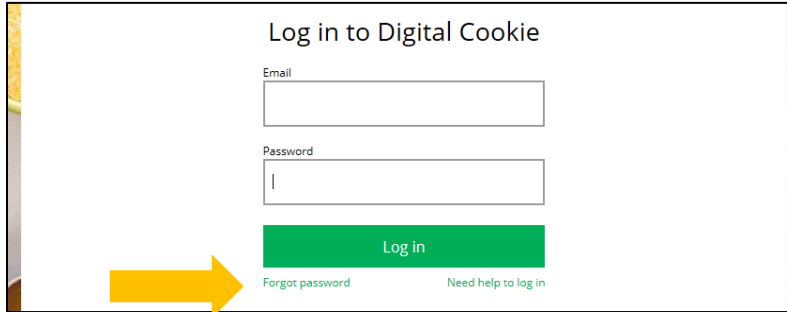# Digital Cookie®

Forgot Password/Reset Password

Step 1: **Go to digitalcookie.girlscouts.org, click the "Forgot password" link.**

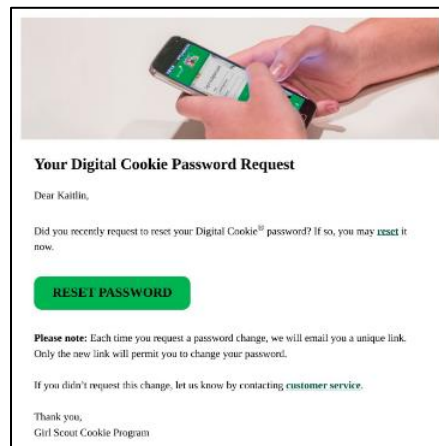### Step 2: Enter the email address

Use the email address associated with the Girl Scout's Digital Cookie registration.

Step 3: Receive Password Reset Email

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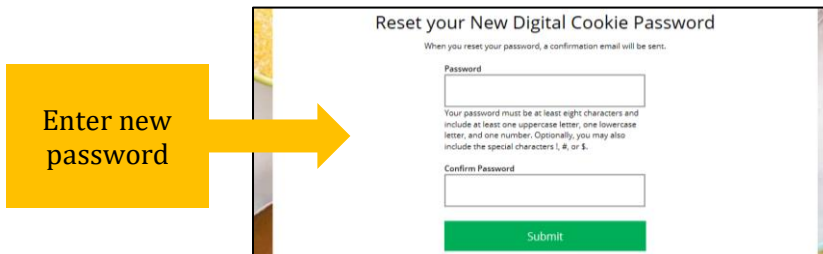
Click on the most recent email you received if you have requested multiples.

Open the email and click on the "Reset Password" button.
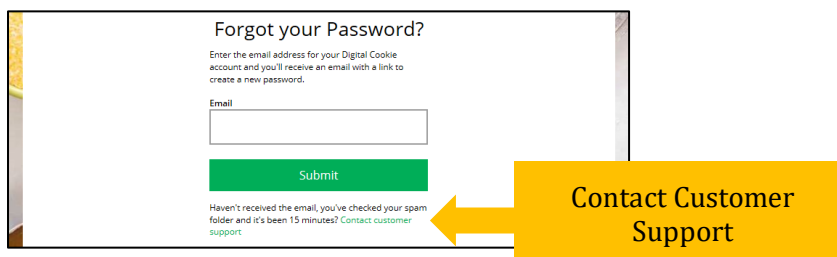

Step 4: Reset Password

Enter the new desired password and click "Submit"
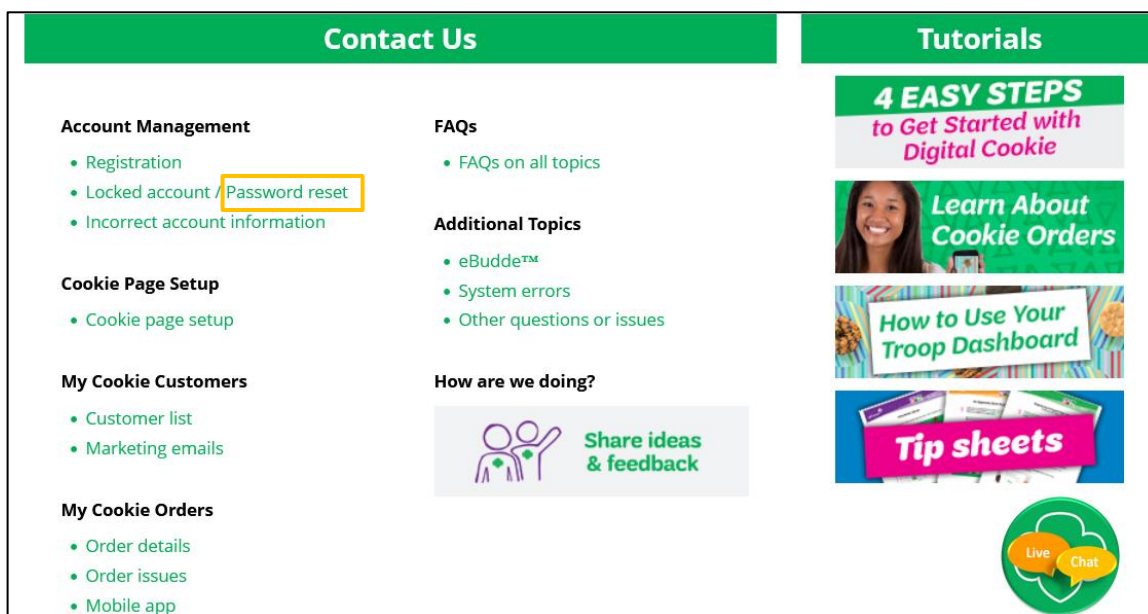
Digital Cookie®

Step 5: Didn't Receive the Password Reset Email?
If it's been 15 minutes since you requested the email, 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

Contact Customer Support

Step 6: Complete Online Form for Futher Support
Select "Password Reset" then complete the online form for customer support.

Contact Us

Tutorials

Account Management
- Registration
- Locked account / Password reset
- Incorrect account information

FAQs
- FAQs on all topics

Cookie Page Setup
- Cookie page setup

Additional Topics
- eBudde™
- System errors
- Other questions or issues

My Cookie Customers
- Customer list
- Marketing emails

How are we doing?

Share ideas & feedback

My Cookie Orders
- Order details
- Order issues
- Mobile app

4 EASY STEPS to Get Started with **Digital Cookie**

Learn About Cookie Orders

How to Use Your Troop Dashboard

Tip sheets

Live Chat

Next Steps: Site Registration
Site Setup