

How to use POINT

Phone Version. Updated 2/6/2025

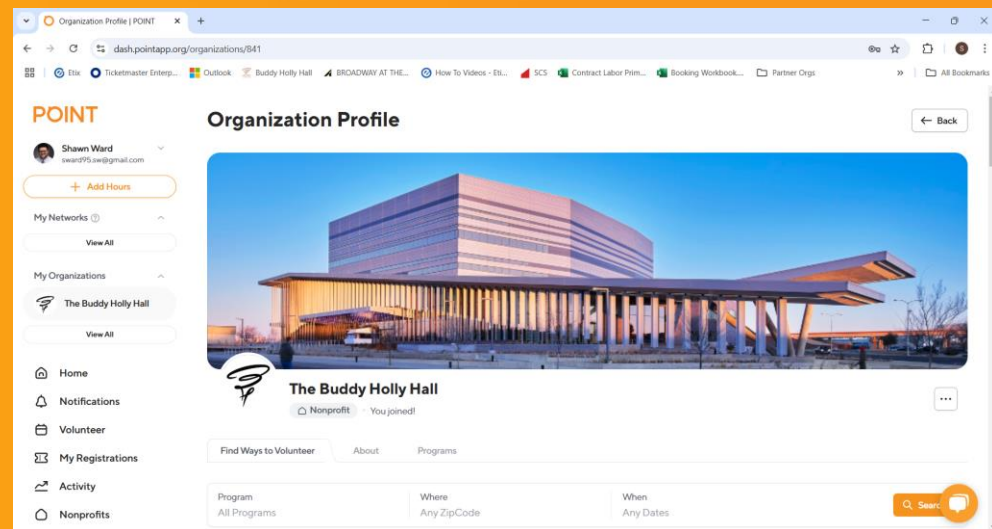


Table of Contents

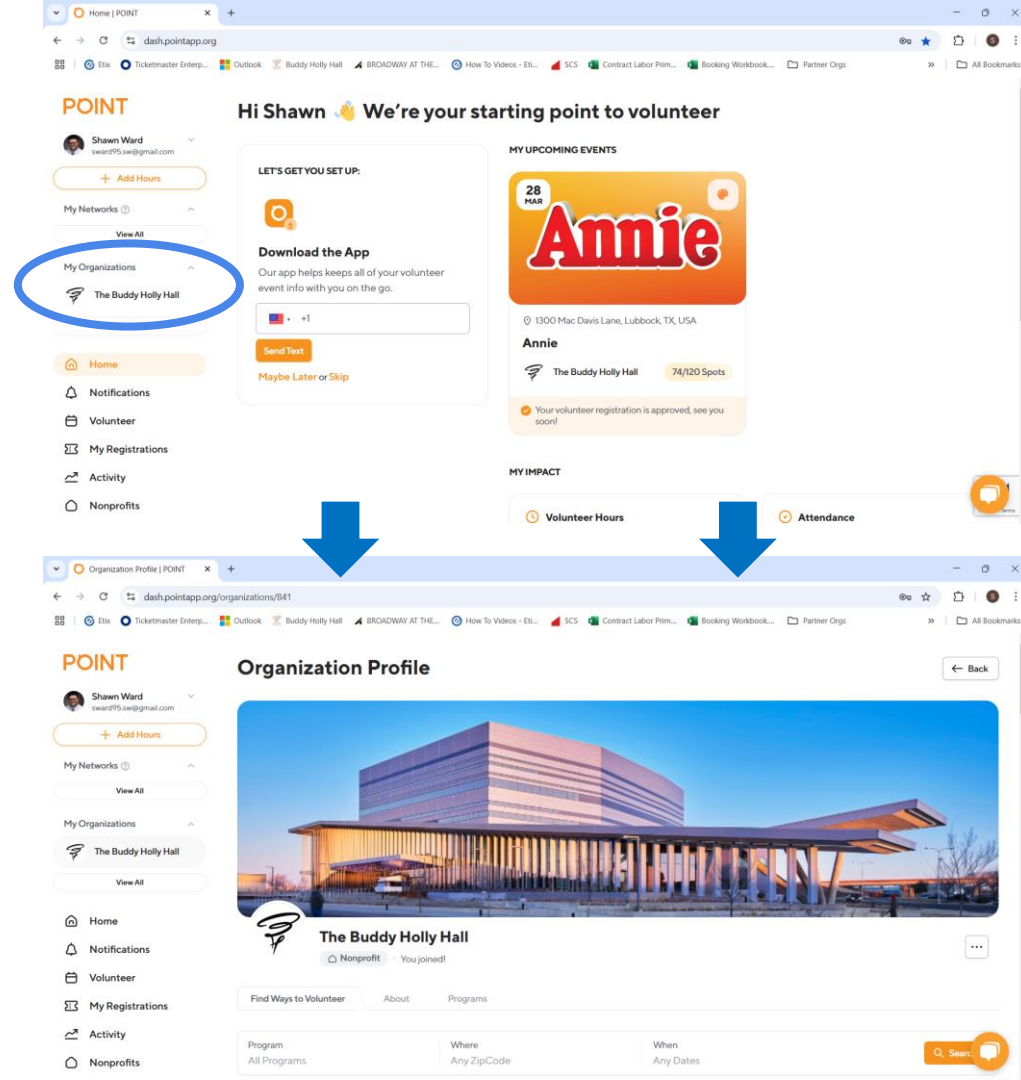
All Upcoming Events	3
“Full” or “Spots Left”	4
Sign Up For Events	5
What am I Signed Up For?	8
How to Cancel	10
Programs	13
New Events	15
Account Settings	16
Notifications	17
Questions?	18

All Upcoming Events

To see ALL upcoming events, click on “The Buddy Holly Hall”.

