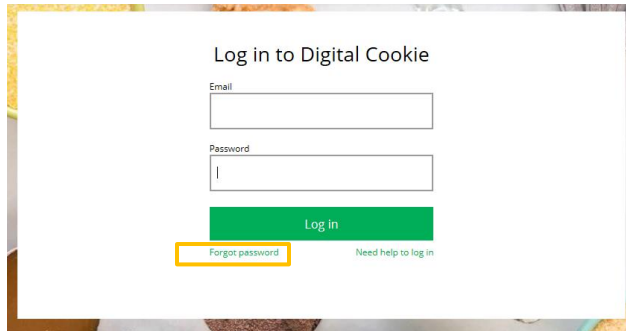


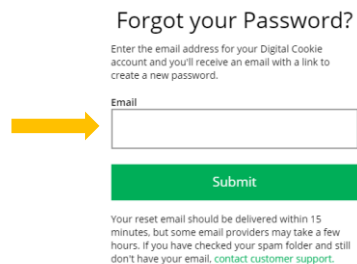
# Digital Cookie<sup>®</sup>

## Forgot Password/Reset Password

**Step 1:** Go to [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and click the “Forgot password” link.



**Step 2:** Enter the email address associated with your Girl Scout’s Digital Cookie™ registration.



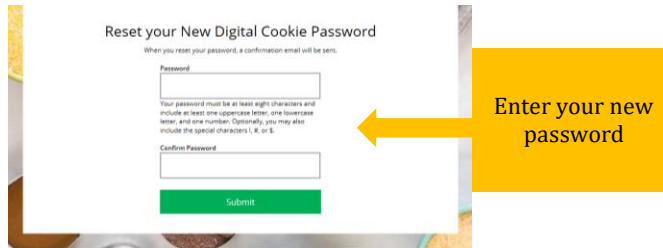
**Step 3:** You will be sent an email with the subject: “Your Digital Cookie password change” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) in about 15 minutes. Check your junk/spam/promotions if you don’t receive it and be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) 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” link.



# Digital Cookie<sup>®</sup>

**Step 4:** You will be taken to a page to reset your password.



Reset your New Digital Cookie Password

When you reset your password, a confirmation email will be sent.

Password

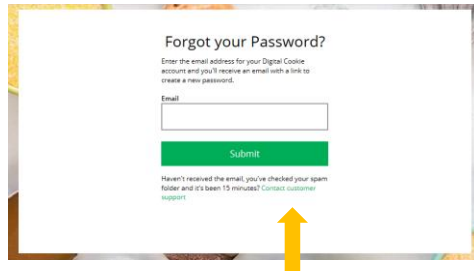
Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, @, or #.

Confirm Password

Submit

Enter your new password

**Step 5:** If you do not receive an email to reset your password in 15 minutes, 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?

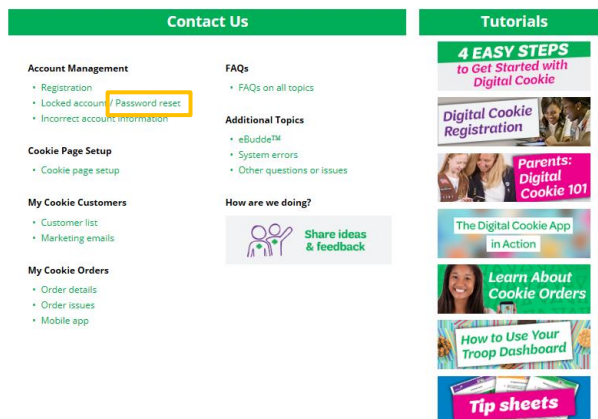
Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.

Email

Submit

Haven't received the email, you've checked your spam folder and it's been 15 minutes? [Contact customer support](#)

**Step 6:** Select “Password Reset” to be complete information so we can assist you.



Contact Us

Account Management

- Registration
- Locked account / **Password reset**
- Incorrect account information

Cookie Page Setup

- Cookie page setup

My Cookie Customers

- Customer list
- Marketing emails

My Cookie Orders

- Order details
- Order issues
- Mobile app


FAQs

- FAQs on all topics

Additional Topics

- eBudda™
- System errors
- Other questions or issues

How are we doing?

 Share ideas & feedback

Tutorials

- 4 EASY STEPS to Get Started with Digital Cookie
- Digital Cookie Registration
- Parents: Digital Cookie 101
- The Digital Cookie App in Action
- Learn About Cookie Orders
- How to Use Your Troop Dashboard
- Tip sheets

**NEXT STEPS:** [Site Registration](#)  
[Site Setup](#)