



# Digital Cookie®

## Training Material Index

\*Instructions for both Girl Scout/Caregiver and Volunteer accounts.

### Girl Scout/Caregiver

**Digital Cookie Help:** <https://digitalcookie.girlscouts.org/help/parent-girl>  
FAQs, Live Chat, or contact the customer support team

#### Registration

Site Registration	<a href="#">Tip Sheet</a>	<a href="#">Video</a> (initial login)
Site Registration Girl Scout 13 and Over	<a href="#">Tip Sheet</a>	
Forgot Password/Password Reset*	<a href="#">Tip Sheet</a>	
No Registration Email*	<a href="#">Tip Sheet</a>	
Unlock Account*	<a href="#">Tip Sheet</a>	
My Account Tab*	<a href="#">Tip Sheet</a>	
Dashboard	<a href="#">Tip Sheet</a>	

#### Site Setup

Site Setup	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Site Setup-Girl Scout 13 and Over	<a href="#">Tip Sheet</a>	
Photo/Video Upload	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Marketing to Customers	<a href="#">Tip Sheet</a>	<a href="#">Video</a>

#### Order Management

My Cookies: Initial Order	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Order Received: Shipped/Donated	<a href="#">Tip Sheet</a>	
Order Received: In-Person Delivery	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
My Cookies: Delivery Settings	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
My Cookies: Inventory by Variety	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
My Cookies: Inventory by Category	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
My Cookies: Financials	<a href="#">Tip Sheet</a>	<a href="#">Video</a>

#### Site Features

Entrepreneur Pin and Badges	<a href="#">Tip Sheet</a>	
My Rewards	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Cheers	<a href="#">Tip Sheet</a>	
Closing Your Site	<a href="#">Tip Sheet</a>	

#### Mobile App

Mobile App	<a href="#">Tip Sheet</a>
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#### Customer Experience

Customer Experience: In-person Delivery Order	<a href="#">Tip Sheet</a>
Customer Experience: Shipped Order	<a href="#">Tip Sheet</a>

**Digital Cookie Help:** <https://digitalcookie.girlscouts.org/help/customer>  
Check Order Status: <https://digitalcookie.girlscouts.org/customer-order/orders>



# Digital Cookie®

Direct Shipped Order Questions	<ul style="list-style-type: none"><li>• <a href="#">Order Status Page</a></li><li>• <a href="#">Customer FAQs</a></li><li>• <a href="#">Contact Customer Support with an Order Issue</a></li></ul>
Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	<ul style="list-style-type: none"><li>• <a href="#">Parent/Girl Scout FAQs</a></li><li>• <a href="#">Contact Customer Support with a System Issue</a></li></ul>
Digital Cookie Registration & In-Person Delivery Inquiries	<ul style="list-style-type: none"><li>• <a href="#">Parent/Girl Scout FAQs</a></li><li>• <a href="#">Contact Customer Support with Registration Issue</a></li><li>• <a href="#">Contact Customer Support with Account Information Issue</a></li></ul>
Other	<ul style="list-style-type: none"><li>• <a href="#">Contact Customer Support with Other Questions</a></li><li>• <a href="#">Provide Feedback to Customer Support</a></li></ul>