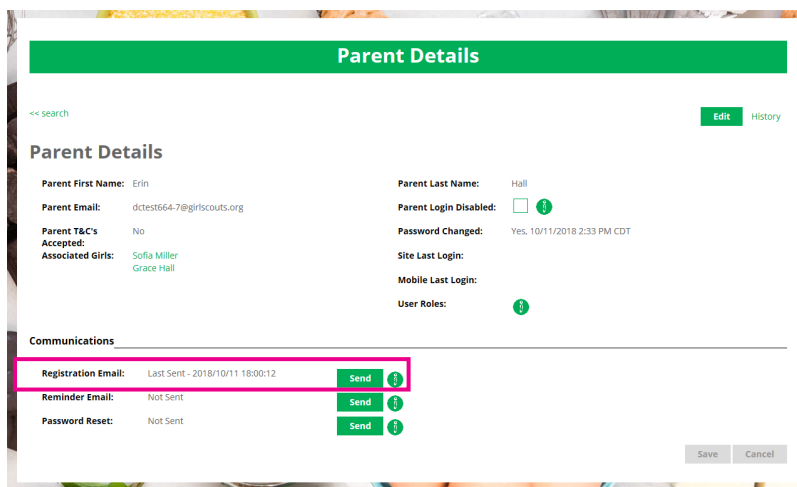


Resending a Registration Email/Getting Access to Digital Cookie

The parent can request their own resending of a registration email on the login page, but, if they have contacted you and you want to assist them, follow these steps.

1. Follow the steps for “Finding a User” to bring up the details of the Parent’s record.



Parent Details

<< search Edit History

Parent Details

Parent First Name: Erin
 Parent Email: dctest664-7@girlscouts.org
 Parent T&C's Accepted: No
 Associated Girls: Sofia Miller, Grace Hall

Parent Last Name: Hall
 Parent Login Disabled: ?
 Password Changed: Yes, 10/11/2018 2:33 PM CDT
 Site Last Login:
 Mobile Last Login:
 User Roles: ?

Communications

Registration Email:	Last Sent - 2018/10/11 16:00:12	Send ?
Reminder Email:	Not Sent	Send ?
Password Reset:	Not Sent	Send ?

Save Cancel

2. Make sure that an initial email has been sent by looking for a time/date stamp next to “Registration Email”. If there is not any information there, make sure the campaign has started for parents.
3. 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.
4. 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.
5. Make sure the user checks their junk/spam/promotions boxes after you re-trigger the email.
6. If they still do not receive the email, as a last resort, click the “Edit” button and select “change parent password”.

7. Change the password to something that you choose. (Log out and log back in using their email and the password you set to make sure it will work. Do not move past the initial screen.
8. Contact the user and let them know the password you have set for them so they can access the site. Once they are successfully logged in, have them click the “My Account” at the top of the page and change their password.

