

# Digital Cookie<sup>®</sup>

## No Registration Email Received

To receive a Digital Cookie registration email as a volunteer, you must:

- Be registered for the **current membership year**
- Hold an **active cookie program role**
- Have the **correct email address** on file with your council

The email will be sent on the morning of your council's Digital Cookie volunteer access date.

### Check Your Email

- Look in **junk/spam/promotions** folders.
- Search for an email from **Girl Scout Cookies** (email@email.girlscouts.org) with the subject:  
*"It's time to register your Girl Scout for Digital Cookie!"*
- If you still don't see it, follow the steps below to request a new registration email.

### Step 1: Go to Digital Cookie

- Visit **digitalcookie.girlscouts.org**.
- Click "**Need help to log in**" under the **Log In** button.
- For best results, use the latest version of your web browser.
- You will land on a help screen with steps to get started.

### Step 3: Request a Registration Email

- Click "**Request a Registration Email**".
- Enter the email address you use for your **myGS account** and click **Submit**.
- If your email is in the system, you'll receive a confirmation message and the registration email within **15 minutes**.

### Step 4: Email Not Found

- If you see a **red error message**, and you entered the same email used for Girl Scouts and myGS login:
  - Use the **Digital Cookie Support Registration Form** under the "**Click here for help**" link to contact your council.
- If you have a registered Girl Scout, refer to the [No Registration Email Tip Sheet for Caregivers](#) for additional troubleshooting.

Email

dctest123@girlscouts.org

The email you entered is not recognized.  
Parents, [check the email address that's on file for you](#).  
For others, [click here for help](#).