Training Material Index for ABC Council Users

*Instructions for both Girl Scout/Caregiver and Volunteer accounts.
** Functionality depends on council settings.

**Girl Scout/Caregiver**

**Digital Cookie Help:**  [https://digitalcookie.girlscouts.org/help/parent-girl](https://digitalcookie.girlscouts.org/help/parent-girl)

FAQs, Live Chat, or contact the customer support team

**Registration**

- Site Registration
- Site Registration Girl Scout 13 and Over
- Forgot Password/Password Reset*
- No Registration Email*
- Unlock Account*
- My Account Tab*
- Dashboard

**Site Setup**

- Site Setup
- Site Setup-Girl Scout 13 and Over
- Photo/Video Upload
- Marketing to Customers

**Order Management**

- My Cookies: Initial Order
- Order Received: Shipped/Donated
- Order Received: In-Person Delivery
- My Cookies: Delivery Settings
- My Cookies: Inventory by Variety
- My Cookies: Inventory by Category
- My Cookies: Financials

**Site Features**

- Entrepreneur Pin and Badges
- My Rewards
- Cheers
- Closing Your Site

**Mobile App**

- Mobile App

**Customer Experience**

- Customer Experience: In-person Delivery Order
- Customer Experience: Shipped Order

**Digital Cookie Help:**  [https://digitalcookie.girlscouts.org/help/customer](https://digitalcookie.girlscouts.org/help/customer)

Check Order Status:  [https://digitalcookie.girlscouts.org/customer-order/orders](https://digitalcookie.girlscouts.org/customer-order/orders)
Training Material Index for ABC Council Users
*Instructions for both Girl Scout/Caregiver and Volunteer accounts.
**Functionality depends on council settings.

Volunteer

Digital Cookie Help: https://digitalcookie.girlscouts.org/help/volunteer

Registration

Volunteer Login
Forgot Password/Password Reset*
Unlock Account*
No Registration Email*
My Account tab*

Tip Sheet

Tip Sheet

Tip Sheet

Tip Sheet

Registration

Tip Sheet

Video

Site Use

Troop Dashboard
Troop Site Setup**
Virtual Booth Links**
Troop Pickup Orders**
Troop Refunding Orders**
Troop Cheers

Tip Sheet

(see Virtual Booth Links)

Tip Sheet

Video

Video

Video

Tip Sheet

Customer Support Help

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

• ABCSmartCookieTechSupport@hearthsidefoods.com

Order Status Page

• Customer FAQs

• Contact Customer Support with an Order Issue

Direct Shipped Order Questions

• Volunteer FAQs

• Parent/Girl Scout FAQs

• Contact Customer Support with a System 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 Registration Issue

• Contact Customer Support with Account Information Issue

Digital Cookie Registration &
In-Person Delivery Inquiries

Other

• Contact Customer Support with Other Questions

• Provide Feedback to Customer Support