Topics</p> <ul style="list-style-type: none"> • eBuddle™ • System errors • Other questions or issues <p>How are we doing?</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Share ideas & feedback</p> </div>	<div style="background-color: #00a651; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> 4 EASY STEPS <i>to Get Started with Digital Cookie</i> </div> <div style="background-color: #00a651; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> <p>Learn About Cookie Orders</p> </div> <div style="background-color: #00a651; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> <p>How to Use Your Troop Dashboard</p> </div> <div style="background-color: #00a651; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> <p>Tip sheets</p> </div> <div style="text-align: center;"> </div>

Next Steps: Site Registration
Site Setup