Upcoming events will display in order by date.

The “Volunteer” button will only display upcoming events with spots available.

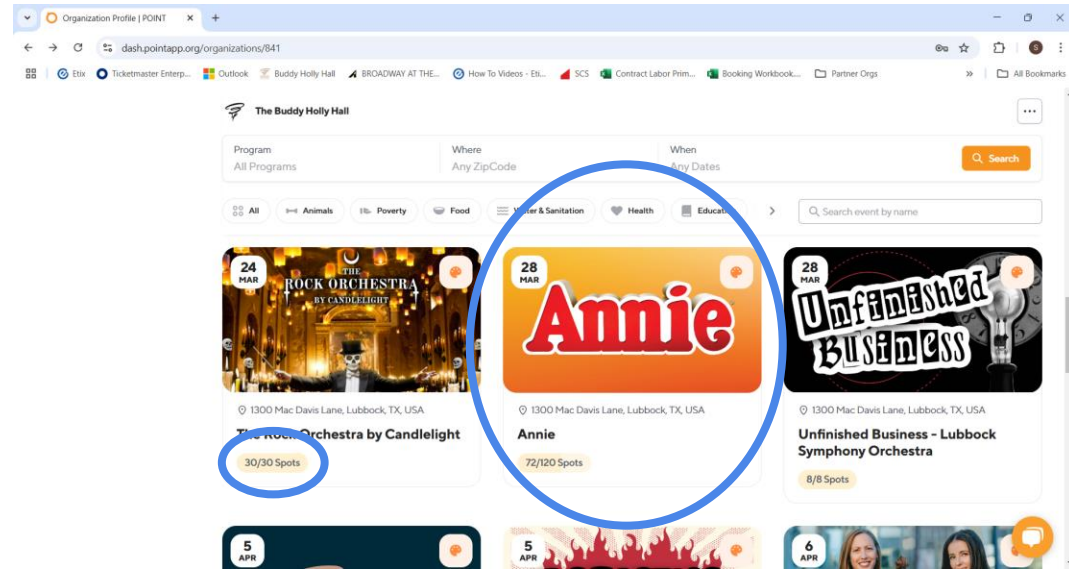


“Full” or “Spots Left”

If an event is “Full” you can still sign up! Email the Patron Experience Manager to be added to the list.

You can sign up yourself for events with “Spots Left.”

Click on the event to start signing up.



The screenshot shows a web browser displaying the organization profile for "The Buddy Holly Hall" on dash.pointapp.org. The page features a search bar and a grid of event cards. The "Annie" event card, dated 28 MAR, is highlighted with a blue circle. Below the event title, the status "30/30 Spots" is also circled in blue. Other visible event cards include "The Rock Orchestra by Candlelight" (24 MAR, 30/30 Spots) and "Unfinished Business - Lubbock Symphony Orchestra" (28 MAR, 8/8 Spots). The bottom of the page shows a navigation bar with dates 5 APR and 6 APR.

Sign Up For Events

The “Event Details” page lists the following:

- Date
- Volunteer Start and Approximate End Time
- If there are multiple performances, each will be listed as a “Shift.” Each will have their own start and end times.
- Other signed-up volunteers.
- “About” section describing the event
- Patron Experience Manager’s contact

Click “Go” to sign up. There is a “Go” button at the top right and the bottom of the page.

The screenshot shows the 'Event Details' page for 'Annie' on dash.pointapp.org. The page is divided into several sections:

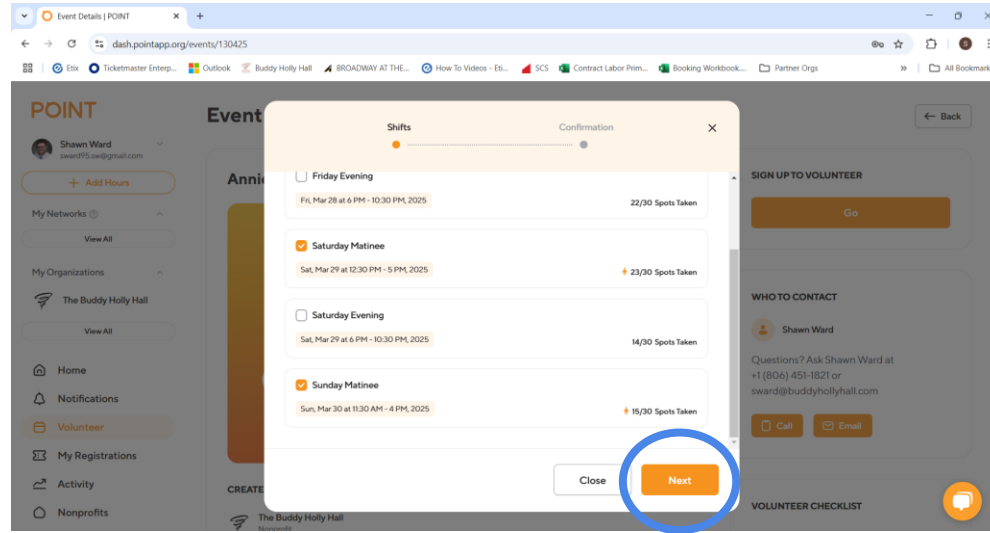
- Header:** 'POINT' logo, user profile for Shawn Ward, and a '+ Add Hours' button.
- Navigation:** A sidebar menu with options: Home, Notifications, Volunteer (highlighted), My Registrations, Activity, and Nonprofits.
- Event Details:** A large orange banner with the word 'Annie' in a stylized red font. Below it, the event is 'CREATED BY' 'The Buddy Holly Hall'.
- Sign Up Section:** A blue circle highlights a 'SIGN UP TO VOLUNTEER' button with a 'Go' button next to it.
- WHO TO CONTACT:** Contact information for Shawn Ward, including a phone number and email, with 'Call' and 'Email' buttons.
- VOLUNTEER CHECKLIST:** A section for tracking volunteer progress.
- Event Schedule:** A list of shifts with dates, times, and spots taken:
 - Friday Evening: Fri, Mar 28th, 2025, 6 PM - 10:30 PM (CST), 22/30 Spots Taken
 - Saturday Matinee: Sat, Mar 29th, 2025, 12:30 PM - 5 PM (CST), 22/30 Spots Taken
 - Saturday Evening: Sat, Mar 29th, 2025, 6 PM - 10:30 PM (CST), 14/30 Spots Taken
 - Sunday Matinee: Sun, Mar 30th, 2025, 11:30 AM - 4 PM (CST), 14/30 Spots Taken
- Summary:** At the bottom, it shows 'SPOTS' taken: 72/120 and 'VOLUNTEERS' with a count of 7.

