

# Digital Cookie®

## No Registration Email Received

To receive a Digital Cookie registration email, your Girl Scout must:

- Be registered for the current membership year.
- Have the correct primary caregiver email address on file with your council.

### Step 1: Check Your Inbox

- Look in your **junk, spam, or promotions** folders for an email from:  
**“Girl Scout Cookies” (email@email.girlscouts.org)**  
Subject line: **“It’s time to register your Girl Scout for Digital Cookie!”**
- If you still don’t see the email, follow the steps below. **Step 2: Go to digitalcookie.girlscouts.org**

### Step 2: Go to digitalcookie.girlscouts.org

- Click **“Need help to log in”**.  
(For best results, use the most up-to-date web browser.)
- You’ll see a screen with steps to help you register.

### Step 3: Request a Registration Email

- Click **“Request a Registration Email”** and enter the email address you used to register your Girl Scout.

### Step 4: Check Which Email Is in Digital Cookie

- If your email is in the system, you’ll receive a message confirming that a registration email has been sent (within 15 minutes).
- If you see a red error message and believe your Girl Scout is registered, click **“Check the email address that’s on file for you.”**

### Step 5: Select Your Girl Scout Council

Choose your council from the list.

### Step 6: Enter Girl Scout Details

Provide your Girl Scout’s first name, last name, and troop number.

- If the information doesn’t match what’s in the system, you’ll be prompted to contact your council, troop leader, or customer support.

### Step 7: Verify Information

- If your Girl Scout and caregiver information are in the system, review and confirm accuracy.
- If correct, you can send yourself a registration email and know which email address to check.

### Step 8: Update Incorrect Information

- If caregiver details are wrong, you will be directed to contact your council to update. You can also update your information in your myGS account.
- Once your information has been updated in Digital Cookie you will receive an email and can log in.