



# Digital Cookie®

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

### Registration

|                                          |                           |                                       |
|------------------------------------------|---------------------------|---------------------------------------|
| Site Registration                        | <a href="#">Tip Sheet</a> | <a href="#">Video</a> (initial login) |
| Site Registration Girl Scout 13 and Over | <a href="#">Tip Sheet</a> |                                       |
| Forgot Password/Password Reset           | <a href="#">Tip Sheet</a> |                                       |
| No Registration Email                    | <a href="#">Tip Sheet</a> |                                       |
| Unlock Account                           | <a href="#">Tip Sheet</a> |                                       |
| My Account Tab                           | <a href="#">Tip Sheet</a> |                                       |
| Dashboard                                | <a href="#">Tip Sheet</a> |                                       |

### Site Setup

|                                   |                           |                       |
|-----------------------------------|---------------------------|-----------------------|
| Site Setup                        | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Site Setup-Girl Scout 13 and Over | <a href="#">Tip Sheet</a> |                       |
| Photo/Video Upload                | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Marketing to Customers            | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |

### Order Management

|                                    |                           |                       |
|------------------------------------|---------------------------|-----------------------|
| My Cookies: Initial Order          | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Order Received: In-Person Delivery | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Order Received: Shipped/Donated    | <a href="#">Tip Sheet</a> |                       |
| My Cookies: Delivery Settings      | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| My Cookies: Inventory by Variety   | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| My Cookies: Inventory by Category  | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| My Cookies: Financials             | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |

### Site Features

|                             |                           |                       |
|-----------------------------|---------------------------|-----------------------|
| Entrepreneur Pin and Badges | <a href="#">Tip Sheet</a> |                       |
| My Rewards                  | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Cheers                      | <a href="#">Tip Sheet</a> |                       |
| Closing Your Site Early     | <a href="#">Tip Sheet</a> |                       |

### Mobile App

|                                      |                           |                       |
|--------------------------------------|---------------------------|-----------------------|
| Mobile App Caregiver/Girl Scout View | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |
| Mobile App Booths                    | <a href="#">Tip Sheet</a> | <a href="#">Video</a> |

### Customer Support Help

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