

# 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 yourself locked yourself out. You can contact Customer Support or Unlock your account.

Log in to Digital Cookie  
You can **unlock your account** or contact customer support.  
Email  
Password  
Log in  
Forgot password    Need help to log in

**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

Unlock Your Digital Cookie Account  
Enter the email address you use for Digital Cookie.  
Email  
dctest512-2@girlscouts.org  
Cancel    Send Email  
Need help?

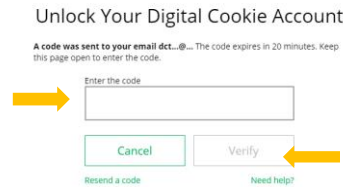
**Step 3:** You will be sent an email with the subject: “Your Pin Code” from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)). Check your junk/spam/promotions if you don’t receive it and be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org)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

You will have a Pin Code in the email.

girlscouts  
Dear Kaitlin,  
Please find the pin number you requested below. Use this pin number to unlock your account. Please do not request another pin or this pin number will become invalid.  
USERNAME: go-ore, kaitlin@gmail.com  
COUNCIL NAME: Girl Scouts Heart of Pennsylvania  
COUNCIL CODE: 258  
UNLOCK PIN: 1234  
Returns to your Digital Cookie® site log in screen and use the above PIN number to unlock your account.  
Thank you,

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**Step 4:** Enter that 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.

