girl scouts

Digital Cookie®

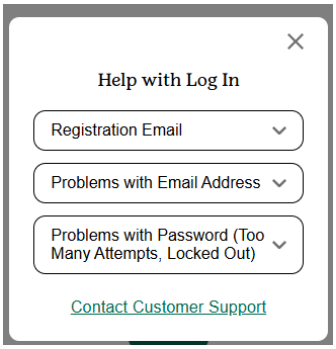
No Registration Email Received

To receive a Digital Cookie registration email, your Girl Scout must:

- Be registered for the current membership year.
- Have the correct primary caregiver email address on file with your council.

Step 1: Check Your Inbox

- Look in your **junk**, **spam**, or **promotions** folders for an email from:
  "Girl Scout Cookies" (email@email.girlscouts.org)
  Subject line: **"It's time to register your Girl Scout for Digital Cookie!"**
- If you still don't see the email, follow the steps below.



Step 2: Go to digitalcookie.girlscouts.org

- Tap "**Need help to log in**".
  (For best results, use the most up-to-date web browser.)
- Tap on the category that fits your needs.

Step 3: Request a Registration Email

- Tap the **Registration Email** category.
- Tap "**Request a Registration Email**" and enter the email address you used to register your Girl Scout.
- If your email is in the system, you'll receive a message confirming that a registration email has been sent (within 15 minutes).
- If you receive an error message you can check what email address is in Digital Cookie from the Problems with Email Address Category.

Check Which Email Is in Digital Cookie

- Tab the **Problems with Email Address** category from the **Need help to log in** link on digitalcookie.girlscouts.org.

Step 1: Tap **Check Your Email Address** button.

Step 2: Select Your Girl Scout Council from the list.

Step 3: Enter Girl Scout Details

Provide your Girl Scout's first name, last name, and troop number.

- If the information doesn't match what's in the system, you'll be prompted to contact your council, troop leader, or customer support.

Step 4: Verify Information

- If your Girl Scout and caregiver information are in the system, review and confirm accuracy.
- If correct, you can send yourself a registration email and know which email address to check.

Step 5: Update Incorrect Information

- If caregiver details are wrong, you will be directed to contact your council to update. You can also update your information in your myGS account.
- Once your information has been updated in Digital Cookie you will receive an email within 15 minutes, and can log in. If you don't receive an email repeat the steps above for requesting a registration email.

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