

Digital Cookie®

Forgot Password/Reset Password

Step 1: Go to <u>digitalcookie.girlscouts.org</u> and click the "Forgot password" link.

Log in to Digital Cookie	
Email	
Password	
1	
Log in	
Forgot password Need help to log i	

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

Forgot your Password?			
Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.			
Email			
Submit			

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

R	AND	57	
1	Your Digital Cookie Password Request		Enter your new
	Dear Kaitlin,		password
	Did you recently request to reset your Digital Cookie [®] password? If so, you may <u>reset</u> it now.		
	RESET PASSWORD		
	Please note: Each time you request a password change, we will email you a unique link.	-	
	Only the new link will permit you to change your password.	22	
	If you didn't request this change, let us know by contacting customer service.		
	Thank you,		
	Girl Scout Cookie Program		

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

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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.

Forgot your Password?
Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.
Email
Submit
Haven't received the email, you've checked your spam folder and it's been 15 minutes? Contact customer support

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

Сон	ntact Us	Tutorials
Account Management Registration 	FAQs • FAOs on all topics	4 EASY STEPS to Get Started with Digital Cookie
Locked account / Password reset Incorrect account information	Additional Topics	Learn About Cookie Orders
Cookie Page SetupCookie page setup	 eBudde¹^{xx} System errors Other questions or issues 	How to Use Your
My Cookie Customers Customer list Marketing emails 	How are we doing?	Tip sheets
My Cookie Orders • Order details • Order issues • Mobile app	W WI	Live Chat
Next Steps: Site Regist Site Setu	tration Ip	