Sign Up For Events

If the event has multiple performances, the “Select Shifts” page will appear.

Click the check box to select your shifts.

Click “Next”



Sign Up For Events

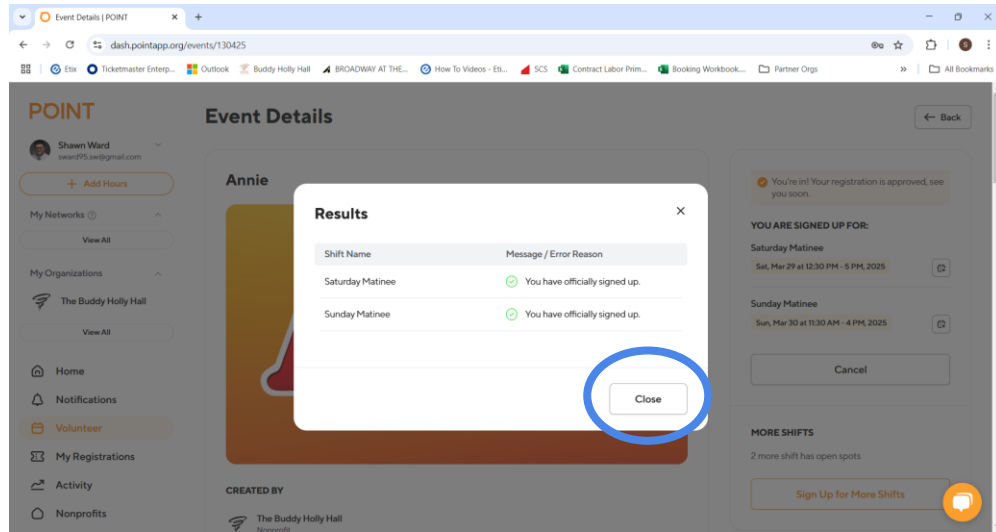
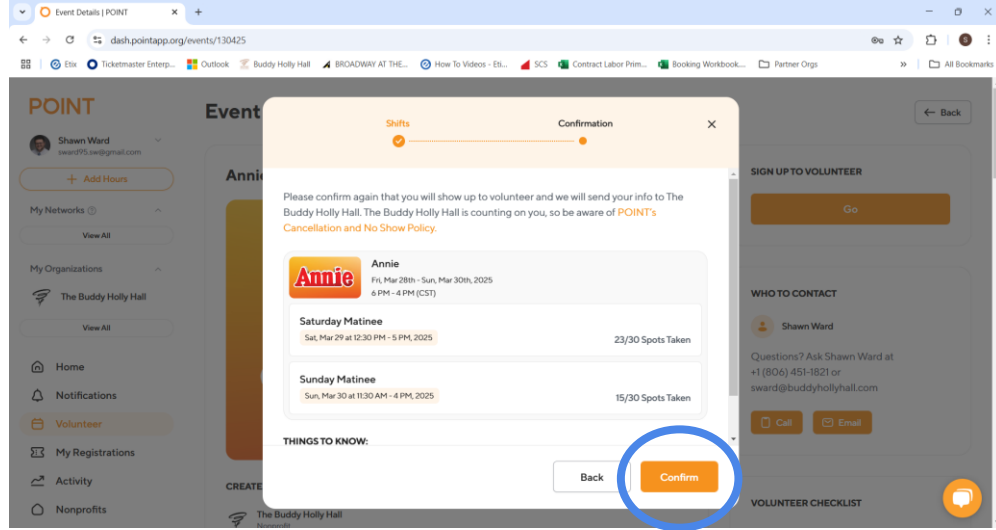
The “Confirmation” page is to ensure you are signing up for the date and time you want.

Click “Confirm”

You will get an email about your sign up.

The “Results” page confirms you have signed up.

Click “Close”



What am I Signed Up For?

Click “My Registrations”

Your upcoming sign-ups will display in order by date.

For events with multiple performances, see the next page.

NOTE – For events with multiple performances, POINT will send reminders based on your shift.

