

# Digital Cookie®

## Forgot Password/Reset Password

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

Log in to Digital Cookie

Email

Password

Log in

[Forgot password](#) [Need help to log in](#)

**Step 2: Enter the email address**

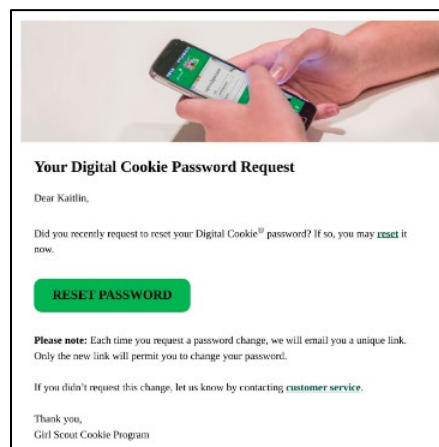
Use the email address associated with the Girl Scout’s Digital Cookie registration.

**Step 3: Receive Password Reset Email**

You will be sent an email with the subject: “Your Digital Cookie password reset request” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) in about 15 minutes. Check your junk/spam/promotions folders 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” button.



**Step 4: Reset Password**

Enter the new desired password and click “Submit”

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

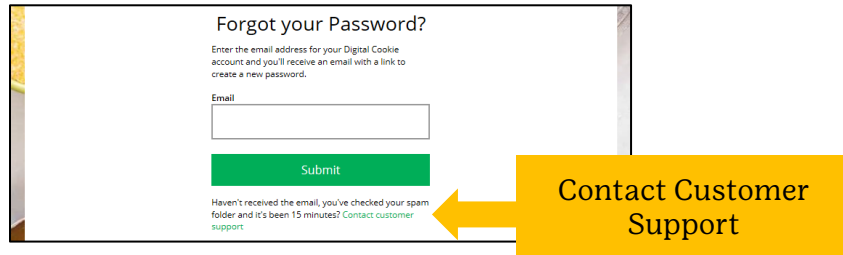
Submit

Enter new password

# Digital Cookie®

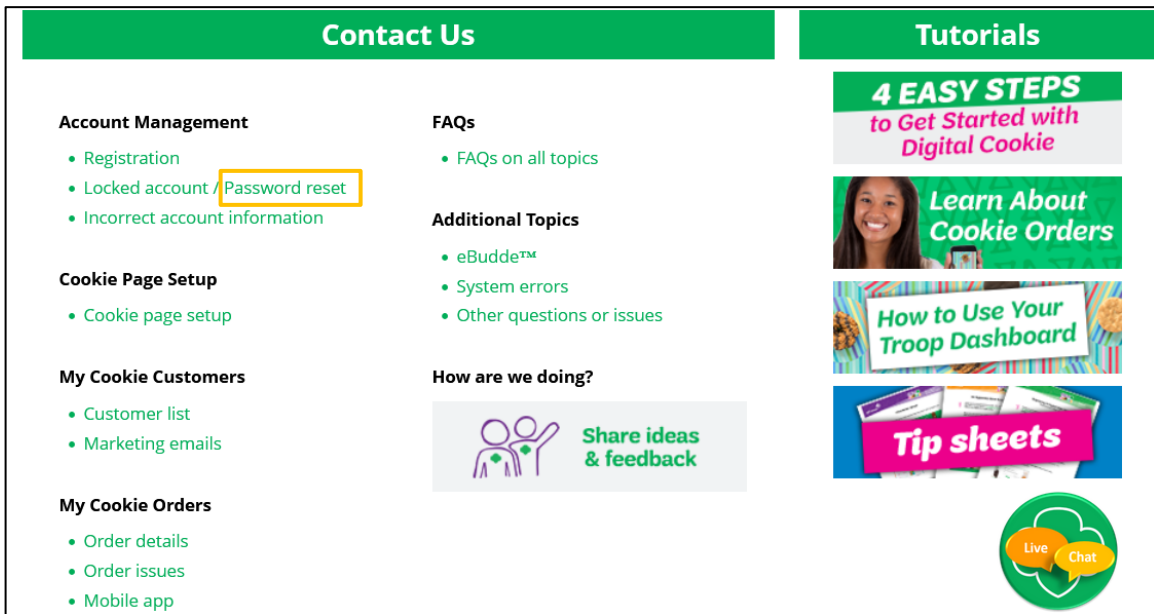
## Step 5: Didn't Receive the Password Reset Email?

If it's been 15 minutes since you requested the email, 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.



## Step 6: Complete Online Form for Further Support

Select "Password Reset" then complete the online form for customer support.



## Next Steps: Site Registration Site Setup