girl scouts

Digital Cookie®

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.

Step 1: Check Your Email

- Look in **junk/spam/promotions** folders.
- Search for an email from **Girl Scout Cookies** with the subject: *"Help your troop reach their goals with Digital Cookie!"*
- If you still don't see it, follow the steps below to request a new registration email.

Step 2: Go to Digital Cookie

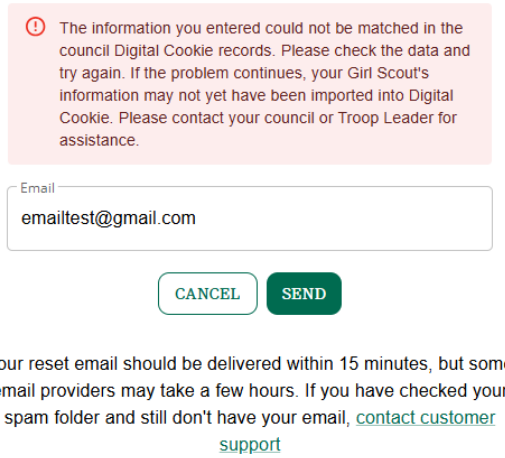
- Visit **digitalcookie.girlscouts.org.**
- Tap **"Need help to log in"** under the **Log In** button.
- For best results, use the latest version of your web browser.
- The Help with Log in page will open with steps to get started.

Step 3: Request a Registration Email

- Tap **"Registration Email".**
- Enter the email address you use for your **myGS account** and click **Send**.
- 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 **Contact Customer Support** link for help.
- If you have a registered Girl Scout, refer to the No Registration Email Tip Sheet for Caregivers for additional troubleshooting.



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