



General Questions

Who do I contact with questions not answered here?

- Please contact Customer Care at 888.350.5090 or customercare@gsw.org.

How long do I have to spend Digital Dough?

- Each Digital Dough account's expiration date varies. Check your confirmation email for expiration date.

How do I check my Digital Dough balance?

- You can check your balance at any time! Visit gsw.org/digitaldough and enter the Digital Dough code, and the CVV code provided in the Digital Dough email/letter you received. Balances are also provided in all confirmation emails so you can keep your Digital Dough account balanced.

What is the difference between contributing Digital Dough to the troop and giving the troop leader a girl's unique code?

- We do not allow girls to give their unique codes to the troop leader, we only allow them to donate their dough to the troop for events, programs, etc. that they want to participate in.

Membership Renewal Questions

Why are partial payments not accepted for membership renewal?

- It's a system requirement and council business policy that membership must be paid in full at the time of renewal.

Can a troop leader complete membership renewal using a girl's Digital Dough?

- No, individual girl's Digital Dough account information is only sent to the family. Each girl should be deciding how her individual dough should be spent. If the troop leader is renewing on behalf of girl and she wants to use her Digital Dough then she should donate it to the troop for them to process that request.

What if a troop leader only has enough troop Digital Dough to cover a few of the girls in the troop?

- The troop leader would complete the form for troop renewal for just the troop members that can be fully covered by Digital Dough (the form will have a section for names to be listed). The remaining troop members would need to be renewed by the troop leader or individual family through the myGS member community with another form of payment.





Program Event/Camp Registration Questions

Can I pay a portion of a registration fee with Digital Dough?

- You can pay for part of the fee with Digital Dough via the jotform; however, the spot(s) will not be reserved until the balance is paid so please don't delay—we don't want anyone to miss out on the fun!

Can a troop leader use individual girl Digital Dough to register her for an event or camp?

- No, individual girl's Digital Dough account information is only sent to the family. Each girl should be deciding how her individual dough should be spent. If the troop leader is registering on behalf of a girl and she wants to use her Digital Dough, then she should donate it to the troop for them to process that request.

What if I want to register for two different program events using Digital Dough?

- The simplest way to do this is to complete the form twice but you do have the ability to write in two different program events in the program event field. Just be mindful to provide all the information for both program event registrations to be completed!

Can I save my Digital Dough?

- Yes! Cadette, Senior and Ambassador Girl Scouts and troops can request that their Digital Dough be transferred into a savings account. By putting dough in a savings account, girls can save up on a longer term so they can use their dough to support opportunities like approved Girl Scout Destinations, council sponsored trips and Gold Award projects.
- **Saved Digital Dough does expire on September 30 of the year you graduate.**

Will the event fill before my registration request is completed?

- Digital Dough requests are received immediately upon submission (during regular business hours) and will be processed in a timely manner.
- If you are concerned about registration filling, please contact Customer Care to expedite registration. If an event is full when we receive your request, we'll notify you.

Can I register my troop for Troop Adventure Camp (TAC) using the Digital Dough form?

- Digital Dough cannot be used to register/secure your spot at TAC. However, Digital Dough can be used towards your final balance.

The form is asking for a day camp ID—where do I get that?

- Day camps that are hosted by volunteers (supported by council staff) have the ID listed on their individual day camp registration forms. Please see your day camp registration form, a member of the day camp volunteer staff, or contact Customer Care.

Council Shop Questions

Can I use my Digital Dough for Council Shop purchases?

- Yes, you will need to complete a Jotform before heading to the council shop requesting that we deduct your Digital Dough and issue a Digital Dough shop credit certificate to you. This can take up to 48 hours to process. Please plan ahead.

What do I need to bring with me to the council shop to use my digital dough shop credit?

- Please present your digital dough shop credit email. Your barcode will be scanned to complete your purchase.

Can I share my digital dough shop credit email?

- Troop digital dough shop credit- Yes, will any of your troop leadership team. Just remember, you will need to present your email barcode to complete your purchase
- Girl digital dough shop credit- Yes, will any of her caregivers. Just remember, you will need to present your email barcode to complete your purchase

Membership Renewal AND Program Event/Camp Registration

Can you apply Digital Dough to both?

- Yes, both families and troop leaders can do this! Fill out the form once, selecting both membership renewal and program event/camp registration and complete all the necessary sections. There is also help text on the form itself to help guide you!

**Would you like a hard copy of your Digital Dough codes?
Contact Customer Care at 888.350.5090 or customer care@gsw.org!**

