

# Smart Cookies and Digital Cookie FAQ's

## Registration and Logging In

### **I did not receive a registration email for Smart Cookies or Digital Cookie, how do I get access?**

#### Smart Cookies

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Caregiver/Girl Scouts: There is no functionality for Girl Scouts in Smart Cookies this year; all functionality is found in Digital Cookie.

Service Unit/Troops: Let GSEMA know at [customercare@gsema.org](mailto:customercare@gsema.org) and we will look into it. Volunteer may not have completed the required documents (TCC Agreement or Bank Account Information forms), may not have an active membership, may not have a valid CORI, OR volunteer is setup in the system and sent a registration email but were unable to locate the email. Council will follow-up with what is needed or provide a new email for access.

#### Digital Cookie

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All users: Contact us at [customercare@gsema.org](mailto:customercare@gsema.org) and we can retrigger a registration email for you.

Note: When emails are sent from Digital Cookie it goes to the same email listed in your MyGS account, which can be accessed from the GSEMA website (<https://mygs.girlscouts.org/>). Make sure to check all folders (spam/junk/etc.; for Gmail users, it sometimes goes into the Promotions section) and if is still not showing up in your email, contact us for a resend. If a caregiver or volunteer would like to change the email address registration emails are sent to they would need to change their email contact in MyGS.

### **I am having trouble logging into Digital Cookie, what do I do?**

If you have received a registration email and the link is either not working, shows as expired, or errors-out, try going to the Digital Cookie homepage (<https://digitalcookie.girlscouts.org/login>) and clicking the “Forgot password” link that appears under the Log in button. Follow the steps to make sure your email is in the system and follow the prompts. If you receive a message that your email is not in the system or are unable to continue further, you can try additional steps by clicking the “Need help to log in” link under the Login in button on the homepage as well.

If all else fails and you are unable to log in after trying these steps, please contact [customercare@gsema.org](mailto:customercare@gsema.org) and we will research it and try to grant you access. We also may need to involve GSUSA in case there is an unknown bug with your account creation.

### **I have gone through the initial steps of setting up my account in Digital Cookie, but I am not able to get past the online safety video, what can I do?**

As part of the registration process in Digital Cookie, there is a short video that goes through online safety, and after it has run in its entirety, should make the green “Continue” button appear so that you can move on. Some people have reported that the button does not appear and they are not able to Continue. If this occurs, first try a different browser and login to complete the registration as normal

and see if it allows you to continue after the video. If it still does not allow you, please contact [customercare@gsema.org](mailto:customercare@gsema.org) and we will research, as this may be a bug in Digital Cookie.

## User Functions in Digital Cookie

### **I did not receive the email to approve a girl-delivery order, what can I do?**

There are two ways to access the approve/decline option for an order from the Girl Scout/Caregiver dashboard, even if you did not receive the email to your inbox. The first option is in the box titled, “Orders to Deliver In Person”. There is a clickable link next to the statement, “Approve for delivery”. Or, you can click on “Orders” in the green ribbon near the top of the page, right below the GSEMA logo. Both of these options lead to the same page.

Once on this page, you want to make sure you are looking at the box for “Digital Cookie Orders to Deliver.” Click on the customer’s name in the “Paid by” column and this will bring up the order details. Review the order details to make sure you are able to deliver the cookies to them and that you have the cookies on-hand to fulfill the order. If you do, scroll to the bottom of the page, and approve the order. If you are unable to deliver or fulfill, you can decline the order. If the order is declined, it will default to the secondary delivery option, which would either be to donate the cookies towards GSEMA’s Cookies for a Cause, or cancel the order outright.

The customer is not charged until the order is approved for delivery.

### **As a Troop Cookie Coordinator how do I pull Girl Delivered order data from Digital Cookie?**

Troop volunteers use Digital Cookie to view order activity, not Smart Cookies. In your Troop Digital Cookie account, you can view the All Orders Data report, filter Girl Delivered orders, calculate the totals manually to help with planning Planned Orders for cupboard pickup. To aid in this process, we strongly recommend that Troop Cookie Coordinators download the [Troop Worksheet](#) to help calculate cases to order and set deadlines for caregivers to submit cookie counts.

