girl scouts carolinas peaks to piedmont

Digital Cookie Parent Training

December 9, 2025





- 1. What is Digital Cookie?
- 2. Who Uses Digital Cookie?
- 3. Four Steps to Getting Started
- 4. Digital Cookie Pages
- 5. Mobile App
- 6. Customer Experience
- 7. Digital Cookie Help Center



Digital Cookie

Online Selling Platform

Packed with fun, easy-to-use tools, Digital Cookie® delivers more ways to participate, more ways to sell, more ways to buy, and more ways to learn! And in addition, studies show Girl Scouts who use Digital Cookie® in combination with traditional sales often sell more cookies and reach their goals faster.





Girl Scouts use Digital Cookie to supercharge their cookie business!

Girl Scouts create their own sites, send marketing emails to customers, and share their link with customers through email, text, or social media.

Girl Scouts take orders and track purchases (**Customers** purchase cookies).

Girl Scouts and caregivers can manage their online sales, inventory, and financials using Digital Cookie.

Troop Cookie Managers use it to set up and manage sales for their troop's online sales site, including taking payments at a cookie booth on the mobile app.

Troop Cookie Managers support Girl Scouts and families with visibility to their online progress.





Become a true cookie boss in four easy steps!

Digital Cookie®

This cookie season, superpower your sale by adding Digital Cookie® to your toolkit.



Look for the Digital Cookie® registration email in your inbox to register. If you can't find it, contact yout council.



Take a few minutes to set your sales goal, share your cookie story, and upload a fun picture or video. Then publish and go!

Use the Digital Cookie® app to sell cookies wherever you go!

The app makes it easy for you to take payment from customers purchasing cookies.





Use the email in Digital Cookie® to reach out to customers. Ask them to visit your site, purchase, and share your site. Also, post your site on social media.



Use your Digital Cookie® platform to track sales and inventory and check progress towards your goal.

Receive Email

DECEMBER 8

Sender: "Girl Scout Cookies" email@email.girlscouts.org

Subject: It's time to register your Girl Scout for Digital Cookie!

Click "Register Now" In Email

Create Password and Login

All users must register through their Digital Cookie registration email every year.

No Registration Email

View the "No Registration Email" Tip Sheet

- Check promotions, junk, and spam folders for email.
- Make sure myGS account is updated with the correct email.
- Add the sender's email to your contacts list.



Watch Safety Video with Girl Scout

At the end of the video, you will need to click the green continue button.



Activate Girl Scout(s)

After clicking the Activate button you will be able to update your Girl Scout's preferred name. This name will be on the storefront and in the customer's emails.



Approve Terms and Conditions and Safety Pledge

Be sure to read the safety pledge with your Girl Scout and check the box to accept both documents.



13+ Girl Scouts

You will also have the option to add your Girl Scout's email if 13 or older. Do not add the email address you used to log into Digital Cookie, This is optional, skip this box if you do not want to add an email.



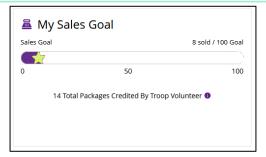
■ Message from Council

Hi Girl Scout,

Welcome to Digital Cookie! Let's kick off the fun by setting up and sharing your very own cookie site. Keep your eyes on this dashboard to see how you are rocking your cookie goals and catch important updates from Girl Scouts Carolinas Peaks to Piedmont.

Message from Council

Note of encouragement from Girl Scouts Carolinas Peaks to Piedmont



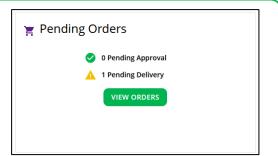
My Sales Goal

Digital sales progress bar and number of packages credited by troop volunteer.



My Cookie Site

Set up cookie site and then share the cookie site link or print the QR Code.

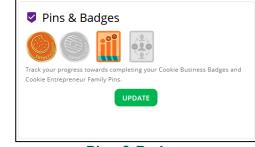


Pending Orders

At a glance, see if their Girl Scout has any orders that need to be approved or marked as delivered.



Quick access button to "Send a Cheer" to a Girl Scout in their troop.

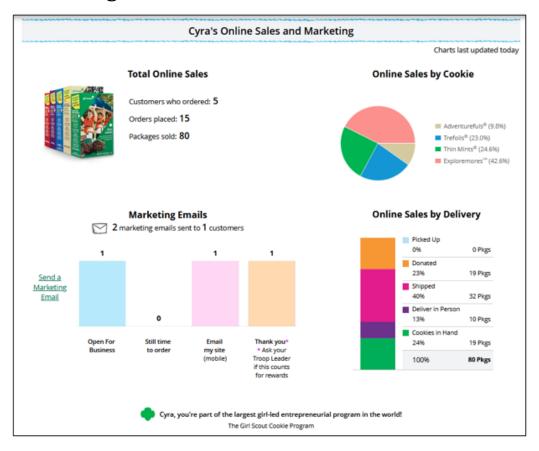


Pins & Badges

Track the progress toward completing the Cookie Business Badges and Cookie Entrepreneur Family Pins.

12

Online Sales and Marketing

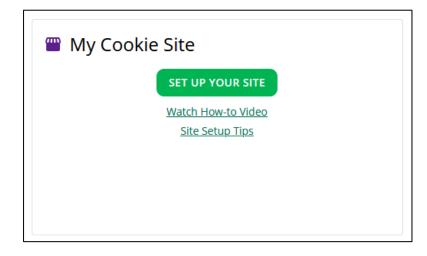


Setting up the Girl Scout Cookie Site



To set up the Girl Scout's cookie site:

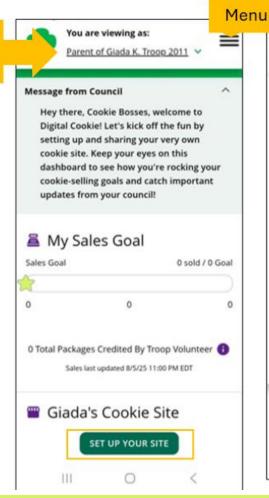
- Click the "Site Setup" link on the menu bar.
- Or click the "Set Up Your Site" button from the home page.



Have multiple Girl Scouts? Easily switch between each site here.

To set up the Girl Scout's cookie site:

- Click the "Set Up Your Site" button from the Dashboard page
- Or from the menu, click "Site Setup".



