# Digital Cookie®

## Training Material Index for ABC Council Volunteers

### Registration

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|---|---|
| Volunteer Login | Tip Sheet |
| Forgot Password/Password Reset | Tip Sheet |
| Unlock Account | Tip Sheet |
| No Registration Email | Tip Sheet |

### Site Use

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|---|---|---|
| Service Unit Access | Tip Sheet | |
| Troop Dashboard | Tip Sheet | Video |
| Troop Site Setup/Links | Tip Sheet | Video |
| Troop Pickup Orders | Tip Sheet | Video |
| Troop Refunding Orders | Tip Sheet | Video |
| Troop Cheers | Tip Sheet | |

### Mobile App

| | | |
|---|---|---|
| Mobile App Troop | Tip Sheet | Video |

### Customer Support Help

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| **Smart Cookies Site** (Smart Cookies Access and Registration · Apps · Submitting Troop Initial Order · Signing up for Booths · Tech Issues, etc.) | • ABCSmartCookieTechSupport@hearthsidefoods.com |
| **Direct Shipped & In-Person Delivery Order Inquiries** | • Order Status Page<br>• Customer FAQs<br>• Contact Customer Support with an Order Issue |
| **Digital Cookie Website** (Site set up · Reports · Customer list · viewing orders · Mobile App, etc.) | • Volunteer FAQs<br>• Parent/Girl Scout FAQs<br>• Contact Customer Support with a System Issue |
| **Digital Cookie Registration & Account Information Support** | • Contact Customer Support with Registration Issue<br>• Contact Customer Support with Account Information Issue |
| **Other** | • Contact Customer Support with Other Questions<br>• Provide Feedback to Customer Support<br>• Contact Customer Support for All Issues<br>• Caregiver/Girl Scout Training Material Index |