



Digital Cookie®

Training Material Index for ABC Council Users

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

** Functionality depends on council settings.

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	Tip Sheet	Video (initial login)
Site Registration Girl Scout 13 and Over	Tip Sheet	
Forgot Password/Password Reset*	Tip Sheet	
No Registration Email*	Tip Sheet	
Unlock Account*	Tip Sheet	
My Account Tab*	Tip Sheet	
Dashboard	Tip Sheet	

Site Setup

Site Setup	Tip Sheet	Video
Site Setup-Girl Scout 13 and Over	Tip Sheet	
Photo/Video Upload	Tip Sheet	Video
Marketing to Customers	Tip Sheet	Video

Order Management

My Cookies: Initial Order	Tip Sheet	Video
Order Received: Shipped/Donated	Tip Sheet	
Order Received: In-Person Delivery	Tip Sheet	Video
My Cookies: Delivery Settings	Tip Sheet	Video
My Cookies: Inventory by Variety	Tip Sheet	Video
My Cookies: Inventory by Category	Tip Sheet	Video
My Cookies: Financials	Tip Sheet	Video

Site Features

Entrepreneur Pin and Badges	Tip Sheet	
My Rewards	Tip Sheet	Video
Cheers	Tip Sheet	
Closing Your Site	Tip Sheet	

Mobile App

Mobile App	Tip Sheet	
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Customer Experience

Customer Experience: In-person Delivery Order	Tip Sheet	
Customer Experience: Shipped Order	Tip Sheet	

Digital Cookie Help:

<https://digitalcookie.girlscouts.org/help/customer>

Check Order Status: <https://digitalcookie.girlscouts.org/customer-order/orders>



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Volunteer

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Registration

Volunteer Login	Tip Sheet
Forgot Password/Password Reset*	Tip Sheet
Unlock Account*	Tip Sheet
No Registration Email*	Tip Sheet
My Account tab*	Tip Sheet

Site Use

Service Unit Access**	Tip Sheet	
Troop Dashboard	Tip Sheet	Video
Troop Site Setup**	(see Virtual Booth Links)	
Virtual Booth Links**	Tip Sheet	Video
Troop Pickup Orders**	Tip Sheet	Video
Troop Refunding Orders**	Tip Sheet	Video
Troop Cheers	Tip Sheet	

Customer Support Help

<p>Smart Cookie Site (Access • Registration • Apps • Submitting Troop Initial Order • Signing up for Booths • Tech Issues, etc.)</p>	<ul style="list-style-type: none"> • ABCSmartCookieTechSupport@hearthsidefoods.com
<p>Direct Shipped Order Questions</p>	<ul style="list-style-type: none"> • Order Status Page • Customer FAQs • Contact Customer Support with an Order Issue
<p>Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)</p>	<ul style="list-style-type: none"> • Volunteer FAQs • Parent/Girl Scout FAQs • Contact Customer Support with a System Issue
<p>Digital Cookie Registration & In-Person Delivery Inquiries</p>	<ul style="list-style-type: none"> • Volunteer FAQs • Parent/Girl Scout FAQs • Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue
<p>Other</p>	<ul style="list-style-type: none"> • Contact Customer Support with Other Questions • Provide Feedback to Customer Support