



Digital Cookie®

Volunteer

Training Material Index for ABC Council Users

*Instructions for both Girl Scout/Caregiver and Volunteer accounts.

** Functionality depends on council settings.

Digital Cookie Help:

<https://digitalcookie.girlscouts.org/help/volunteer>

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

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