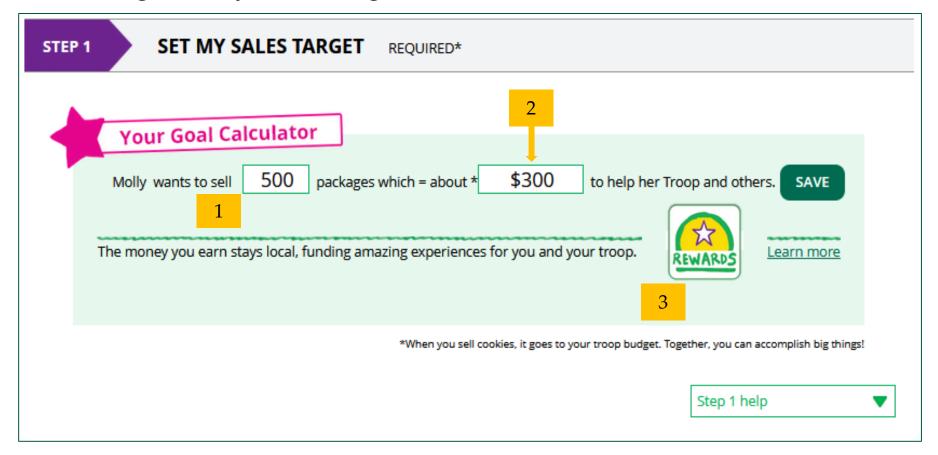


Girl Scout Site Set Up

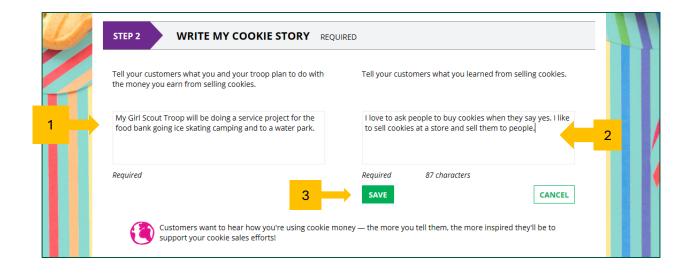
Four sections to set up the site

- 1. Goal Setting: Set My Sales Target
- 2. My Cookie Story
- 3. Photo/Video Upload
- 4. Preview and Publish Your Site

Goal Setting: Set My Sales Target



My Cookie Story

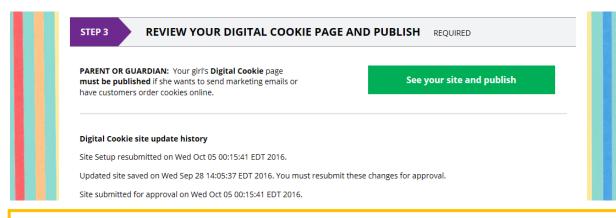


Photo/Video Upload

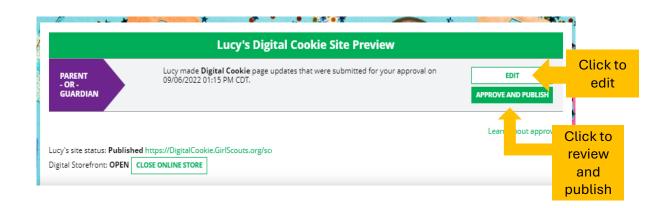
Make your cookie story even better Choose a photo or video (optional) Upload your - or -Choose from own photo the photo gallery Your Digital Cookie site will show this photo. Upload your Use the Girl Scouts - or own video video: Cookie Boss actual image size How to make your video

Girl Scouts who uploaded a photo or video of themselves sold more than double the boxes on average than those who did not.

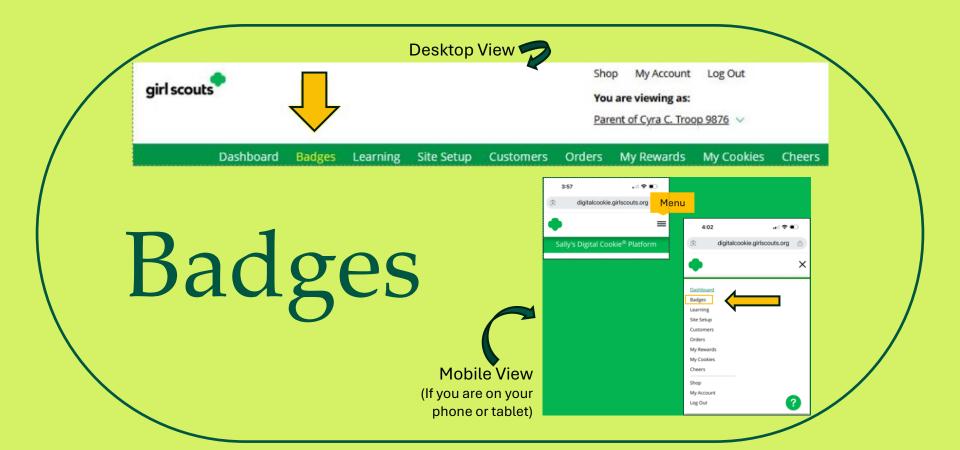
Approve and Publish



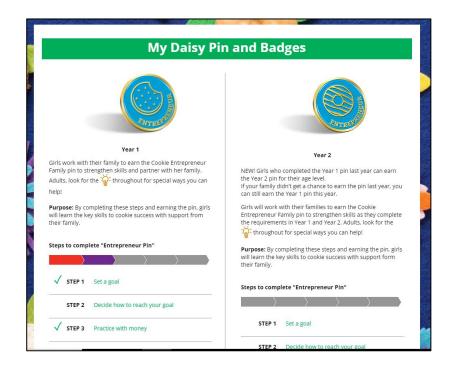
If your button only says "see your site" you may be missing some required fields or didn't make any changes. Go back and check that everything has been completed.



Digital Cookie Pages



Badges



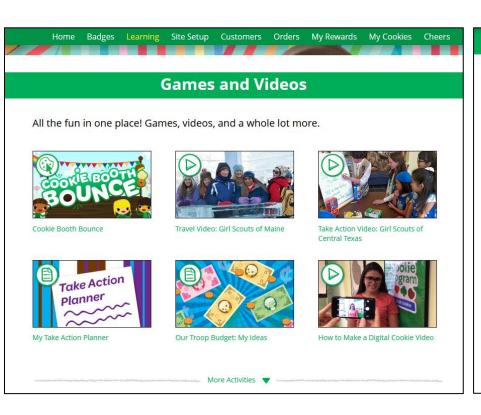




Learning



Learning



Cookie Program Learning Learning to Be an Entrepreneur Everything you do on the Digital Cookie site-whether you're playing a game, taking a quiz, or checking your sales progress-helps you learn how to run a business. That makes you an entrepreneur! Click on each circle to see how to build your business skills. Cookie Page Setup