The screenshot shows the POINT web application interface. On the left is a navigation sidebar with the POINT logo and user profile for Shawn Ward. The sidebar menu includes: Home, Notifications, Volunteer, My Registrations (highlighted with a blue circle), Activity, and Nonprofits. The main content area is titled 'My Registrations' and includes tabs for 'Upcoming Events' and 'Past Events'. Below the tabs are filter sections for 'Organization' (All Organizations), 'Where' (Any ZipCode), and 'When' (Any Dates), along with a search button. A search bar is also present with the placeholder text 'Search events by name'. The featured event card for 'Annie' includes a date badge for '28 MAR', the event title 'Annie' in large red font, the address '1300 Mac Davis Lane, Lubbock, TX, USA', and the organization 'The Buddy Holly Hall' with '74/120 Spots' available.

What am I Signed Up For?

Multiple Performances

To see which performances you are signed up for, click on the event. Shifts you are signed up for will appear in the top right corner.

Events with multiple performances will have a “Sign up for More Shifts” button.

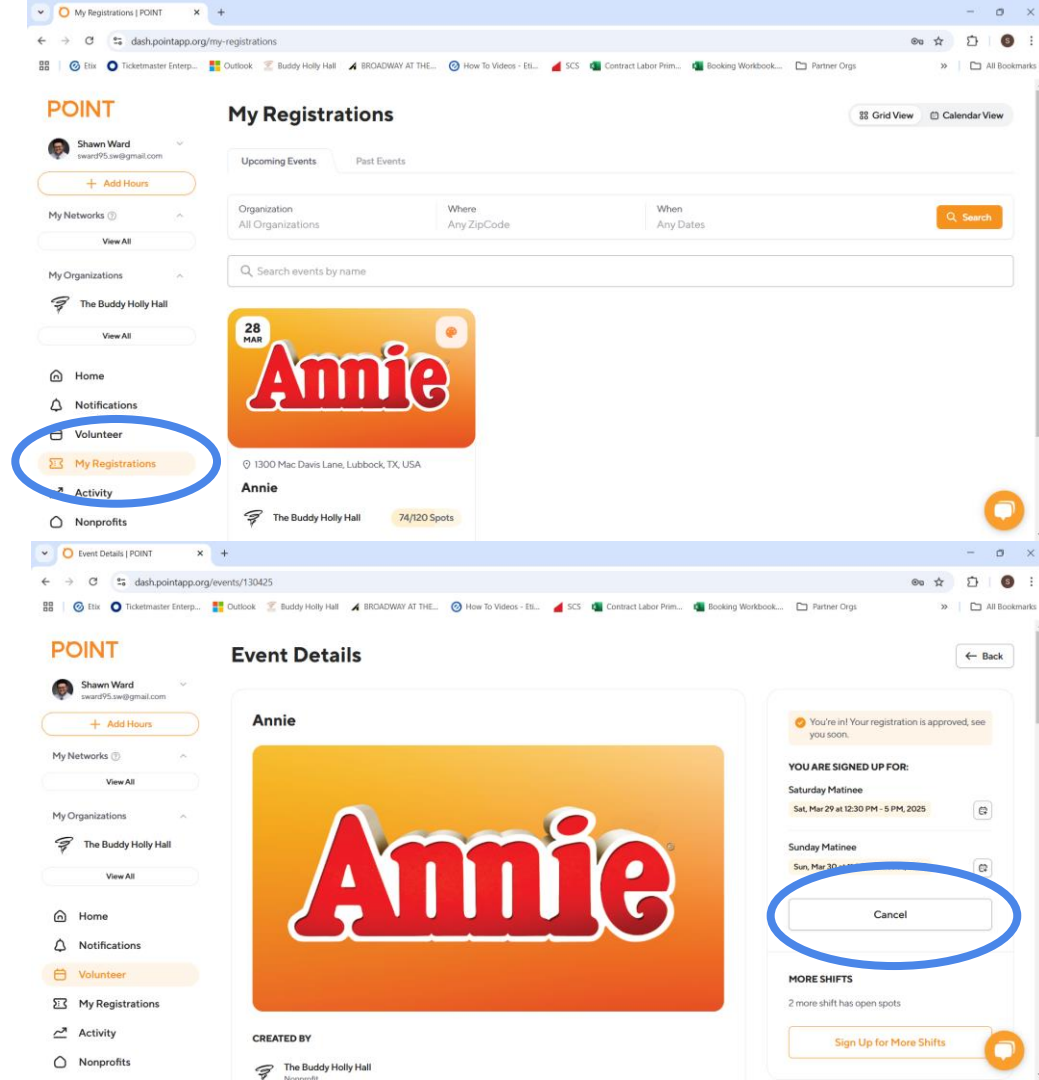
The screenshot shows a web browser window displaying the POINT dashboard. The dashboard has a left sidebar with navigation options: Home, Notifications, Volunteer (highlighted), My Registrations, Activity, and Nonprofits. The main content area is titled "Event Details" and features a large orange and red graphic for the musical "Annie". Below the graphic, it says "CREATED BY The Buddy Holly Hall". On the right side, there is a "YOU ARE SIGNED UP FOR:" section listing two matinee performances: "Saturday Matinee" on Sat, Mar 29 at 12:30 PM - 5 PM, 2025, and "Sunday Matinee" on Sun, Mar 30 at 11:30 AM - 4 PM, 2025. A "Cancel" button is visible below these listings. At the bottom right, there is a "MORE SHIFTS" section with a "Sign up for More Shifts" button, which is circled in blue. Another blue circle highlights the "YOU ARE SIGNED UP FOR:" section.

How To Cancel

Click “My Registrations”

Select the event you want to cancel.

