

# Digital Cookie®

## Unlock Account

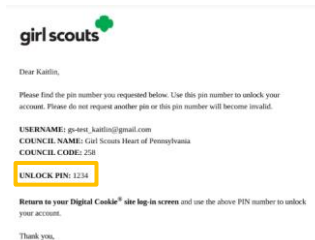
**Step 1:** If you have attempted multiple times to login at [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

**Step 2:** If you click the “unlock your account” link, you will be asked to validate the email address you use for Digital Cookie, then click the “Send Email” button



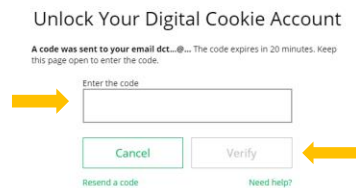
**Step 3:** You will be sent an email with the subject: “Your requested pin number” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)). Check your junk/spam/promotions folders if you don’t receive it and be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) to your “safe sender” list.

You will have a pin number in the email.



**Step 4:** Enter the pin code back in Digital Cookie on the unlock screen, then click on “Verify”.

**Step 5:** You will be taken back to the Digital Cookie login screen with your account unlocked



and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the “Forgot password” link. Otherwise, login and get started with your Digital Cookie experience.