



gsZoom FAQ for Troop Leaders

gsZoom licenses are now available through Girl Scouts of the Jersey Shore to troop leaders with an active 2021 membership and current background check. The license allows for up to 500 participants and unlimited meeting length. The gsZoom account is valid through Sept 15, 2021 at which time, you will be offered the option to renew.

Questions about this license?

Contact customercare@gsfun.org or call 800-785-2090.

Account Activation

Who can receive a gsZoom account?

gsZoom licenses are now available through GSJS to troop leaders with an active 2021 membership and current background check.

When will I have access to Zoom after purchasing?

It can take up to 5 – 7 business days.

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 GSJS 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 GSJS'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. GSJS staff checks to make sure your membership is current, your criminal background check is on file, and your volunteer role is active. If everything is in order, GSJS 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 may 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](#), 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](#), 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](#), 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 customercare@gsfun.org so we can help you troubleshoot the account issue.

Can I purchase more than one Zoom license?

If you need more than one Zoom account (for multiple troops), each license must be registered/purchased individually by a separate person from GSJS.

Creating & Starting Meetings

Does everyone attending the meeting need a paid account?

No, only one person (the host) needs a paid account.

Can we use troop funds to purchase the account for our troop?

Yes, we encourage you to use product program proceeds and dues to purchase the account.

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. If you have worked through the knowledgebase and are still unable to resolve your issue, please email customercare@gsfun.org and we will help you troubleshoot the issue.