Click “Cancel.” There are cancel buttons to the right and at the bottom of the page.

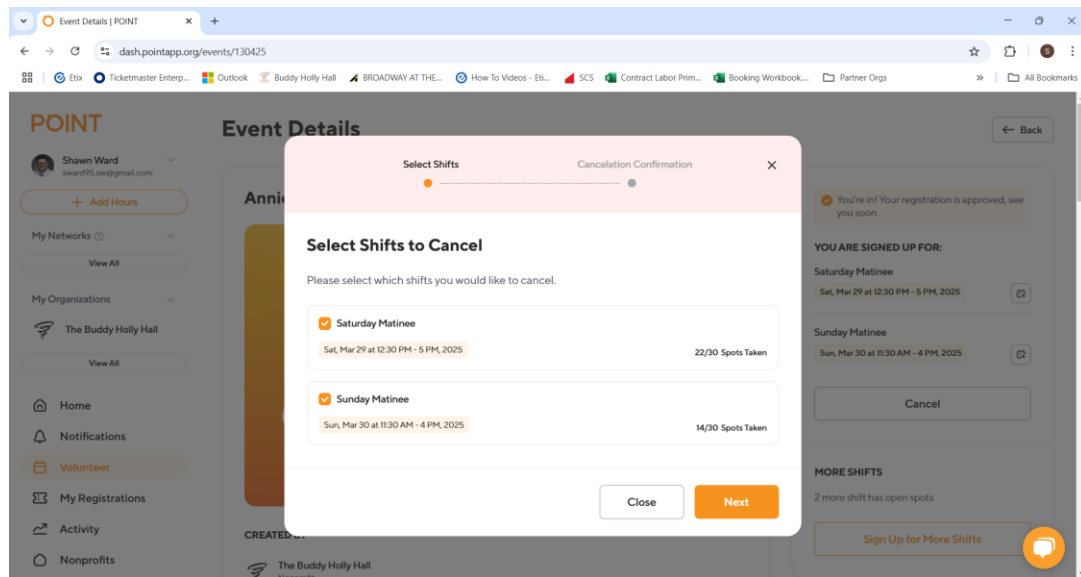


How To Cancel

The “Select Shifts to Cancel” page will display if there are multiple performances.

Click the check box to select the shift(s) you want to cancel.

Click “Next”



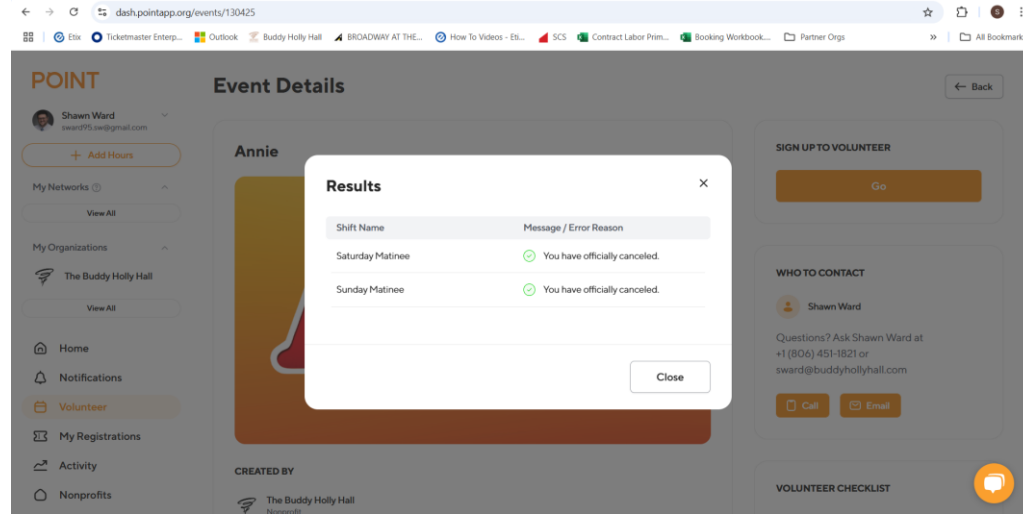
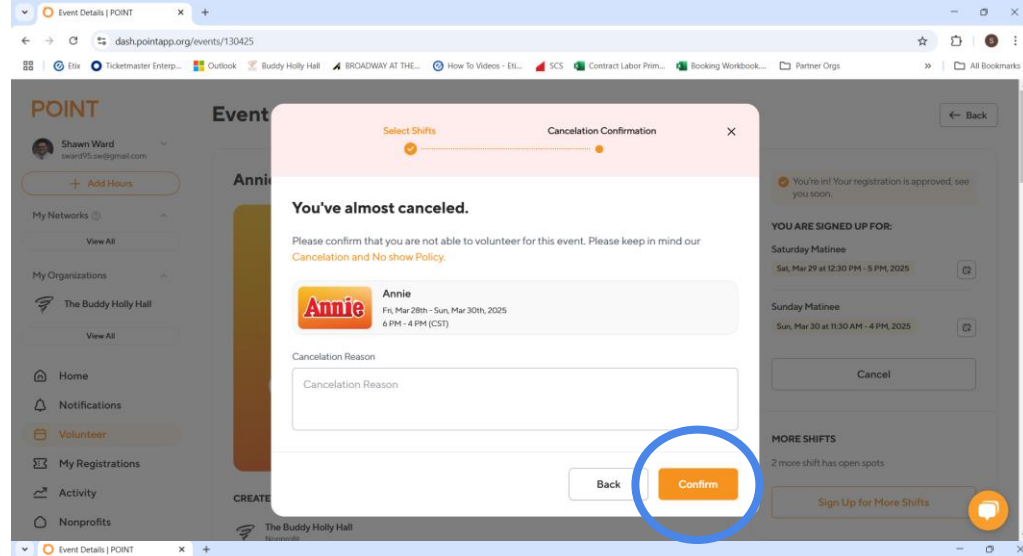
How To Cancel

The “Cancellation Confirmation” page will display.

