



Digital Cookie®

Training Material Index for LBB 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, Daisy the Chat Bot, 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

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