Set Your Sales Target

Stay Safe and Treat

People Fairly

Cookie Planning



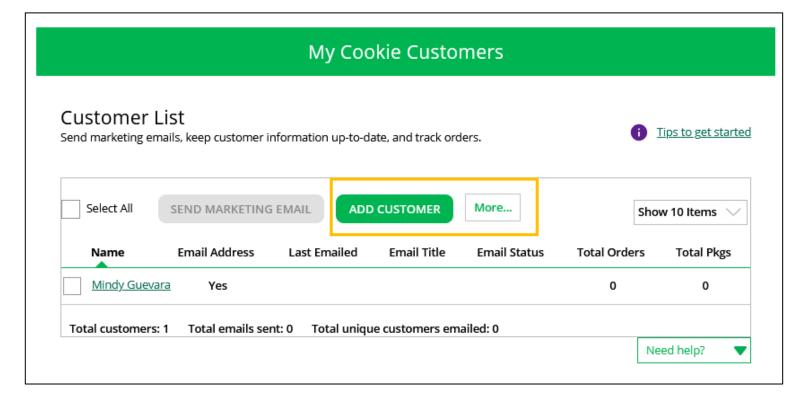
Come Up with a Troop

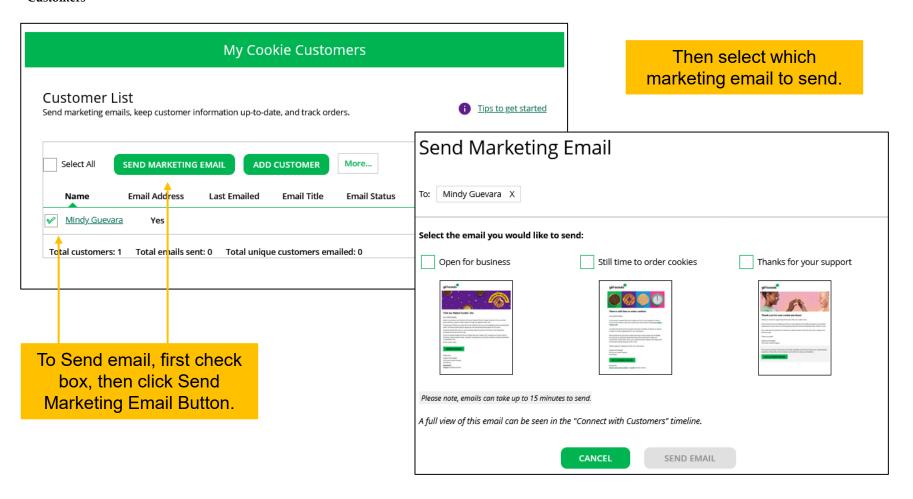
Customers



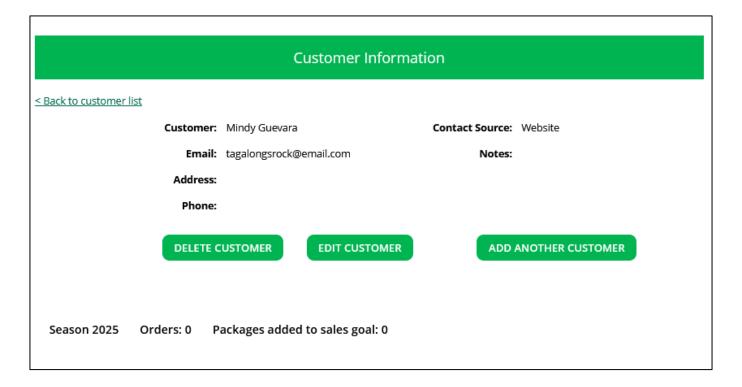
Customers

Add or import customers





Viewing Customer Information

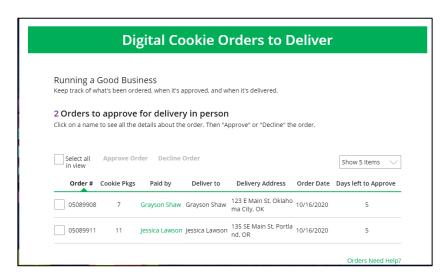


Orders



Orders

Click on the "Paid by" name to review customer and order details



When determining whether to approve or decline the order, consider:

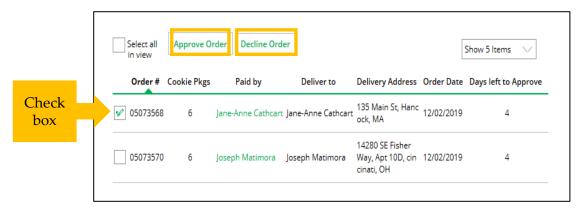
- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location before the end of the sale.

AND

Do you have or will you have the inventory available?

If so, "Approve Order."

Approving/Declining Orders in Bulk



Once you approve
or decline you
can't change the
action and an
email is deployed
to the customer.

Approve Delivery for Cookie Orders

Orders selected: 2

Items to check before you approve order delivery for Jennifer:

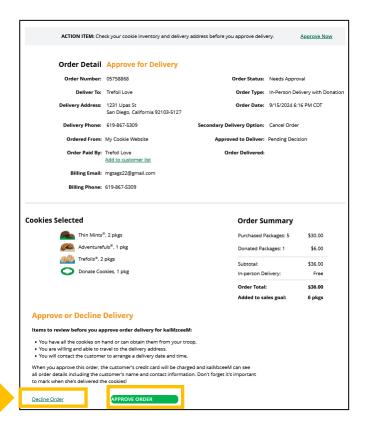
- · You have all the cookies on hand or can obtain them from your troop.
- · You are willing and able to travel to the delivery address.
- · You will contact the customer to arrange a delivery date and time.

When you approve delivery of these orders, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

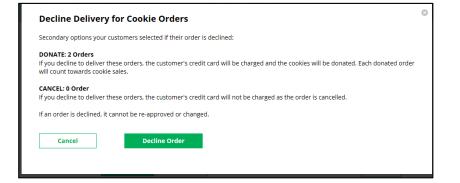
CANCEL

Approve Order

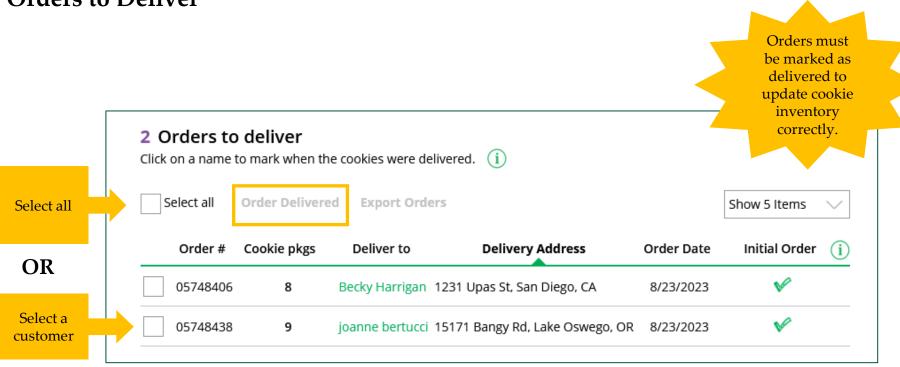
Approving/Declining Orders Individually



Once approved: customers receive an email to expect their cookies within two weeks of when you have them.