You do **NOT** need to fill out the “Cancellation Reason.”

Click “Confirm”

The “Results” will display when you have canceled.



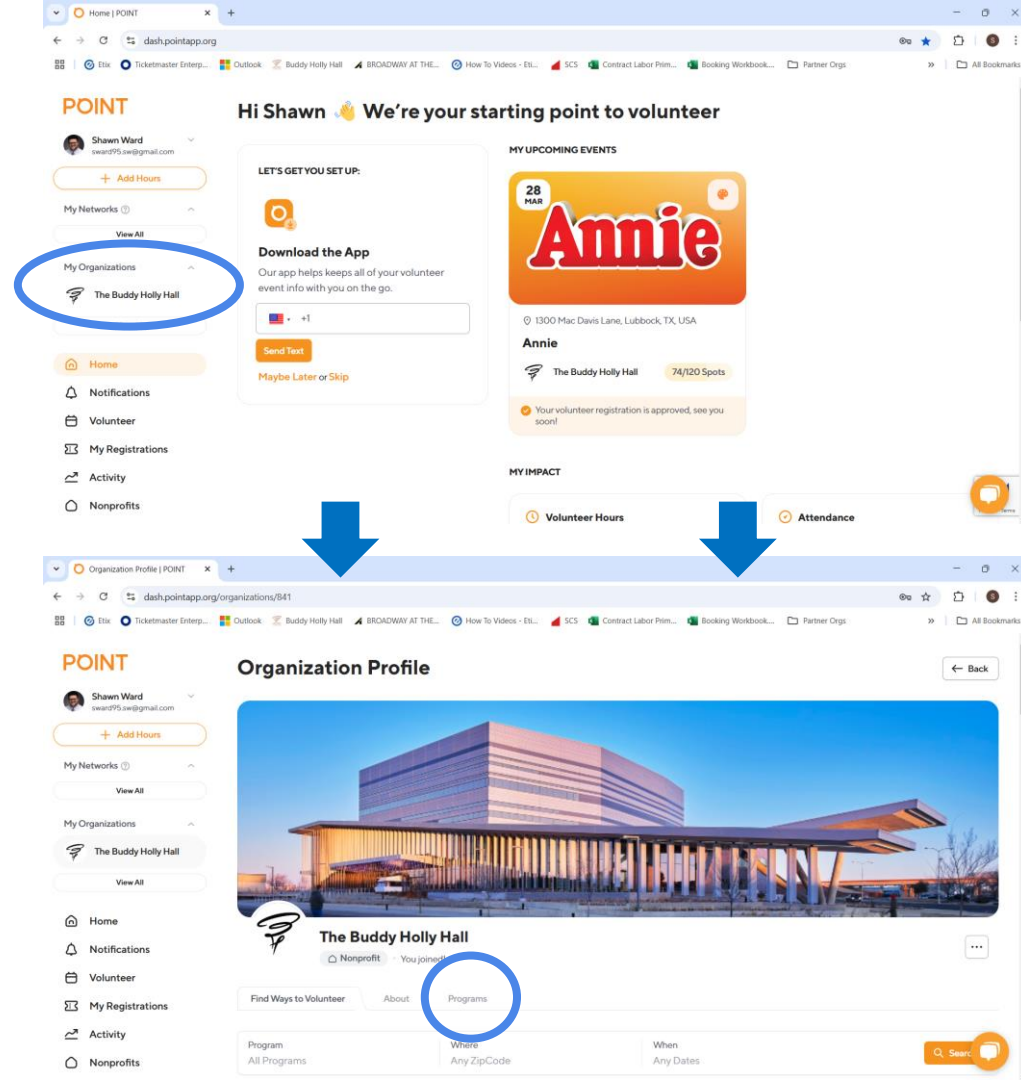
Programs

Programs are great for finding types of shows.

Currently, there are programs for Broadway, Lubbock Symphony Orchestra, and Ballet Lubbock

From the main page, click “The Buddy Holly Hall”

