Looker: Service Unit Volunteer Fact Sheet

At GSEP, Service Unit volunteers active in the roles of Manager/Co-Manager, Treasurer, Cookie Manager, Troop Trip Approver, Membership Recruiter, and Administrative Volunteer have Looker access. All roles, except the SU Manager, can be appointed via MyGS. Once membership and clearances are verified, the role is made active, and access begins the next day.

What's Happening

Starting **October 21**, logging into Looker requires a six-digit code from an authenticator phone app, in addition to your usual password. This is called multifactor authentication, or MFA. It is the same kind of second-step login you may already use for your bank, email, or other accounts.

The first time you log into Looker on or after October 21, you will see a prompt to set up MFA before you can access your dashboards.

Why It's Happening

Looker contains member information, including youth data, which must be kept secure. Adding MFA better protects that data by preventing anyone from accessing an account with only a stolen or guessed password.

Frequently Asked Questions

Do I have to set up multifactor authentication?
Yes. To keep your Looker access after October 21, you must complete the one-time multifactor authentication setup the next time you log into Looker after that date.

Why do I have to set it up?
Looker contains member information, including youth data, which must be kept secure. Adding multifactor authentication better protects that data by preventing anyone from accessing an account with only a stolen or guessed password.

Can't I use a different verification method, like email or text?
No. Looker's multifactor authentication requires the use of an authenticator app.

What if I don't have a smartphone or don't want to install an authenticator app?
After October 21, access to Looker will require MFA through an authenticator app on a smartphone. At this time, GSEP has no plans to change the role set up or position description and GSUSA has not indicated we need to. Therefore, you can continue in the role but should notify other SU volunteers to ensure someone in the service unit can continue to access Looker.

What should I do if I share a Looker account with another volunteer?
Volunteers should never share Looker accounts. Only one volunteer may set up MFA for the account; others will be locked out. The Administrative Volunteer role exists specifically for Looker access. The only responsibility in this role is to access Looker on behalf of the service unit and should be the role assigned for access rather than sharing accounts.

Will I have to do this every time I log into Looker?
Setting up the authenticator app only needs to be done once. After that, each Looker login asks for the current six-digit code from the app, which takes a few seconds.

Is this going to cost me anything?
No. Most authenticator apps are free to download and use.

Can I download an authenticator app ahead of the October 21st implementation?
Yes! Keep in mind that you cannot use the app until October 21st when MFA is implemented.

Which authenticator app should I use?
Looker recommends the Google Authenticator iPhone app or Android app, but any third-party authenticator app works, as well. Other options include Microsoft Authenticator and Okta Verify. If your council or workplace uses a particular app, feel free to choose that one.

I already have an authenticator app. Do I need to install a new one?
No. You can use your existing authenticator app for Looker MFA.

I share a computer. How does multifactor authentication work in that case?
Multifactor authentication is tied to your individual Looker account, not to the computer. Even on a shared computer, each person who logs into Looker must use their own authenticator app on their own phone.

What if I lose my phone or get a new one?
You will be unable to access Looker until your multifactor authentication is reset on a new phone.

When attempting to log in, I got a message saying that my Looker account is disabled. What happened?
Your Looker account may be disabled because you did not renew the role granting you Looker access for membership year 2027. Log into myGS, renew the role, and you will regain Looker access the following day. The MFA prompt will appear when you try to log in next. If your role is already renewed, or if you do not see the option to renew it, contact memberservices@gsep.org for help.

Will the sensitive fields that were removed from the SU ROSTER dashboards be re-added after MFA is turned on?
Yes. Please allow 3 business days after the MFA launch for the changes to take effect.