



Need help with the Cookie Club? Here are some Frequently Asked Questions to help you.

Cookie Club System Requirements

To insure your best experience in the cookie club, here's what we recommend:

- Internet Explorer 8 or above; Mozilla (Firefox) 4 or above. Other browsers may work fine; if you have one, try it and see.
- Flash Player 10 or above (browser plugin).
- JavaScript enabled in your browser.
- Note also that some pop-up blockers may block some content. If yours does, set it to allow popups on the Cookie Club site.

Installing Flash Player

To install the latest Flash player in your browser, visit the [Adobe Flash Player page](#).

Enabling JavaScript

Internet Explorer

1. From the Tools menu, choose Internet Options.
2. Click the Security tab, choose the Internet button at top, then the Custom Level button at bottom.
3. Scroll down to the Scripting section and under Active Scripting, check Enable.
4. Okay all dialogs to close them.

Mozilla/Firefox

1. From the Tools menu, choose Options.
2. Click the Content button or tab.
3. Check the box "Enable Javascript"
4. Okay all dialogs to close them.

F.A.Q.

How do I access Cookie Club?

Once you have access to the Ebudde system, you will be able to access the Cookie Club system – the Cookie Club system verifies your credentials from the Ebudde system. Councils vary on when the Ebudde system is open and available to volunteers, so you will want to check with your local Girl Scout Service Unit volunteer or your Council Office for the specific date that Ebudde will be open. For girls, they can join the Cookie Club only after they have returned their signed parent permission forms and you have distributed girl IDs and passwords. You may wish to arrange an opportunity for girls to check out the Cookie Club together at a meeting.

How do I setup my Troop?

To set up your troop, complete the following steps:

1. Sign into Cookie Club using your Ebudde credentials.
2. Click on the Troop Setup Tab.
3. If you have more than one troop, select the appropriate troop number that you are currently entering data for. If you have one troop, the troop number will automatically be displayed.
4. Enter Our Troop Goal, Boxes Needed to Reach Goal, Troop Pledge Text and Girl Information.

5. "Our Troop Goal" is the goal that girls have chosen in Troop meetings. Girls will see this goal when they join the Cookie Club. Examples of troop goals are a trip you'll take together or a community project that your funds will support.
6. "Boxes Needed to Reach Goal" is the total of boxes that your Troop would like to distribute in order to reach the end of the season troop goal.
7. "Our Troop Pledge" Text is the text that will appear in the troop message section for your girls' Friends and Family Promises emails. The salutation and signature will be system-generated.
8. Now enter names and ages of the girls, and create a password for each girl and enter the option GSUSA ID if you have it available. Once you save this information, the system automatically generates her login ID.
9. Click the submit button next to Enter/Edit Girl Information header.

Changing Your Troop Setup Information

You may return to the Setup page at any time and update your troop information. Don't forget to click the "submit" button when you are finished. Your login credentials come from Ebudde, so you can login at any time and update credentials inside the Ebudde site.

What if I manage more than one troop?

If you have a second troop you would like to set up in the Cookie Club:

1. Start at troop leader login and enter your email address and your Ebudde password.
2. Go to the Troop Setup page. In the Select Troop section, you will see a dropdown list of all of the Troops that your email address is associated with in Ebudde.
3. To switch back and forth between Troops, simply select the Troop Number from the drop down list.

I'm a returning leader, what login can I use?

If you're a returning leader, simply log in with the email and password from Ebudde. Now you can update any obsolete information: girls' ages, deleting girls who have left the troop, adding names of new girls in the troop.

What if I forget my password?

Use your Ebudde credentials to login to Cookie Club. If you do not know your Ebudde credentials, go to Ebudde and request your forgotten password.

I am leading my daughter's troop again this year. Do I have to start over with the Cookie Club?

No. At the volunteer login screen, simply enter your email address and password as it appears in Ebudde and you will be able to access the system. The system will retain girls' records, excluding orders, annually.

What information do I need to enter for each girl?

1. Enter her First and Last Name.
2. Enter the girl's age.
3. Create an easy-to-remember password for this girl. You may wish to create a system for creating passwords. For example, each girl's password could be her last name and a selected number.
4. Enter the girl's GSUSA ID. *This field is optional.*

How does the system determine the Girl's ID?