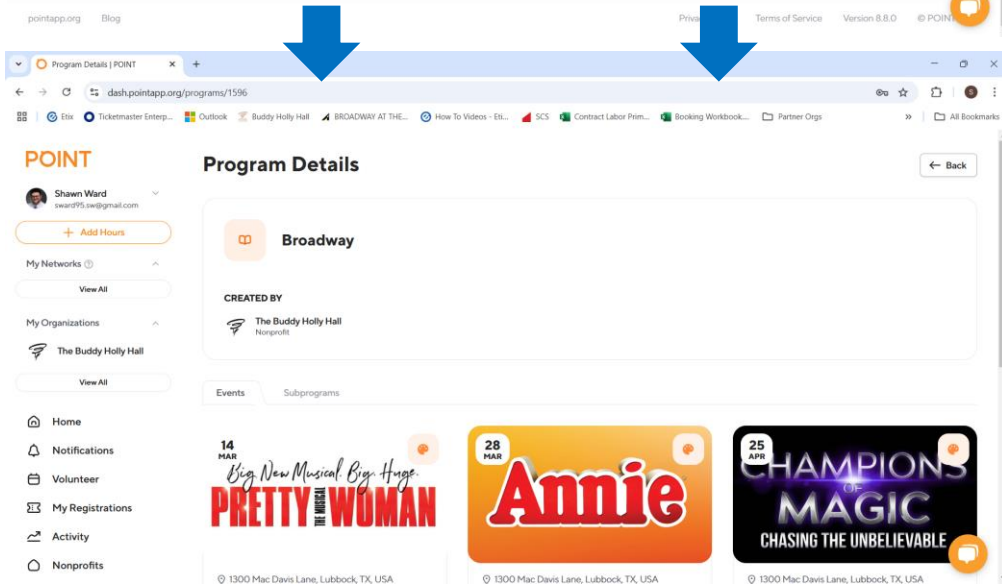
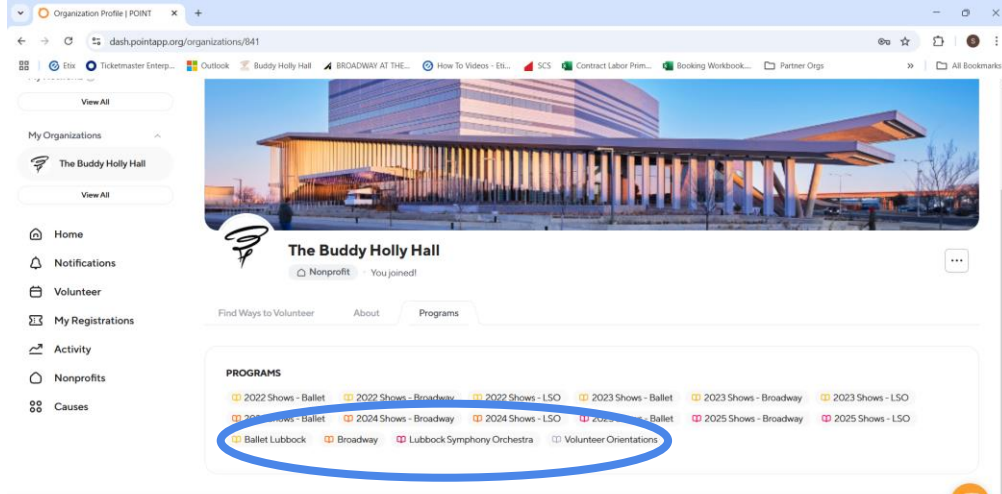
Click “Programs”



Programs

Click on the main program to skip the breakdown by year.

Click on the Program to see and sign up for upcoming events in that category.

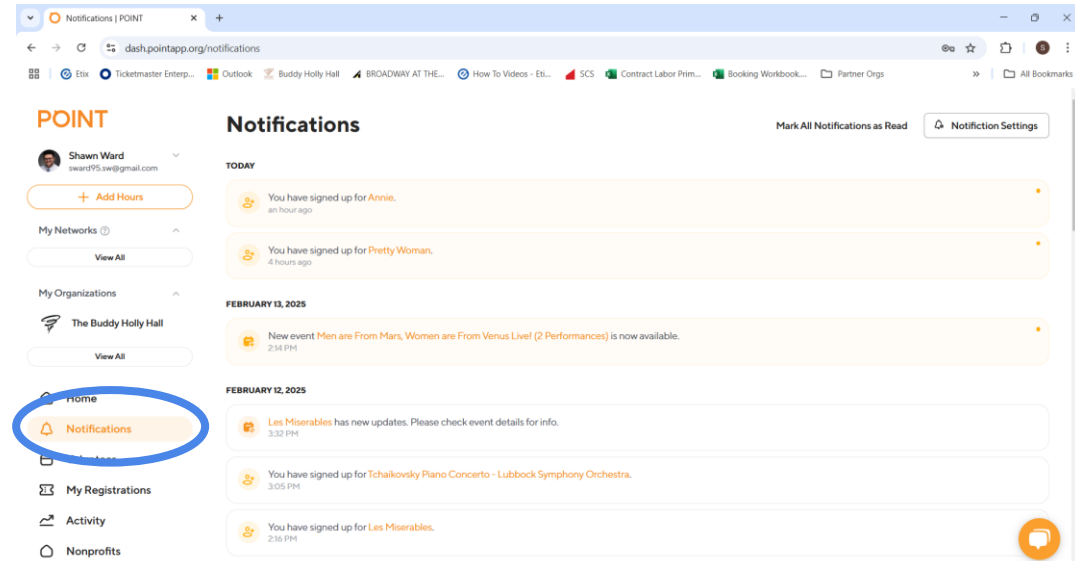


New Events

Keep up to date when new events are posted.

Click “Notifications” to see recent updates.

Click the button in the top right corner to mark notifications as “Read”

