

gsZoom FAQ for Volunteers

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Account Activation

How long does it take to get my Zoom account?

Please allow 7-10 business days for processing.

If I already have a free Zoom account, can I use that email address for my new GS account?

Yes, you can. Your free Zoom account will be incorporated under the GSEP umbrella account and assigned a license. You will be restricted to all the terms of service, including the requirement to use the account for Girl Scout activities exclusively, as per the User Agreement.

If I use my free Zoom account for my new GS account, can I get my free account back later?

Yes. We can release an account from GSEP's umbrella, but you will lose any license assigned to your account.

What happens after I pay for my Zoom account?

You will receive a confirmation email with a link to the GSUSA Zoom License User Agreement form. You must complete and submit this form. The email given on this form will be the exact email address used for your new Zoom account. Once your User Agreement is submitted, GSEP staff checks to make sure your membership is current, your CBCs are all on file, and your volunteer role is active. If everything is in order, GSEP will assign your Zoom license. You will receive an invitation email from Zoom once the license is assigned.

I have activated my account. What do I do next?

Once your account is activated, you need to set your account password. To protect your account's security, Zoom will not send you an email containing a password.

To set your password, go to Zoom's log in page, <https://zoom.us/signin> and click "Forgot?" inside the password field. Enter your email to have your password reset (even though your password has not been set yet). Zoom will then send you an email with a link to change your password. You can then set your password and, in doing so, complete your Zoom account setup.

My invitation email did not include a username or password. How do I log in?

Zoom leaves passwords up to the users. To start, go to Zoom's log in page, <https://zoom.us/signin> and click "Forgot?" inside the password field. Enter your email to have your password reset. Zoom will then send you an email. You can then set your password and, in doing so, complete your Zoom account setup.

My invitation link expired. What do I do?

Our recent experience indicates that users whose invitation link is showing expired are already activated. To save yourself time, go to Zoom's log in page, <https://zoom.us/signin> and click "Forgot?" inside the password field. Enter your email to have your password reset. Zoom will then send you an email. You can then set your password and, in doing so, complete your Zoom account setup.

If the email you receive from Zoom indicates, "you tried to reset your password but there is no account associated with this email address" then email memberservices@gsep.org so we can help you troubleshoot the account issue.

Can I purchase more than one Zoom license? How?

If you need more than one Zoom account (for multiple troops or SU groups), each license must be registered/purchased individually by a separate person in the GSEP online program and events system. The system is not set up to allow for the registration/purchase of more than one of the same item per-person. Once the registration is paid, have the person who registered forward you the confirmation email with the link to the GSUSA User Agreement. You can specify the account and give us the email for each designated account on the agreement.

Creating & Starting Meetings

I cannot change the setting that disables video while setting up my meeting. How do I change it?

This setting only disables the ability to force your users to enable their video by default. It is set by GSUSA and cannot be changed. Fortunately, it does not disable the use of video during your meetings. Please feel confident in scheduling your meetings and then having the girls enable the video for themselves.

What is the capacity limit for my Zoom meetings?

gsZoom meetings have a 500-attendee capacity.

Is there a time limit for my Zoom meetings?

gsZoom meetings are limited to 24 hours.

Other Assistance

Are gsZoom accounts eligible for Zoom tech support?

GSUSA's agreement with Zoom does not allow for phone support with Zoom. However, the resolution to many issues are found in Zoom's support knowledgebase, which is available to you. It can be found at <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions>. If you have worked through the knowledgebase and are still unable to resolve your issue, please email memberservices@gsep.org and we will help you troubleshoot the issue.