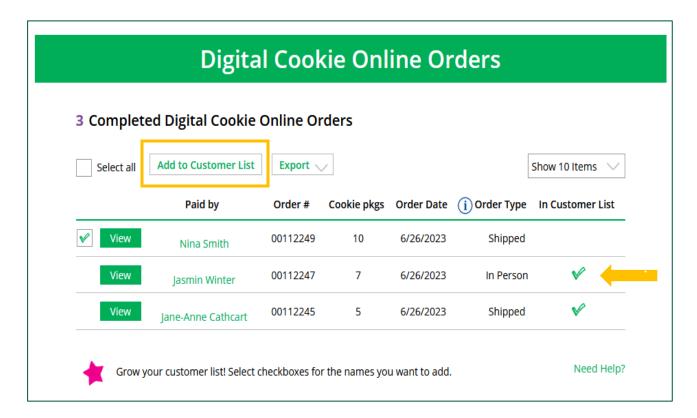


Orders to Deliver



Completed Orders

Customers not added to the customers list will not roll over to the following year.

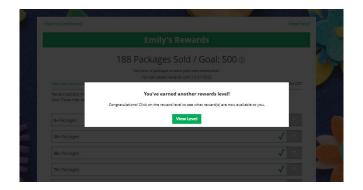


My Rewards

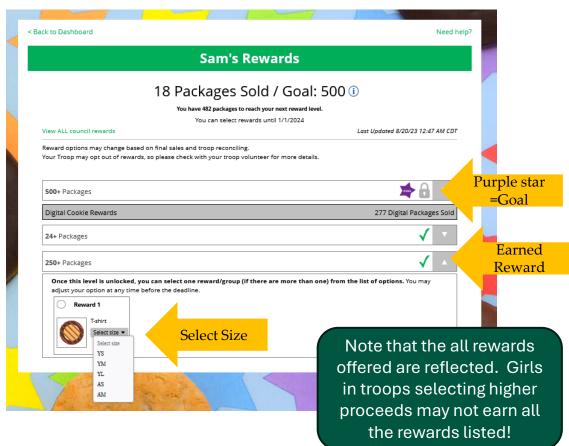


3

My Rewards



As Girl Scouts earns a reward, they will see a message on their "My Rewards" tab letting them know they earned another reward.



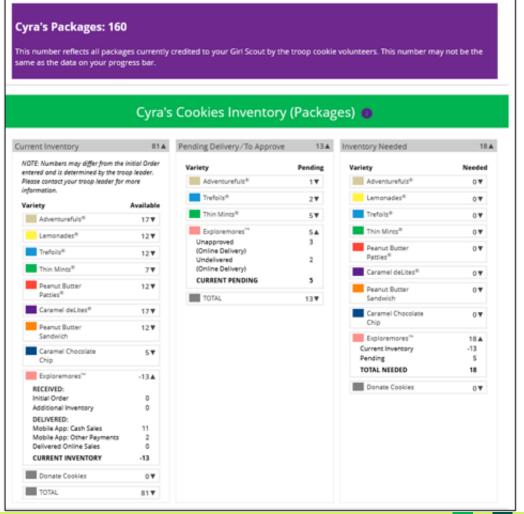
My Cookies



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My Cookies-Inventory by Variety

- 1. Current Inventory
- 2. Pending Delivery/To Approve
- 3. Inventory Needed

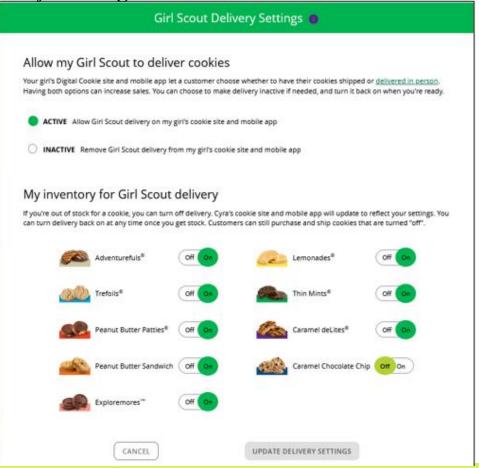


My Cookies Tab-Financials

See how much money is owed for cookies and how that has been calculated.

Quinn's Financials o			
Reflects cookies and payments entered by the troo	p cookie volunteer. —		08/31/23 12:00 AM CDT
		Payments	\$392.00▲
		Online Paid	\$387.00
		Offline Paid	\$5.00
		TOTAL PAID	\$392.00
Additional Cookies Received	37▲	Total Balance Due	\$42.00▲
Council Charity (\$6.00)	8	Total Money Owed	\$434.00
Cookie Packages (\$6.00)	13	Total Money Paid	\$392.00
Specialty Packages (\$6.00)	16	TOTAL BALANCE DUE	\$42.00
PACKAGES	37		

My Cookies Tab-Delivery Settings



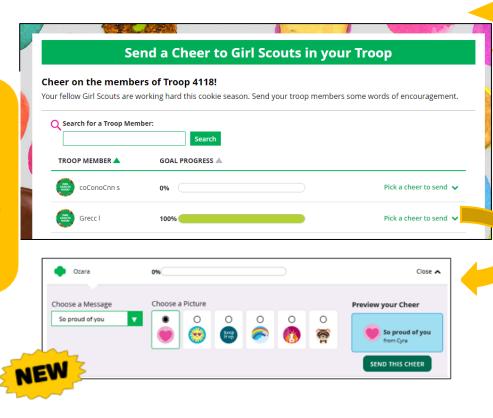
Cheers



4

Cheers

To send a
Cheer, Girl
Scouts can click
Pick a cheer to
send next to the
Girl Scout they
want to cheer.



Girl Scouts can only send to other girls in their troop but can customers and leaders, and other girls in their troop.