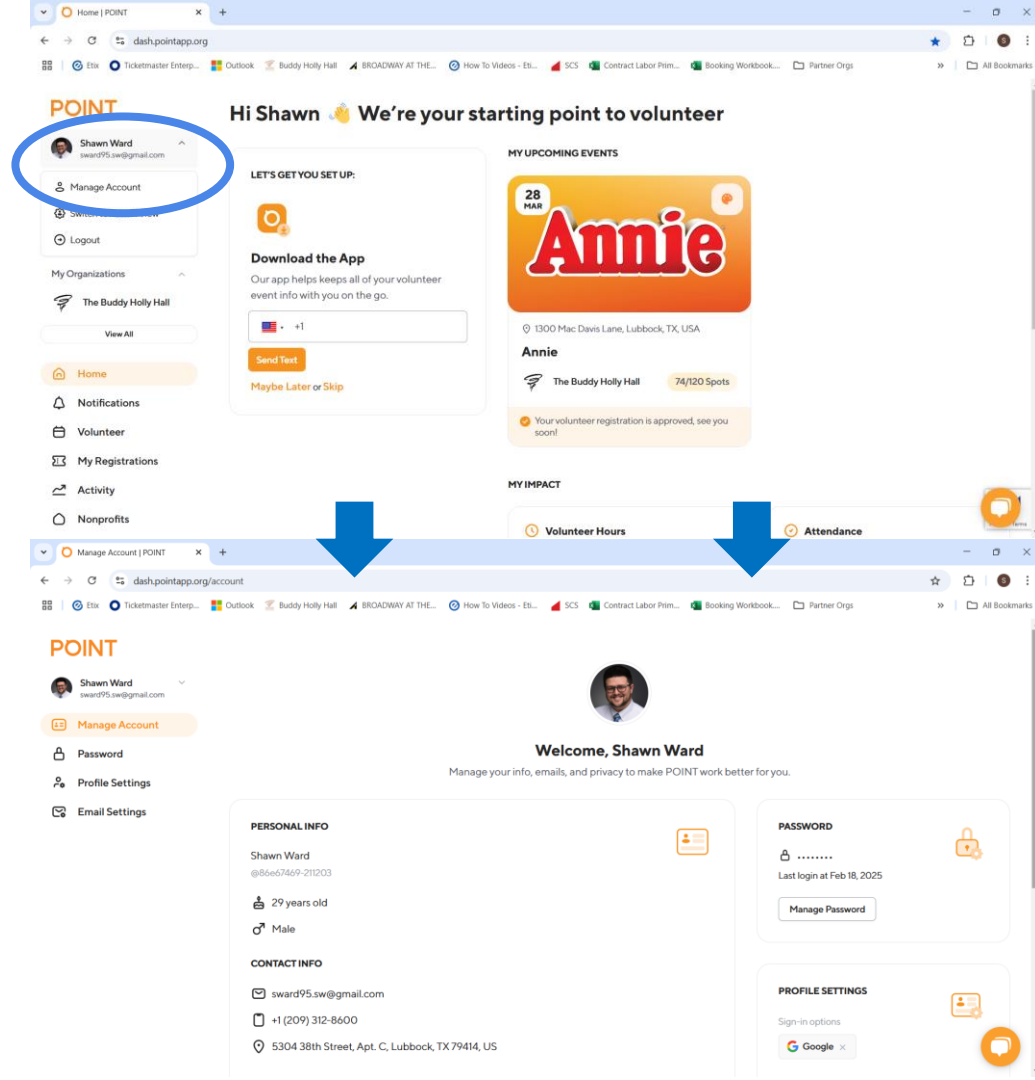


Account Settings

In the top left, click on your profile. Click “Manage Account”

On the “Account” page, you can edit your personal information, password, profile settings, and email settings.

To exit settings, click on your profile. Then click “Switch to Volunteer View”



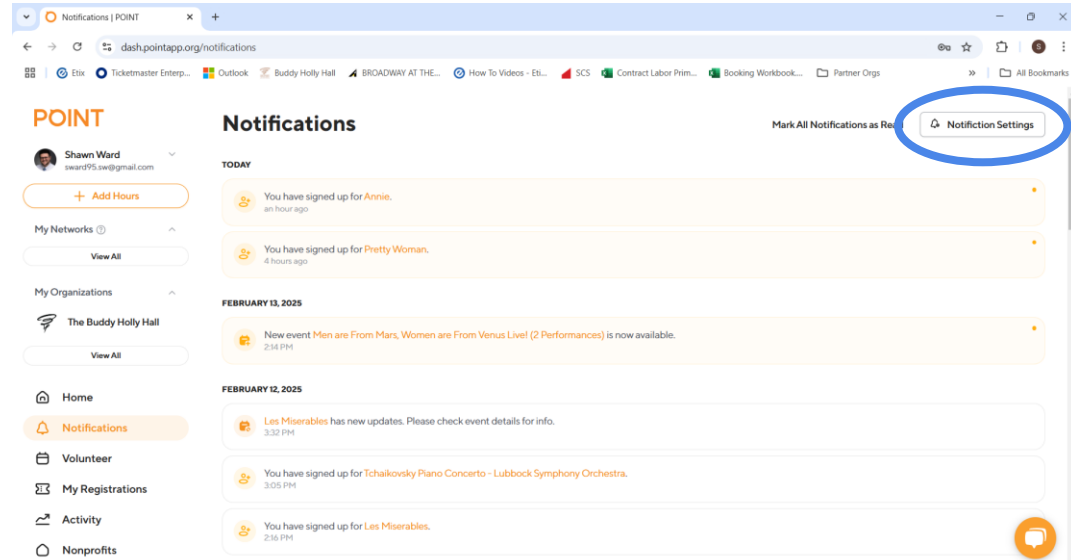
Notifications

POINT sends reminders and phone notifications for

- One week reminder of event/shift – email
- One day reminder of event/shift – email
- One hour reminder before your event/shift starts – phone
- When a new event is posted – phone

To receive the phone notifications, you must have POINT set up on your phone.

You can adjust the email reminders under “Notification Settings.”



Have questions about POINT?

Reach out to support@pointapp.org or visit the FAQ at <https://pointapp.org/support/volunteeronpoint/>

Questions about the Buddy Holly Hall Volunteer Program?

Email Shawn Ward at sward@buddyhollyhall.com