

Account Set-Up

How do I get a gsZoom license for my troop?

Licenses are greatly discounted from normal fees at a fee of \$36 for the year and may be transferred to other users but are nonrefundable. Licenses are valid from the date of activation through July 31, 2021. Please fill out this request to opt-In: [gsZoom Agreement](#).

How do I get a gsZoom license for my service unit?

Service units will have the ability to opt into one free gsZoom account that will be purchased by GSNYPENN on their behalf. One free license will be assigned to the service unit manager. Licenses are valid from the date of activation through July 31, 2021. Please fill out this request to opt-In: [gsZoom Agreement](#).

Can we get more than one gsZoom license for our troop or service unit?

You can purchase more than one gsZoom license. Each license does need to have its own unique email address assigned to a specific volunteer. If you already have a personal Zoom account, we recommend setting up a separate email address specifically for your gsZoom license.

If I am a SU manager and a troop leader can I use the SU license for my troops meeting as well?

Yes, sign up for the SU license and use it for all your gsZoom needs. If another leader needs primary access for the troop, then you may want to consider also getting a license for that individual.

Can I use the same email address for my personal Zoom and my gsZoom account?

You cannot use the same email address for multiple zoom accounts as it serves as a unique identifier. If you use the same email address, it will ask you to convert your account from your personal account and account settings to a gsZoom account and account settings. This conversion can take a few minutes to populate.

Can I use my troop email?

When looking at an email that will be sufficient for this access, GSUSA requires a personalized email address. We can't setup a license with an email such as troop#####@domain.com; doing so runs the likely chance that GSUSA or Zoom will turn off the license.

Is there a deadline we have to request our troop gsZoom by for this year?

We will be issuing troops for the 2020-2021 membership year through April 30, 2021.

When will we get our gsZoom license?

License requests may take up to 48 business hours to be processed. Once a license has been assigned, a separate email with the activation link will be sent from Zoom to the email address provided.

How do I activate my gsZoom account?

After your license is set up, you will receive an email from Zoom with the subject "Zoom account invitation." Click on the Activate Your Zoom Account button in the email. When prompted, click that you would like to Sign Up with a Password. On the activation screen, enter your first name, last name, and your password (twice). After that, you'll be logged into your fully activated gsZoom account. **Activation links are only valid for 24 hours.** Please check your junk and spam, additionally, add no-reply@zoom.us to your email's safe senders list. For help, please contact Customer Care at **1.855.213.8555**.

Using Zoom

What should I do if I want to have someone else host the meeting?

We recommend the licensed user elevate additional users as co-hosts once the meeting starts. Then, the host can simply minimize the meeting on their computer while the co-hosts deliver the meeting.

gsZoom Frequently Asked Questions (Volunteers)

What features are included with a GSUSA Zoom account?

The comprehensive list of GSUSA specific settings and permissions can be found here: [forms and documents](#).

Is there training available to use Zoom?

In [gsLearn](#), you will find *GSUSA Zoom for Virtual Meetings* and GSNYPENN's *Going Virtual Series*. Also, check for training dates and times available on the [our council's calendar](#). Tutorials and trainings are also available in the [Zoom Help Center](#).

Live streaming to Facebook from my gsZoom license is disabled. Can this be turned on?

gsZoom live streaming and webinars are disabled for volunteer accounts. The Zoom to Facebook integration is a feature that was turned off and identified by GSUSA IT Security as a high potential risk for a data breach. Council staff are able to live stream and host webinars. If this is something you would like your Troop or SU to do, please get in contact with our support staff; we can arrange to have a staff member host a live stream.

Who do I go to for gsZoom support?

For technical Zoom support, please check out the [Zoom Help Center](#) for resources, chat support, and more. For questions about your license request through Girl Scouts, contact info@gsnypenn.org.

Safety

How can I operate gsZoom safely?

- Keep your meeting ID and password information private. Email, text, or publish it in private groups. Do not share it in a public forum.
- Use a waiting room.
- Disable allowing the meeting to begin without you.
- Lock the meeting once all authorized participants have arrived.
- Disable participant recording.
- Mute all participants and unmute one at a time.
- Disable white boards and screen sharing by participants unless you choose to allow one participant at a time to post on a white board or screen share.
- Download Zoom updates when offered because Zoom is improving security features frequently.

I see that we need to obtain permission from guardians for anyone under 18 (so all girls) to participate in meetings. Is this built into the permission forms?

The current [Annual Permission/Health Form](#) seeks permission for activities, including participation in virtual meetings.

Terms and Acknowledgements

If I already have a paid Zoom account, can I cancel it or get a refund?

Any non-gsZoom account management questions, cancellation, or refund requests must go through Zoom as part of the previous terms you agreed to and does not impact your ability to also get a gsZoom account.

Terms of Payment

Payments will be processed via ACH as submitted on the gsZoom request form. Account information will be validated prior to withdrawal. If we are unable to validate the troop/SU banking information, you will be notified.

Agreement Highlights

gsZoom Frequently Asked Questions (Volunteers)

This discounted Zoom pricing allows registered SUMs, co-leaders and members use of the account for Girl Scout activity only. The account is provided to support the education, meetings, and activities related to Girl Scouts.

GSNYPENN retains the right to add and change the users who are holders of the accounts due to assigned roles within the troop. Each user account must be assigned to a real person; accounts must use actual personal email addresses.

GSUSA Zoom LICENSES may only be used by Service Unit Volunteers and Troop leaders for approved Girl Scout activities related to their role such as to:

- host Girl Scout Troop Meetings and Girl Scout Troop activities such as bridging ceremonies
- meet with other troop leaders
- host service unit or troop events provided the SU has approved each specific event

GSUSA and GSNYPENN have the right to suspend your and your council's access to Zoom at any time without liability if your GSUSA Zoom License is used for unauthorized purposes or is shared with anyone other than authorized administrators.

GSNYPENN also reserves the right to suspend, modify or revoke such licenses and/or the Zoom services at any time, without liability, including without limitation, for maintenance, upgrade or update purposes, or any other purpose determined by GSUSA, GSNYPENN, or Zoom.

[FULL TERMS OF LICENSE ARE AVAILABLE HERE.](#)