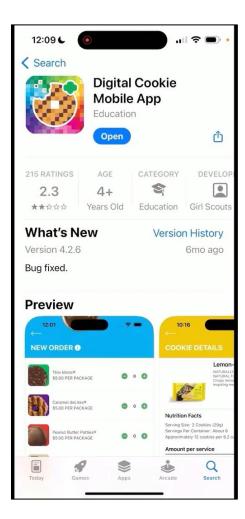
Digital Cookie Mobile App



Google Play Store

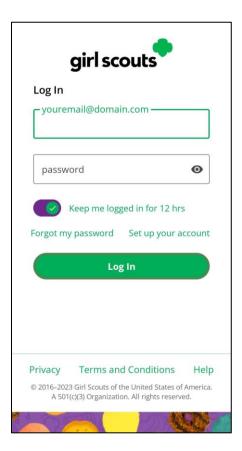


- Download a new version of the mobile app each year.
- Mobile app found in iTunes or Google Play store.

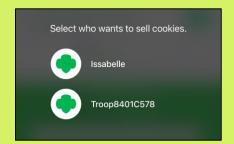


Logging In

- Use the same email and password use for Digital Cookie
- Girl Scout Cookie site must be published



Digital Cookie Home Screen



Select Girl Scout's Name





Visit My Site

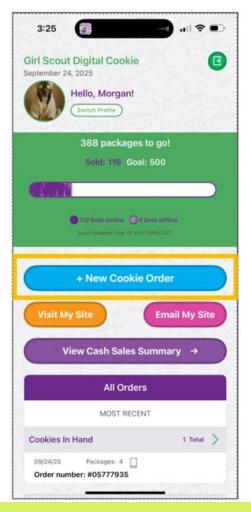
Customers can scan the QR code to visit the Girl Scout's Cookie Site.



Email My Site

Girl Scout's can send a marketing email to a customer with a link to their site.

New Cookie Order





Update Delivery Type



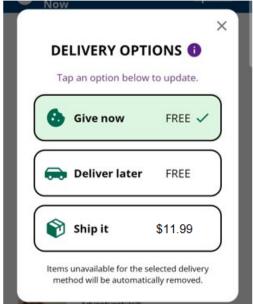
Click **CHECKOUT** button



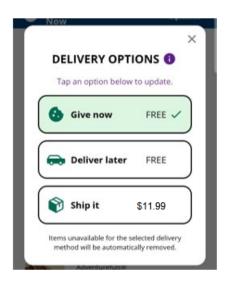




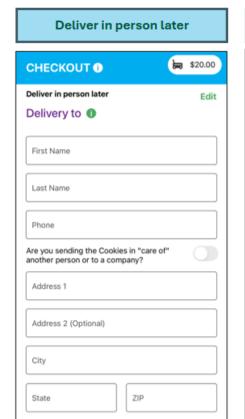


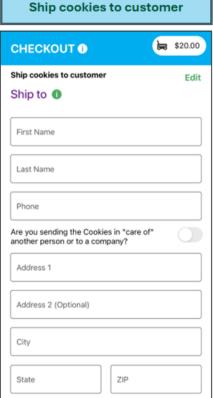


In-Person Delivery or Shipped

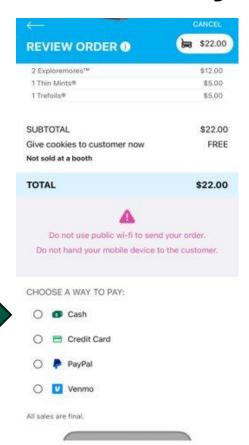


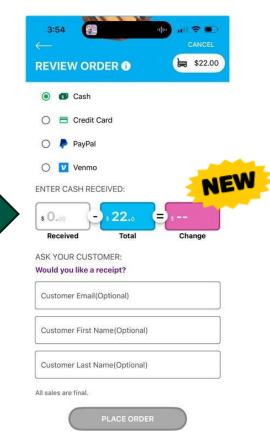






Customer Pays with Cash





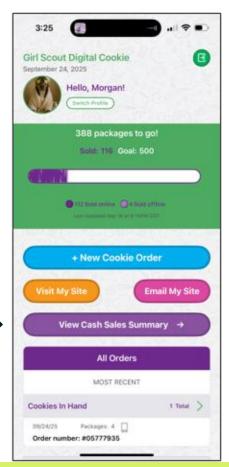


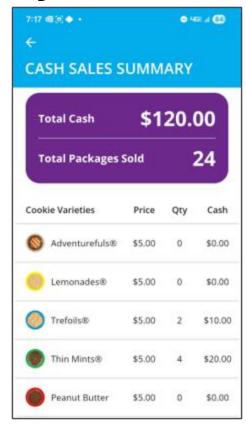
Cash payment type only available for "Give cookies to customer now" orders

PayPal and Venmo now available on all order types.



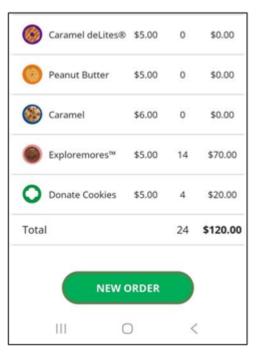
Cash Sales Summary





Use this to view a snapshot of the amount of cash that has been collected.

