

gsZoom Frequently Asked Questions (Volunteers)

Account Set-Up

How can I request an account?

Only one gsZoom license is permitted per troop and/or service unit. Please be sure to coordinate with your co-leader/co-sum to avoid any duplicate requests. You must fill out [this eForm](#).

What do we do if we already have a Zoom account?

In order to activate a gsZoom account, you must use a unique email address that has not been previously used for another Zoom account.

Can I create generic accounts that we can share?

In order to prevent violating our [End User License Agreement](#) with Zoom, a licensed user (or host) is considered a single living human. They verify this by ensuring that each account is tied to a real, non-generic email address (so, no “conferencing@girlscouts.org” for example). Zoom also requires that the username and password for council accounts not be shared with anyone beyond the designated account holder.

That being said, Zoom does have a recommendation for when you need non-licensed users to run a meeting. When the meeting begins, the licensed user can elevate additional volunteers as co-hosts, then minimize the meeting on their computer so they can do other things while the co-hosts deliver the meeting.

What features are included with a GSUSA Zoom account?

The comprehensive list of GSUSA specific settings and permissions can be found under gsZoom License Resources in the [forms and documents](#) section of the GSGLA website.

Using Zoom

GSGLA’s training team offers helpful gsZoom trainings for all levels of Zoom experience. Training dates and times are available on the [GSGLA events calendar](#). You can also find tutorials and trainings directly in the [Zoom Help Center](#).

I want to use my gsZoom account for Facebook live streaming, but it 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 as it was 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 that you would like your Troop or SU to do, please get in contact with our support staff and they can arrange to have a staff member host.

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How can I get support for gsZoom?

If you run into any complications or have any questions about using your gsZoom account, there are a few options to help you.

If you have a technical question/issues about how to use the Zoom platform, you should start by searching the [Zoom help center](#). They have a host of helpful knowledge articles to resolve almost any issue. If you cannot find what you are looking for, you can submit a help request [directly to Zoom](#).

Our Customer Care team and Support staff are also here to help, please call 213-213-0123 or [email](#) with any questions. We will do the best to help where we can. Occasionally the council will need to open a support ticket with GSUSA which could add to the time it takes to fix the issue.

Safety

What is 'Zoom bombing' and how can I avoid it?

Zoom-bombing is the term for when individuals "gate-crash" Zoom meetings. These uninvited guests share their screens to bombard real attendees with disturbing pornographic and/or violent imagery. Most of these are perpetrated via publicly available Zoom links; however, not all depending on your settings. In GSUSA's [comprehensive list of settings and permissions](#) you will see that all meetings require waiting rooms as well as passcodes. Videos for all participants are automatically that GSUSA has chosen.

Is this a security flaw with the Zoom platform?

The easy answer is no. The idea of bad actors hijacking virtual meetings is not new - it is simply more prevalent due to increases in usage. Zoom is a fully encrypted platform with industry leading security protocols in place. If you are interested in learning more about these security features, please check out [this article from Zoom](#).

What are the security settings that I can use to protect my meetings?

Zoom has rich security controls to stop this from happening. For a detailed guide on how to secure your meetings, check out Zoom's official [security recommendations](#).

Billing & Cost

How much does gsZoom cost?

We know that virtual meeting solutions like Zoom can sometimes be cost prohibitive for volunteers. To help in these times, GSUSA procurement is negotiating shared service enterprise-wide pricing and features for the benefit of councils. Our goal is to establish Zoom Enterprise-level features (up to 500 participants for meetings) at a best in class price of \$36 + GSGLA admin fee \$2 totaling \$38/year. GSGLA is not profiting from the sale of these gsZoom licenses.

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Terms and Acknowledgements

GSUSA Zoom License Terms of Service

By installing, accessing, or using any part of Zoom using your GSUSA Zoom license, or continuing to use the GSUSA Zoom license, you acknowledge that you have read [these terms of use](#), that you understand it and its terms and conditions, that you understand and that you agree to be bound legally by it and its terms and conditions.

Terms of Conduct

As Girl Scout members we agree to conduct ourselves in accordance with Girl Scout rules, the Girl Scout promise and law. All members are required to adhere to the [Virtual Troop Meeting Safety Activity Checkpoint](#).

Terms of Payment

Payments will be processed via PayPal upon submission of the [gsZoom License Request Form](#) and will appear on your credit card as "GSGLA PROGRAM EVENT LOS ANGELES CA". The annual cost for a gsZoom license is \$38, which includes PayPal administration fees.*

(*No profit is incurred by GSGLA)

Terms of Cancellations and Refunds

Cancellations and refunds are not permitted. For technical issues, please contact the Customer Care team at 213-213-0123 or [email](#).

Confirmation Email

Upon submission of the [gsZoom License Request Form](#), you will receive a confirmation email from Girl Scouts of Greater Los Angeles. Please keep this confirmation for your records. This confirmation will also serve as your proof of purchase.

License Activation Link

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

ACTIVATION LINKS ARE VALID FOR 24 HOURS ONLY.

Please add no-reply@zoom.us to your email safe sender's list to be sure that you do not miss your activation link. Additionally, be sure to check all folders in your email regularly; i.e. spam, junk, etc. For technical issues, please contact the Customer Care Team at 213-213-0123 or [email](#).