

## DIGITAL COOKIE FREQUENTLY ASKED QUESTIONS:

### *What do I do if I did not receive a launch email?*

If you did not receive the troop leader email on **December 14**, please first check your spam or junk folders (Those with Gmail accounts should check their Promotions Folder for the launch email). The email will be sent to the same email you use for your registration to Girl Scouts on MyGS.

If you need it resent, you can follow the instructions on this [Digital Cookie Registration Email Tips Sheet](#). Please note that it can take up to 15 minutes to receive a new registration email.

If you need assistance with changing emails, or still do not receive the email after 15 minutes, please contact Customer Care.

### *What do I tell a caregiver who has not received the launch email?*

Girl emails launch on **December 15**. If the launch email is not received by that date, caregivers should first check spam or junk folders (Those with Gmail accounts should check their Promotions Folder for the launch email).

If still no email, confirm the email address they are using is the same one in their Girl Scout's registration. If it needs to be updated, the caregiver can call Customer Care and request a new launch email be sent.

If they need it resent, they can follow the instructions on this [Digital Cookie Registration Email Tips Sheet](#). Please note that it can take up to 15 minutes to receive a new registration email.

### *I can't remember my password!*

Follow this [Digital Cookie Forgot/Reset Password Tips Sheet](#) for how to fix this issue for both Troop Cookie Manager and Girl Scout accounts.

### *I locked myself out of my account!*

Follow this [Digital Cookie Unlock Account Tips Sheet](#) for how to fix this issue for both Troop Cookie Manager and Girl Scout accounts.

### *When I log into Digital Cookie, I can see my troop but why not my Girl Scout?*

Confirm that the email listed in eBudde is the same one you used to register your Girl Scout. If you are using a different email to register yourself to Girl Scouts than the one listed in your Girl Scout's registration, your daughter's launch email went to the email listed in her registration.

If you would like to combine your Digital Cookie volunteer and caregiver page, contact Customer Care. You can also choose to keep the troop's account separate from your Girl Scout's Page.

### *How do I set up the Troop Site Virtual Booth Link?*

Follow this [Digital Cookie Troop Links Tips Sheet](#) for site setup and how to use the link.

### *Can a Girl Scout post their Digital Cookie Link online?*

A Girl Scout/caregiver may advertise her sales and post her Digital Cookie link on social media sites where only friends and family—and not the general public—can see the social media page.

Please remind your girls that even when posting on private pages, do not include personal information beyond their first name, troop number, and sales goals.

She may not post her Digital Cookie link on websites such as Facebook Marketplace or public groups, Twitter, eBay, Craigslist, or any other website where her posts can be viewed by the general public.

Remember that if you post about selling on Facebook, if you add a \$, it may be transferred to the Facebook Marketplace as a sellable item. So, if you include price information with a Digital Cookie link on a private page it may inadvertently be posted publicly.

Advertising and selling Girl Scout cookies on “buy, sell, trade” sites like the Facebook Marketplace or other public websites is not recommended. For those of you who choose to use this method, please be safe.

When meeting someone for the first time, please remember to:

- Insist on a public meeting place during business hours
- Do not meet in a secluded place or invite strangers into your home
- Tell a friend or family member where you're going, and take your cell phone if you have one
- Do not accept checks and do carry cash to make change
- Consider having a friend accompany you
- Trust your instincts