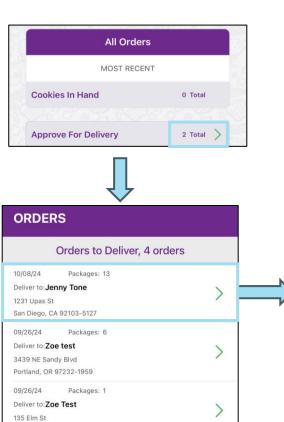
NEW



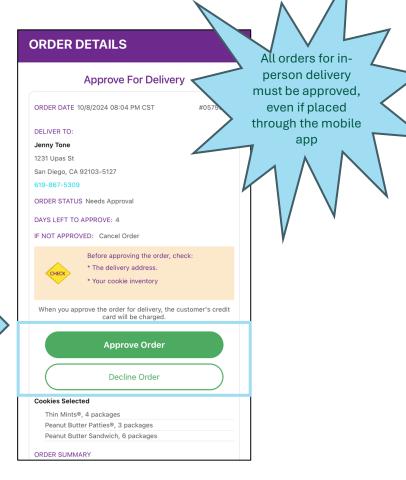


View All Orders



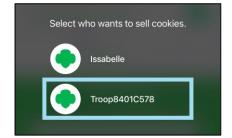


Bremerton, WA 98310-2089

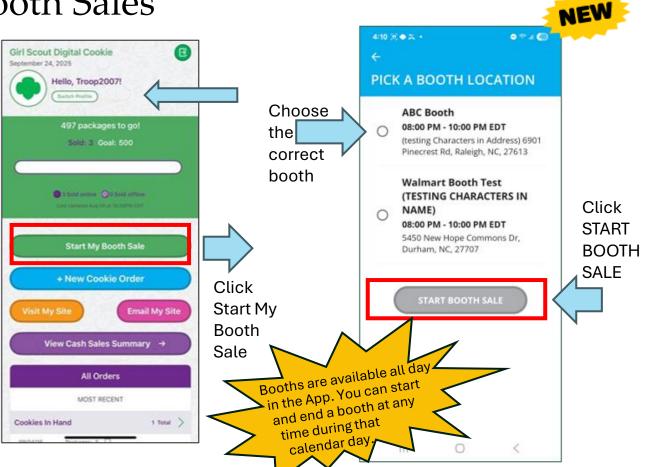




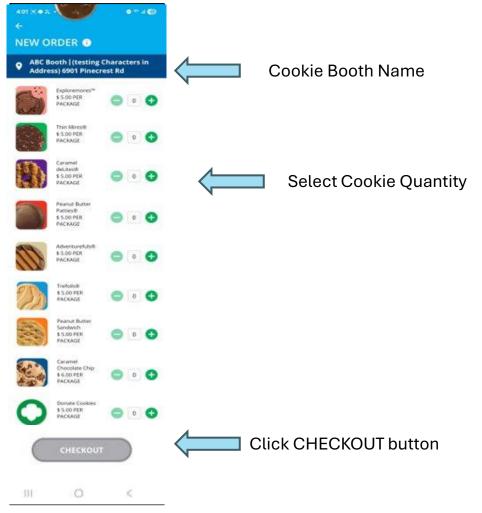
Starting your Booth Sales



Select the troop role

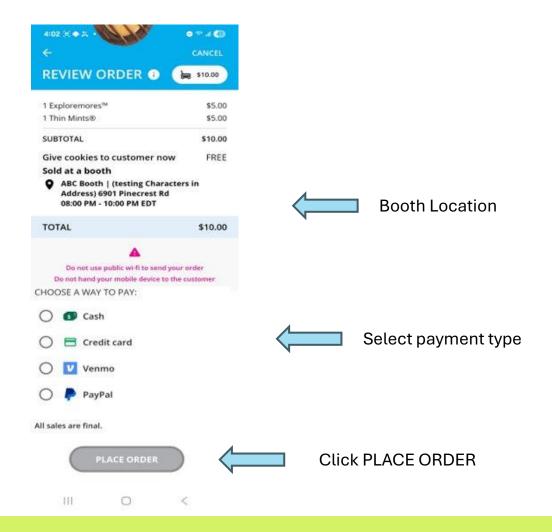


New Booth Order

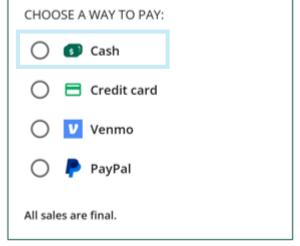


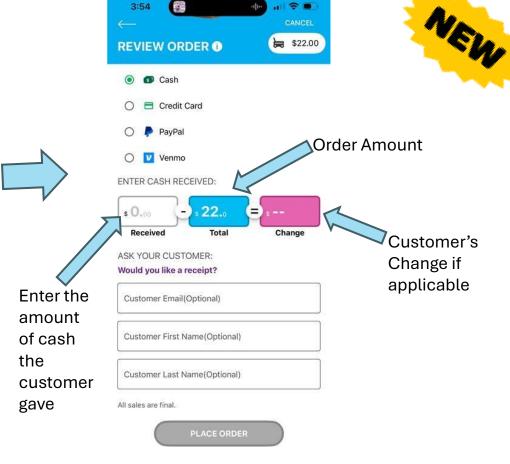


Review Order

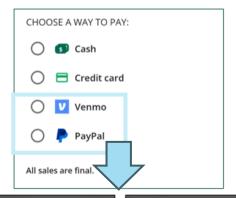


Payment Type: CASH



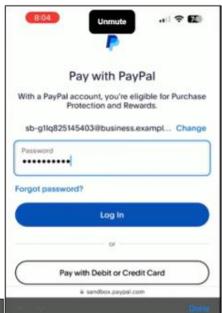


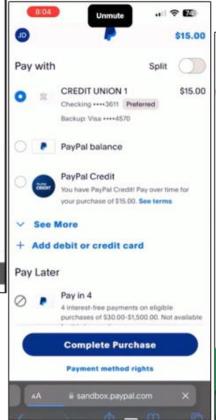
Payment Type: PayPal or Venmo

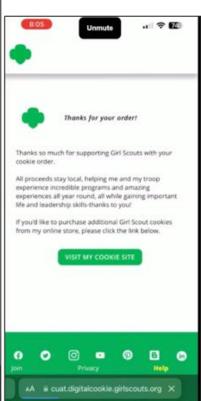




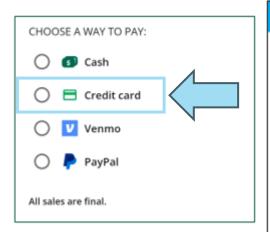


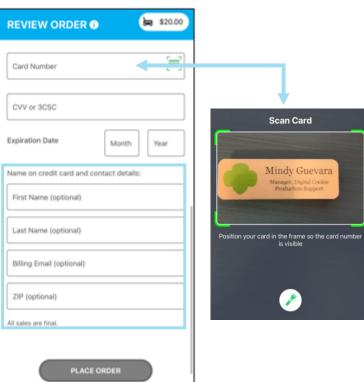


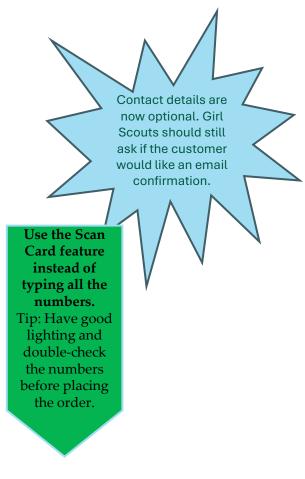




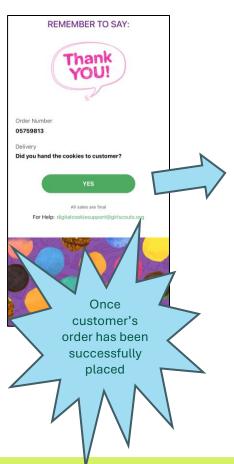
Payment Type: Credit Card

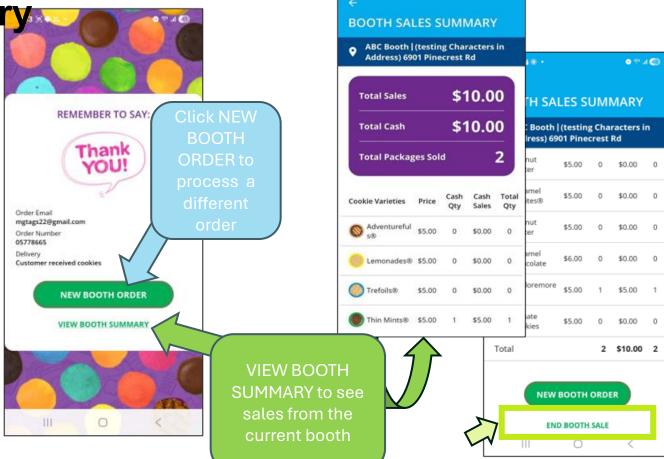






Booth Summary

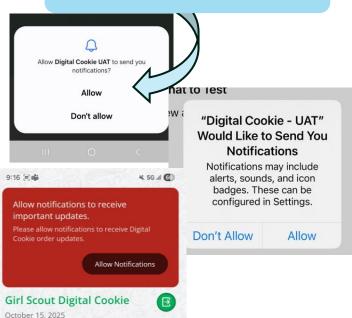




Notifications



Make sure to allow notifications.



3 possible new order notifications



New Cookie Order 10/7/25

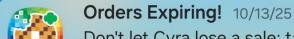
Cyra has a new order to approve! Tap



Action Required 2:00 PM

Cyra has cookie orders pending approval! Tap to review them now.

3



Don't let Cyra lose a sale: tap to review cookie orders expiring soon.





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Customer View-Email

girl scouts



Visit my Digital Cookie® Site

Dear Kate,

I'm sharing the link to my personalized Digital Cookie $^{\small \otimes}$ site for your convenience.

