

Digital Cookie®

Troubleshooting Registration Issues

If a parent contacts the council noting that they did not receive the registration email, it is recommended to start with making sure they have followed the steps in the “Didn’t receive a registration email” tip sheet.

If that does not resolve their issue, there are things a council can do to assist the parent.

1. Search for the girl/parent. (See “Finding a user” council tip sheet)

If searching for the girl name does not yield results, check that the girl’s information is in eBudde. If she is in eBudde, her name should appear in Digital Cookie. If not, try the “resync” button in eBudde.

If the girl’s name appears and there is no parent data in the fields, the parent information has not been added to Digital Cookie successfully.

Girl Last Name	Girl First Name	GSUSA ID	Younger Girl	Grade	Site Status	Girl Email Address	Parent Last Name	Parent First Name	Parent Email	Council Name	Troop Number
Walker	Jasmine	8888888888	No	Grade8	Draft					Louisiana East	12355

The parent information can be added via the Import process or via the “Adding or Editing Parent Details” process.

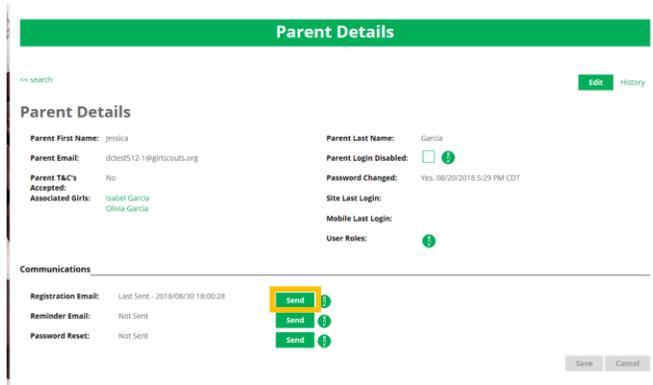
If the parent information appears, check that the email address showing is the email address the parent is attempting to use to find her registration. If it is not, you can change it in her record. See “Adding/Updating Parent Details” for information on that process.

If the parent email is correct, click on the parents name to bring up their record.

Girl Last Name	Girl First Name	GSUSA ID	Younger Girl	Grade	Site Status	Girl Email Address	Parent Last Name	Parent First Name	Parent Email	Council Name	Troop Number
GILBERT	Phoebe	9992499046	No	Grade8	Draft		GILBERT	Michelle	dctest346-33@girlscouts.org	Louisiana East	12355

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That will bring up the parent detail page. From there, if the “send” button by the “Send Registration Email” is green, you can re-send the parent the registration email. Instruct her to check her email and if it doesn’t arrive within 15 minutes, to contact the council again.



If the “Send” button is grey, that indicates the parent has already registered. In that case, you can send the Password Reset email to the parent so she can use her email address on file along with her new password to gain access to the system.

If the parent does not receive the email, there is one final option to give the parent access. It should be used only if all other options have been exhausted. Following the steps on the “Adding or Editing Parent Details” sheet, reset the parent’s password. It is recommended to then logout and login as the parent with the new password to ensure it was successful. If it is successful, let the parent know what the password is and instruct her to change in in the “My Account” tab as soon as she accesses the site.

If you are unable to successfully login with that information, there may still be an error with the parent email that is not visible. The best solution is to again follow the “Adding or Editing Parent Details” instructions and re-enter the parent’s email, ensuring that there are no spaces before or after her email address when you enter it.

If all of these steps have been exhausted with no success in getting the user access, contact GSUSA for next level assistance.