



# Digital Cookie®

## Training Material Index for ABC Council Volunteers

### Registration

Volunteer Login	<a href="#">Tip Sheet</a>
Forgot Password/Password Reset	<a href="#">Tip Sheet</a>
Unlock Account	<a href="#">Tip Sheet</a>
No Registration Email	<a href="#">Tip Sheet</a>

### Site Use

Service Unit Access	<a href="#">Tip Sheet</a>	
Troop Dashboard	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Troop Site Setup/Links	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Troop Pickup Orders	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Troop Refunding Orders	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
Troop Cheers	<a href="#">Tip Sheet</a>	

### Mobile App

Mobile App Troop	<a href="#">Tip Sheet</a>	<a href="#">Video</a>
------------------	---------------------------	-----------------------

### Customer Support Help

Smart Cookies Site (Smart Cookies Access and Registration • Apps • Submitting Troop Initial Order • Signing up for Booths • Tech Issues, etc.)	<ul style="list-style-type: none"><li>• <a href="mailto:ABCSmartCookieTechSupport@hearthsidefoods.com">ABCSmartCookieTechSupport@hearthsidefoods.com</a></li></ul>
Direct Shipped & In-Person Delivery Order Inquiries	<ul style="list-style-type: none"><li>• <a href="#">Order Status Page</a></li><li>• <a href="#">Customer FAQs</a></li><li>• <a href="#">Contact Customer Support with an Order Issue</a></li></ul>
Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	<ul style="list-style-type: none"><li>• <a href="#">Volunteer FAQs</a></li><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>
Other	<ul style="list-style-type: none"><li>• <a href="#">Contact Customer Support with Other Questions</a></li><li>• <a href="#">Provide Feedback to Customer Support</a></li><li>• <a href="#">Contact Customer Support for All Issues</a></li></ul>