



PFLAG Virtual Support Group Meetings: What If We Have a Paid Zoom Account Already?

Some PFLAG chapters have already embarked upon planning or hosting virtual meetings. If you've already registered for a Zoom account at more than the basic level (e.g., Zoom Pro or Zoom Enterprise), you're invited to move your account over to the PFLAG master account so we will cover the cost of your system. Switching over is easy – follow these steps to get started.

Cancelling Existing Accounts/Getting on the PFLAG System:

- Login to your existing Zoom account.
- Go to My Profile (located in the top right-hand corner).
- Go to Account Management (it's about halfway down the page on the left-hand navigation).
- Click on "Billing" – it will show you your current plan and charges. To the right of the plan description, click on "Cancel Subscription".
- A pop-up box will appear asking you if you want to cancel or undo. Click cancel.
- You will be notified that your account will remain active until the end of the billing period.
- Once you've completed this process, [please fill out the Google Form](#) to request access to the PFLAG system. Accounts will be approved within 24 hours or less.

Still have questions about how to resolve two accounts?

Contact Jean-Marie Navetta, Director of Learning & Inclusion by emailing jnavetta@pflag.org (for the fastest response) or call (202) 467-8180 ext. 213. Be sure to include your chapter name and the email that you are using for your account in your message.