

gsZoom FAQs



How do I get a gsZoom account for my troop?

Complete the [2020 - 2021 Troop gsZoom Request Form](#).

How much is a gsZoom license for my troop? Licenses are greatly discounted from normal fees at a fee of \$36 for the year. Licenses may be transferred to other users but are non-refundable. Licenses are valid from the date of activation through July 31, 2021.

How do I get a gsZoom license for my service unit? Service units will have the ability to opt into one free Zoom account that will be purchased by GSNETX on their behalf. Request details will be shared directly with SU teams and one license will be assigned by per service unit. We are asking service units to opt into this for the 2020-2021 membership year no later than November 21, 2020. Licenses are valid from the date of activation through July 31, 2021.

When will we get our gsZoom license? Licenses will be requested from GSUSA on a rolling basis after the 25th of each month and will be activated soon after. Once your license is set up, you will receive a notification email with account activation instructions.

Can I use the same email address for my personal Zoom and my gsZoom account? No, 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 account and its settings to a gsZoom account and settings. This conversion can take a few minutes to populate.

Oh no! I used the same email address in my license request but now I want to change it. What do I do? You can send an email requesting the change to connect@gsnetx.org if your account has not been activated yet. If you'd like to change the email once the account is activated, you can simply change it when you login.

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.

Are there any special account settings for gsZoom accounts? Yes. When you will log in you will notice that some features are locked into place to help improve the security of your Zoom meetings. We have a list of all [gsZoom Settings & Permissions](#) you can review.

The Personal Meeting ID feature is locked in gsZoom. Is there a way to fix it? This is an intentional security setting to prevent others from gaining access to your meetings easily. However, if you schedule a recurring meeting (say, for troop meetings), you can use the same meeting ID and password.

Can we get more than one gsZoom license for our troop? You can purchase more than one gsZoom license but 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.

Who can request a gsZoom license? Any registered adult with current 2021 Girl Scout membership and a current criminal background check may request a gsZoom license. Any person who uses a gsZoom license will be deemed to have accepted [GSUSA's Zoom End-User Agreement](#).

Do we still need to meet Safety-Wise ratios in gsZoom meetings? Yes. All Girl Scout activities, including virtual activities, require a minimum of at least two unrelated registered adult volunteers to properly supervise girls. Safety-Wise Ratios and GSNETX Safety Activity Checkpoints can be found at www.gsnetx.org/safetycheckpoints. Specifics about virtual meetings are in the the [Virtual Troop Meetings Safety Activity Checkpoint](#) and [GSNETX Internet Safety Pledge](#).

Do I need to get permission from parents for girls to participate in gsZoom meetings? Yes. Parent/caregiver permission is required for girls to participate in Zoom-based virtual activities. The [Annual Troop Permission Slip](#) covers the vast majority of activities for the year, including a special new section about virtual activities. Troop leaders should additionally use the [Troop Permission Slip - Activity form](#) for anything that is high adventure, sensitive topic, or events lasting more than 24 hours. Both forms are available on our Troop Leader resources page under the Health & Safety section - www.gsnetx.org/troopleader.

I've never done Zoom before. Any tips, tricks, or training? Yes! We have some [Zoom Highlights](#) (as a Word doc) that you can download and customize for your troop or service unit. We also have a training in gsLearn and the Virtual Meeting Playbook to help you design engaging virtual meetings, with more information about both on our Volunteer Learning page (www.gsnetx.org/training.)

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.

Can I record a Zoom meeting with only adults? Recording meetings is only allowed if you follow specific steps ahead of time. You can record of meetings involving adults if:

- You receive approval through the [2020-2021 GSNETX Activity Approval Form](#).
- You receive written consent and release to the recording and use of the recording from all participants via email.
- You may only save such recordings to Zoom, not to your local computer or network.

Can I record a Zoom meeting with girls? Recording meetings is only allowed if you follow specific steps ahead of time. You can record of meetings involving girls/ minors if:

- You receive approval through the [2020-2021 GSNETX Activity Approval Form](#).
- The girl/ minor is a host or directly involved in the Girl Scout event (i.e., conducting an interview, moderating a panel)

- You receive written consent and release to the recording and use of the recording from the parent/guardian of all such minors using the [Troop Permission Slip – Activity Form](#) or via email.
- You may only save such recordings to Zoom, not to your local computer or network.

How can I operate gsZoom safely?

- Keep your meeting ID and password information private. Email, text, or publish it in private groups but 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.

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.

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 connect@gsnetx.org.