



Digital Cookie®

Training Material Index for LBB 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

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|------------------------------------|---------------------------|-----------------------|
| 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

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|-----------------------------|---------------------------|-----------------------|
| Entrepreneur Pin and Badges | Tip Sheet | |
| My Rewards | Tip Sheet | Video |
| Cheers | Tip Sheet | |
| Closing Your Site Early | Tip Sheet | |

Mobile App

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

Customer Support Help

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|--|---|
| Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.) | <ul style="list-style-type: none"> • Parent/Girl Scout FAQs • Contact Customer Support with a System Issue |
| Digital Cookie Registration & Account Information Support | <ul style="list-style-type: none"> • Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue |
| Direct Shipped & In-Person Delivery Order Inquiries | <ul style="list-style-type: none"> • Customer FAQs • Order Status Page • Contact Customer Support with an Order Issue |
| Customer Experience Tip Sheets | <ul style="list-style-type: none"> • In-person Delivery Order / Shipped Order |