Digital Cookie®

Training Material Index for ABC Council Caregivers/Girl Scouts

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: In-Person Delivery	Tip Sheet	Video
Order Received: Shipped/Donated	Tip Sheet	
My Cookies: Delivery Settings	Tip Sheet	Video
My Cookies: Inventory by Variety	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 Early	Tip Sheet	

Mobile App

Mobile App Caregiver/Girl Scout View	Tip Sheet	Video
Mobile App Booths	Tip Sheet	Video

Customer Support Help

Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	• Parent/Girl Scout FAQs • Contact Customer Support with a System Issue
Digital Cookie Registration & Account Information Support	• Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue
Direct Shipped & In-Person Delivery Order Inquiries	• Customer FAQs • Order Status Page • Contact Customer Support with an Order Issue
Customer Experience Tip Sheets	• In-person Delivery Order / Shipped Order

girl scouts

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Training Material Index for ABC Council Volunteers

Registration Tip Sheets

Volunteer Login	Forgot Password/ Password Reset	Unlock Account	No Registration Email

Site Use

Service Unit Access		Troop Dashboard		Troop Site Setup/Links	
Tip Sheet		Tip Sheet	Video	Tip Sheet	Video

Troop Pickup Orders		Troop Refunding Orders		Troop Cheers
Tip Sheet	Video	Tip Sheet	Video	Tip Sheet

Mobile App

Tip Sheet	Video

Digital Cookie Customer Support Help

Digital Cookie Registration & Account Information Support

Contact Customer Support with Registration Issue	Contact Customer Support with Account Information Issue

Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)

Volunteer FAQs	Parent/Girl Scout FAQs	Contact Customer Support with a System Issue

Direct Shipped & In-Person Delivery Order Inquiries

Order Status Page	Customer FAQs	Contact Customer Support with an Order Issue

Other

Contact Customer Support with Other Questions	Provide Feedback to Customer Support	Contact Customer Support for All Issues	Caregiver/Girl Scout Training Material Index

Smart Cookies Site

(Smart Cookies Access and Registration • Apps • Submitting Troop Initial Order • Signing up for Booths • Tech Issues, etc.)

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