Now you can order your favorite Girl Scout cookies, and maybe even discover some new favorites!

Every cookie purchase you make supports the largest girl-led entrepreneurial program in the world. Plus, you help power amazing programs and new experiences for me and my Girl Scout troop all year long—because all proceeds stay local!

When you purchase cookies using my link today, you'll help me learn important life skills, practice leadership, and make my community a better place. Pretty sweet, right?

Thanks again for helping me reach my cookie goals!

Cyra

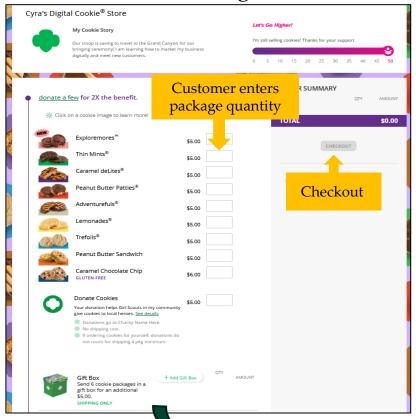
Girl Scout Cookie Program

Girl Scouts North Carolina Coastal Pines Inc

BUY COOKIES ONLINE

Order Cookies Link

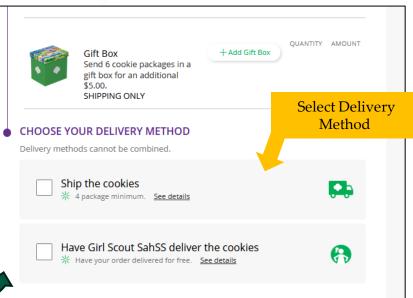
Customer View-Placing Order



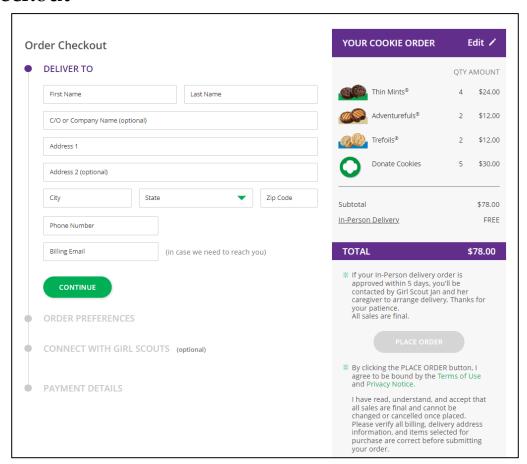


The retail price of all varieties is \$6 per package!



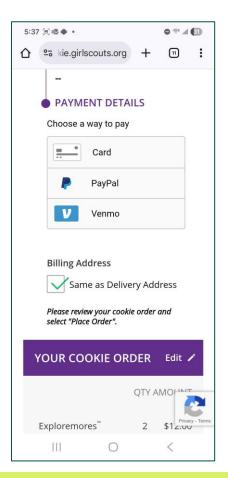


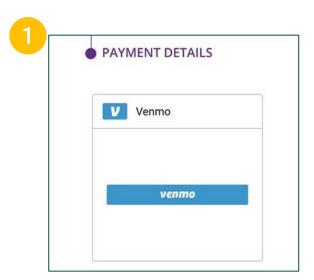
Customer View-Checkout

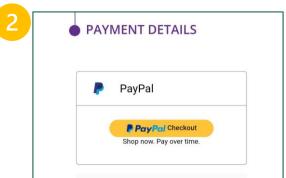


Additional Information from Customers

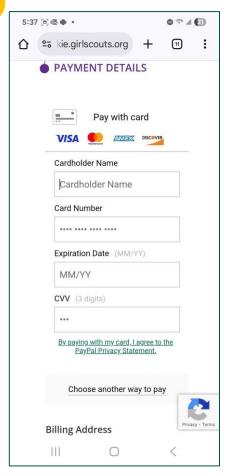
Customer View-Checkout



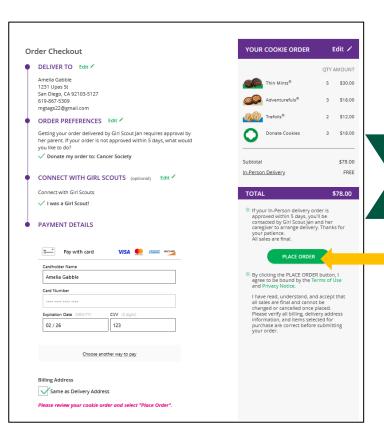


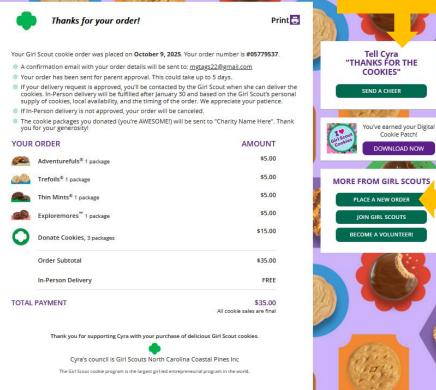






Customer View-Confirmation

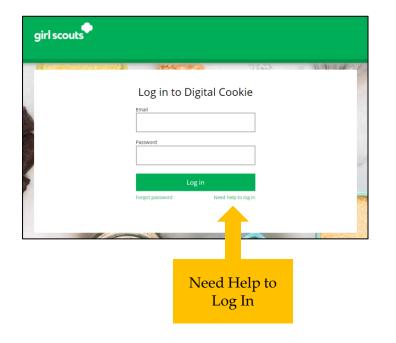




Send Girl Scout a Cheer

> Place another order





Help with Log In

Registration email

You must click the access link in your **Digital Cookie registration email** to log in for the first time and complete set up for Digital Cookie. (See our <u>tip sheets</u> steps 1-3.) it can take up to 15 minutes to receive the email. Check your spam folder too.

