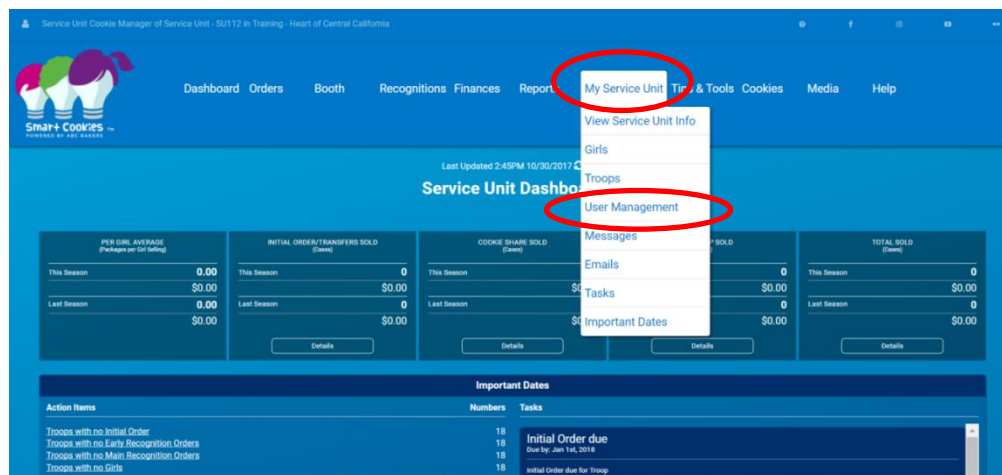


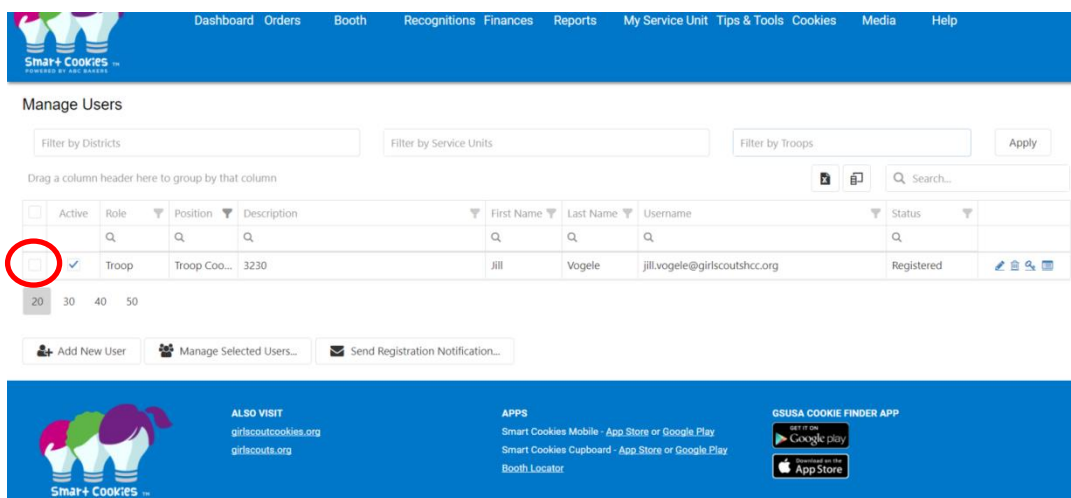
Retrieving Troop Registration Link

Are there troop users who have not received the Smart Cookies registration email? Easily resend the link from Smart Cookies. Please ensure noreply@abcsmartcookies.com is in their email safe sender's list and that the email has not gone to spam.

1. Log in to [Smart Cookies](http://abcsmartcookies.com) (abcsmartcookies.com).
2. Go to **My Service Unit**; click **User Management**.



3. Click on the **Refine Search** filter bar and search for the user you are looking for. Click on **Apply Search Parameters**.
4. Click on the checkbox to the far left of the user's name.



5. Click **Manage Selected Users** at the bottom of the page and choose either **Send Registration Information** or **Retrieve Registration Link**.

The screenshot shows the 'Manage Users' interface. At the top, there is a navigation bar with tabs: Dashboard, Orders, Booth, Recognitions, Finances, Reports, My Service Unit, Tips & Tools, Cookies, Media, and Help. Below this, the 'Manage Users' section has filter boxes for Districts, Service Units, and Troops. A table lists users with columns for Active, Role, First Name, Last Name, Username, and Status. A user named Jill Vogele is selected. A context menu is open over the user, with 'Send Registration Information' and 'Retrieve Registration Link' highlighted in red. The interface also includes buttons for 'Add New User', 'Manage Selected Users...', and 'Send Registration Notification...'. The footer contains links to 'ALSO VISIT' (girlscoutcookies.org, girlscouts.org), 'APPS' (Smart Cookies Mobile, Smart Cookies Cupboard, Booth Locator), and 'GSUSA COOKIE FINDER APP' (Google Play, App Store).

Clicking on **Send Registration Information** will send a new email to the user. You will see a confirmation prompt. Click **Yes** to resend.

The dialog box is titled 'Send Registration' and contains the text 'Are you sure you want to send registration email to the 1 selected users?'. Below the text are two buttons: 'Yes' and 'No'.

If the user still does not receive the email and it is not in a spam folder, verify the email address is correct in Smart Cookies. Clicking on **Retrieve Registration Link** will bring up a prompt that will ask you if you would like to copy the link (so you may put the direct link in an email) or **Go to Link** (will take you directly to the webpage to register the troop cookie manager).

The dialog box is titled 'Registration Link:' and contains the text 'Please advise the person requesting the registration link to add the following email address to their safe sender list in their email program: noreply@abcsmartcookies.com'. Below this, there is a table with columns for Name and Link. The name is 'Niki Contreras' and the link is 'https://www.abcsmartcookies.com'. There are buttons for 'Copy Link' and 'Go To Link'. A 'Close' button is in the bottom right corner.