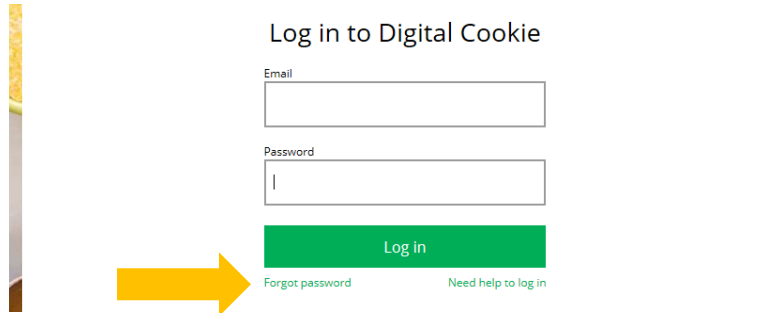


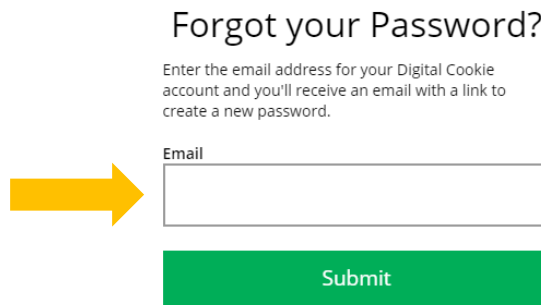
# Digital Cookie®

## Forgot Password/Reset Password

**Step 1:** Go to [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and click the “Forgot password” link.



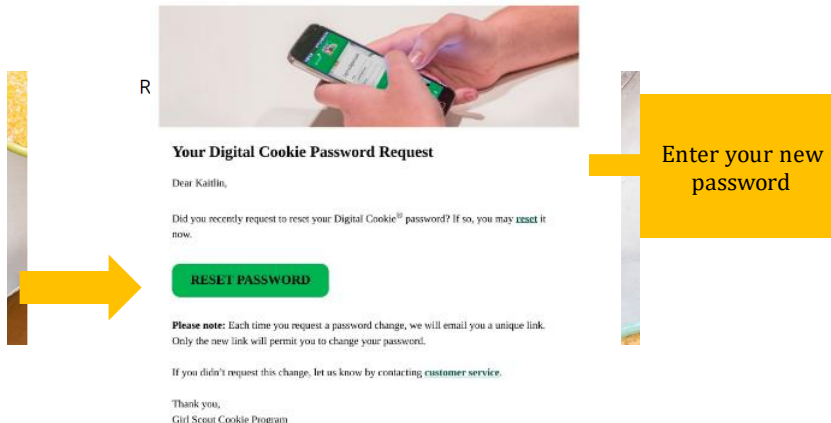
**Step 2:** Enter the email address associated with your Girl Scout’s Digital Cookie registration.



**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](mailto: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](mailto: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.

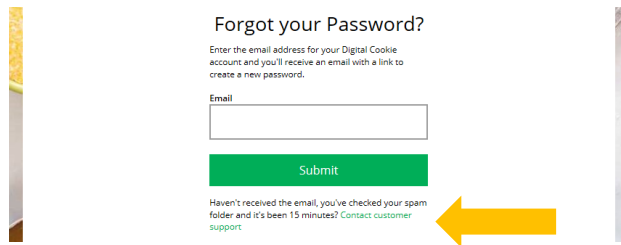
Digital Cookie 2024: Forgot Password/Password Reset

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# Digital Cookie®

**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.

<b>Contact Us</b>	<b>Tutorials</b>	
<p><b>Account Management</b></p> <ul style="list-style-type: none"> <li>• Registration</li> <li>• Locked account / <span style="border: 1px solid orange; padding: 2px;">Password reset</span></li> <li>• Incorrect account information</li> </ul> <p><b>Cookie Page Setup</b></p> <ul style="list-style-type: none"> <li>• Cookie page setup</li> </ul> <p><b>My Cookie Customers</b></p> <ul style="list-style-type: none"> <li>• Customer list</li> <li>• Marketing emails</li> </ul> <p><b>My Cookie Orders</b></p> <ul style="list-style-type: none"> <li>• Order details</li> <li>• Order issues</li> <li>• Mobile app</li> </ul>	<p><b>FAQs</b></p> <ul style="list-style-type: none"> <li>• FAQs on all topics</li> </ul> <p><b>Additional Topics</b></p> <ul style="list-style-type: none"> <li>• eBuddle™</li> <li>• System errors</li> <li>• Other questions or issues</li> </ul> <p><b>How are we doing?</b></p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Share ideas &amp; feedback</p> </div>	<div style="background-color: #00a651; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"> <b>4 EASY STEPS</b>  <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