A girl's first name is combined with your Troop/Group Number to form her login ID. So, Nancy Foster in Troop 601 will have the login ID, **nancy601** (note that the ID is not case-sensitive). If a girl has two parts to her first name or goes by her first and middle names, you may enter both parts into the First Name field (e.g., [Mary Beth] or [Lisa Marie Ann]). If you use a space between the parts, the login ID will also include the space, so [Mary Beth] in troop 601 will have the login ID, **mary beth601**. If you leave out the spaces, [Lisa Marie Ann] in troop 601 will have the ID, **lisamarieann601**.

How do I delete a girl from the Cookie Club system?

1. Click on the Troop Setup Tab.
2. Check the Delete box located in the same row as the girls name.

3. Click the submit button next to Enter/Edit Girl Information header and she will be removed.

What if one of my Girl Scouts forgets her password?

Access the record of her ID and password through the Troop Setup page. You may wish to print the girls' access information and keep it in a safe place. Go to the Reports page and click on Girls' Access Information, for a printable list of all the girls' IDs and passwords. This page is formatted so you can cut out and distribute the access information to each girl. You can update your password and the password for each girl at any time.

What if one of my Girl Scouts entered too many sales into the Cookie Club?

She can remove cookie sales easily if she makes a mistake.

1. Simply direct her to go to her My Orders Page and click on the appropriate tab - Online Orders, Traditional Orders, Other Orders.
2. Click on the edit button beside the customer's order she is updating. From there, the system will allow the girl to change the number of boxes under all varieties and donated packages.
3. Once the order is updated, she simply clicks the Save button.

What if one of my Girl Scouts needs to delete an order in Cookie Club?

She can delete sales easily, direct her to go to her My Orders Page and click on the appropriate tab - Online Orders, Traditional Orders and Other Orders. Click on the Edit button beside the customer's order she is updating and then click Delete. The system will ask her to confirm that she wants to Delete the order and she will click on OK.

What goals can girls set in the Cookie Club?

1. Box goal
2. Personal learning goal
3. Service goal

What is a Service Goal?

A service goal supports the community aspect that Girl Scouting encourages. A service goal can be related to a local aid activity, a global awareness project, or a personal assistance goal. The best service goals include helping others in some way.

What if a girl changes her mind about one of her goals?

No problem, she can edit them at any time. To do so, she simply goes into the My Goals area of the Cookie Club and updates the goal, then saves changes.

Can troop leaders see the girls' goals?

Yes, they're recorded in the reports.

Where will Gift of Caring cookies be recorded?

GOC (or Hometown Heroes) sales will be counted as a cookie type in the My Orders section of the Cookie Club.

How do my girls record a Gift of Caring (or Hometown Heroes) sale?

Girls can designate these donated boxes by Contact (any person in their contact list) in the My Orders section of the Cookie Club. These "donated boxes" appear as a cookie type, in the far left column. This displays girls' progress and also counts the GOC/HTH sales towards their total box goal.

If my girls have contacts from last year, how can they get them into the system?

Have them follow these instructions: If you exported your contacts last year, you need to open that document and save it as a "CSV" file. Then, you can upload the list into your Cookie Planner to get started for this year.

How to: Start with your exported spreadsheet from last year, open it up. When this file is open, select to "Save As." It doesn't matter what the file is called, just that you save it as a special kind of spreadsheet, a .csv, which means it will end in those three letters: myfile.csv or plan_summary.csv (it's the ending that counts). A dialog box will open when you request to "Save As." This box will likely have a pull-down menu so you can select to "Save as Type" that you select. In that menu, you want to find the one that ends in CSV. If you use Microsoft Windows, it will probably say something like "CSV (MS-DOS) (*.CSV)." Select that one! Then, choose to save it in a location you can remember and go right back to, like on your desktop. Now, go back to the Cookie Club and "browse" to find that file, then click the "Import Contacts" button. You are done! Go check out your cookie orders and you will see the names and types of cookies people bought last year.

What is the View Your eCard ranking on the girls dashboard?

This is how the girls in your troop rank in terms of eCards sent. It shows the girls how many eCards they have.

What Cookie Club information can the councils see?

Councils will have access to troop and council-level information in the club.

Can Councils override Troop Leaders in the Cookie Club?

No. Currently, troop leaders run reports about their own girls' participation. Troop leaders can also set up, delete, and edit permissions. Councils could view but not edit the data: council aggregate participation, troop summary data, and girl specific data. This council access will be read-only.

Does this system talk to eBudde?

Yes, the Cookie Club uses eBudde logins for the Troop Leaders and also brings in the Troop Numbers that are associated with the Troop Leader.