



Digital Cookie®

Training Material Index for ABC Council Users

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

** Functionality depends on council settings.

Volunteer

Digital Cookie Help: <https://digitalcookie.girlscouts.org/help/volunteer>

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