### **I do not want the girl-delivery option to be available for my Girl Scout, how do I disable?**

From the Girl Scout/Caregiver login in Digital Cookie, there is a section in the green ribbon titled, “My Cookies”. Scroll down until you see the section titled, “Girl Scout Delivery Settings”. Right below this heading is an option for making Girl Scout delivery either Active or Inactive (default is Active). If you would like to deactivate the girl-delivery option, you can set this to Inactive and click the “Update delivery settings” button at the bottom of the page.

### **What is the process for taking cash in Digital Cookie?**

Currently, there is no function where you can mark a payment made in cash into the Digital Cookie system. This will need to be handled independently of Digital Cookie wherein you take the details of the order, they pay in cash in exchange for the physical packages, and then deposit those funds into your troop bank account.

A cash payment can be entered into the Smart Cookies system to keep track of these payments received at the individual Girl Scout level. The troop user for Smart Cookies can login, go to Finances -> Financial

Transactions, select the “Girl Transactions” tab, click the “Add Girl Transaction” button below the table, fill out the details of the payment (including what Girl Scout it should be attributed to), and save the payment.

### **How do I process credit card/Venmo/PayPal payments through the Digital Cookie system?**

Digital Cookie allows you to process online orders through your phone, either with the browser or with the Digital Cookie Mobile App (found in iTunes or Google Play Store). You will need to have a valid login for the Digital Cookie system to be able to use any of the functionality.

Browser (phone/desktop): The Digital Cookie website has all of the same functions when viewing it on a mobile device or on a desktop. You can login as either the Parent of a Girl Scout, or as the “Troop Girl”, to be able to take an order through the system, much like a customer would when they receive a marketing email, click the unique link, or scan the QR code. These options will allow you to go to their shop site, put in the details of what you would like to order, select delivery option (girl-delivery or direct ship), enter address information, confirm what will happen with the order if the Girl Scout cannot fulfill (if using girl-delivery option: cancel or donate), and then pay using the customer credit card, Venmo or PayPal account.

Digital Cookie mobile app: When you log into the mobile app, with your valid login credentials, you will either be taken to a homepage to create a customer’s order, or you will have a selection screen, if you have any Girl Scouts associated with your account, and/or, have setup your “Troop Girl” to take orders at the troop level (useful for booth sales). Once the selection has been made (if needed), you can click the “+ New Cookie Order”, enter the details of the order, select the delivery option (hand them physical cookies now, deliver in person later, or ship cookies), if deliver in person later is selected you would then choose what to do if order cannot be fulfilled (cancel or donate), enter the customer details (if needed), then enter the credit card payment details (there is also an option to scan the credit card), and then you can complete the order.

Note:

- Payment accepted in browser: credit card, Venmo and PayPal.
- Payment accepted in mobile app: credit card, with option to scan

### **How do I update an incorrect grade level (Daisy, Brownie, etc.) for my Girl Scout?**

Updating grade level information can only be done in Smart Cookies by the volunteer in your troop with troop-level access (e.g. Troop Cookie Coordinator) in that system. Volunteer can navigate to “My Troop” in the ribbon and click “Troop Roster”, they will see all of the registered Girl Scouts currently in the troop. They would then double-click (or click the pencil icon) in the row for the Girl Scout’s level they would like to change and in the window that appears, they would change the “Grade Level” in the labeled drop-down box.

This information will then be synced with Digital Cookie for the levels to appear correctly. The typical sync time is about 15 minutes, but depending on volume, it could take longer.

### **I entered offline sale for a Girl Scout in Digital Cookie, how do I make changes?**

Currently, there is no way for you to go back into an already entered Offline sales order and edit or delete it. This is a bug currently being worked on by GSUSA and the fix appears to be that you will be able to put in negative numbers to offset any incorrect numbers entered for Offline sales going forward. Any new information on this process will be made available once GSEMA has it.