> Request a registration email The registration process

If you clicked the registration link and your email is not recognized, check if registration has started for your troop. If it's time, you'll be able to self-register. (See our <u>tip sheets</u> steps 4-7). <u>Check if registration has started for your troop.</u>

Problems with email address

The email you're trying to sign in with may be different than what the council supplied. ≥ Check the email address that's on file for you

Problems with password / too many attempts, locked out

If you forgot your password, or are using one from last year's cookie season, you need a new password.

> Forgot your password

2

3

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support. \geq Go to login

It's still not working... contact customer support

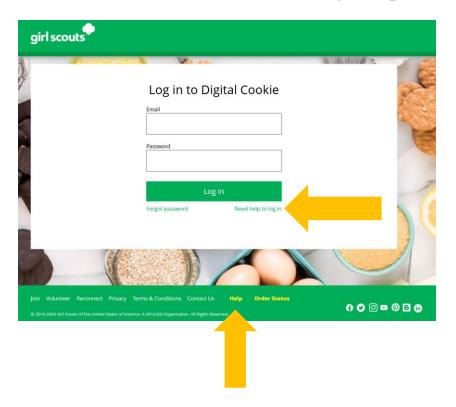


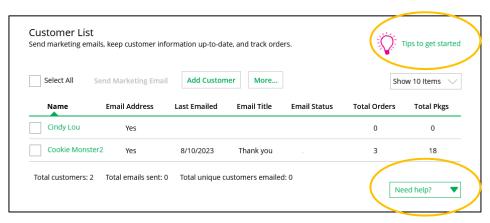


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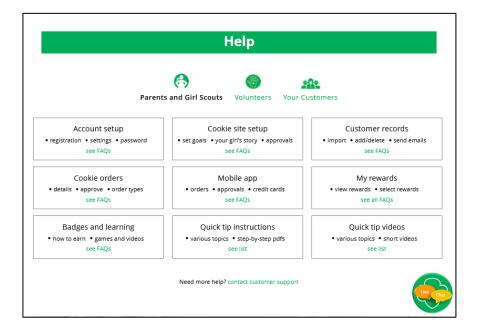
Digital Cookie Help Center

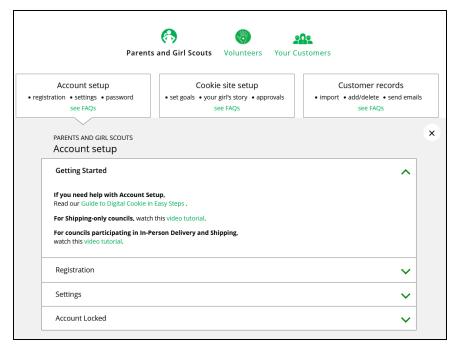
Your go-to place if you need support!





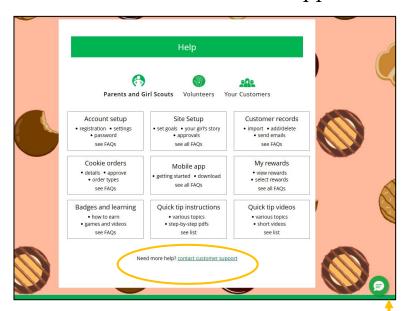
Select which role and category you need support on.





Inside, each category will have detailed instructions, links to tip sheets, or even video tutorials to help you.

After looking, still can't find what you need? Contact customer support.



Live Chat button to chat with a Digital Cookie support agent during business hours.

Click the topic you need help with and complete the form for more assistance.

Digital Cookie Customer Support

Need help with Digital Cookie? View our FAQs or contact us using one of the forms below.

Registration Issues Form

- · Did not receive registration emai
- · Other registration concerns

Account Issues Form

- · Your account is locked
- · Incorrect account information
- Password inquiries

Other Questions or Issues Form

- · Need help with cookie site setup
- · Questions about customer list
- · How to send emails
- · Sharing my cookie links
- · Issues with the mobile App

Order Issues Form

- · Order hasn't been received
- Order Status
- Unable to place order
- · Cookie taste/quality concerns
- · Damaged/incorrect cookies

System Issues Form

- Mobile App not working
- · Unable to place an order
- · Digital Cookie not working

Feedback Form

· Share ideas or feedback regarding the Digital Cookie Platform and Digital Cookie Mobile App

Digital Cookie – Help from GSCP2P's Website On the Council's Website, girl scouts hover over Members carolinas peaks to piedmont Discover ∨ Get Involved ∨ Support Us ∨ Members ∨ For Girl Scouts For Volunteers For Parents & Families Volunteer Essentials Badges, Patches, Journeys & Awards Volunteer Training & Click Here for Cookie Resources Camp & Outdoors Resources Tip Sheet with How-to Videos Help section in Digital Cookie Resources for Girl Scout members. Fall Product & Cookie Program roop Year Plans Find volunteer, Girl Scout, and family tools and support. Explore badges, Additional Opportunities Forms & Documents activities, and more. Renew Your Membership Renew Your Membership This page will come up. Scroll Digital Cookie (DC24 Cloud) Tip Sheets and How-to Videos for Girls Girl Scout Cookie Program down for Digital Cookie Tip Sheets · Links to Tip Sheets and Videos for the 2024 Girl Scout Cookie Program your troop and all the amazing girls When you participate in this iconic experience, you're part of something even bigger the nationwide that sell too- you're part of the largest girl-led entrepreneurial program in rld! Having the opportunity to run your very · Troop Virtual Booth and Ship Only Link Explained - Smart Cookies Pending Distribution Orders own cookie business gives you skills essential for success today and in the future. Quick Bites 2026 Gir Promotional Resources Rewards ABC Bakery Tour ~ Cookies f Digital Cookie (DC24 Cloud) Tip Sheets and How-to Videos for Girls

