**Training Material Index for LBB Council Caregivers/Girl Scouts**

Registration

Site Registration [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/Site_Registration.pdf) [Video](https://vimeo.com/873814075/7e53abbe63) (initial login)

Site Registration Girl Scout 13 and Over [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/Site_Registration_over13.pdf)

Forgot Password/Password Reset [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/Forgot_Reset_Password.pdf)

No Registration Email [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/No_Registration_Email.pdf)

Unlock Account [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/Unlock_Account.pdf)

My Account Tab [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MyAccountTab.pdf)

Dashboard [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/CaregiverDashboard.pdf)

Site Setup

Site Setup [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/SiteSetup.pdf) [Video](https://vimeo.com/873814506/ccd00552c1)

Site Setup-Girl Scout 13 and Over [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/SiteSetup_over13.pdf)

Photo/Video Upload [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/PhotoVideoUpload.pdf) [Video](https://vimeo.com/manage/videos/916023825/630005222d)

Marketing to Customers [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MarketingtoCustomers.pdf) [Video](https://vimeo.com/873814098/d4b53ff12c)

Order Management

My Cookies: Initial Order [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MyCookies_Initial_Order_Entry.pdf) [Video](https://vimeo.com/873814329/0ebea8b89c)

Order Received: In-Person Delivery [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/OrderReceived_InPersonDelivery.pdf) [Video](https://vimeo.com/873814030/33697a0e63)

Order Received: Shipped/Donated [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/OrderReceived_Shipped_Donated.pdf)

My Cookies: Delivery Settings [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MyCookies_DeliverySettings.pdf) [Video](https://vimeo.com/873814186/5d2b8d4ee5)

My Cookies: Inventory by Variety [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MyCookies_Inventory_Variety.pdf) [Video](https://vimeo.com/873814380/5e4a5b8d9f)

My Cookies: Financials [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MyCookies_Financials_LBB.pdf) [Video](https://vimeo.com/873814247/468218daba)

Site Features

Entrepreneur Pin and Badges [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/EntrepreneurPinandBadges.pdf)

Cheers [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/GirlScoutCheers.pdf)

Mobile App

Mobile App Caregiver/Girl Scout View [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/MobileAppCaregivers.pdf) [Video](https://vimeo.com/985292199/7e8744e470)

Mobile App Booths [Tip Sheet](https://www.girlscouts.org/content/dam/girlscouts-gsusa/forms-and-documents/cookie/digitalcookie/Mobile_App_Booth.pdf) [Video](https://vimeo.com/985292224/caa3cbdd50)

Customer Support Help

|  |  |
| --- | --- |
| Digital Cookie Website  (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.) | * [Parent/Girl Scout FAQs](https://digitalcookie.girlscouts.org/help/parent-girl) * [Contact Customer Support with a System Issue](https://www.girlscouts.org/en/footer/contact-us/digital-cookie-support---system-issues.html) |
| Digital Cookie Registration & Account Information Support | * [Contact Customer Support with Registration Issue](https://www.girlscouts.org/en/footer/contact-us/digital-cookie-support---registration.html) * [Contact Customer Support with Account Information Issue](https://www.girlscouts.org/en/footer/contact-us/digital-cookie-support---account-information.html) |
| Direct Shipped &  In-Person Delivery Order Inquiries | * [Customer FAQs](https://digitalcookie.girlscouts.org/help/customer) * [Order Status Page](https://digitalcookie.girlscouts.org/customer-order/orders) * [Contact Customer Support with an Order Issue](https://www.girlscouts.org/en/footer/contact-us/digital-cookie-support---order-issues.html) |
| Customer Experience Tip Sheets | * [In-person Delivery Order](http://www.girlscouts.org/dc2016-210) / [Shipped Order](http://www.girlscouts.org/dc2016-209) |