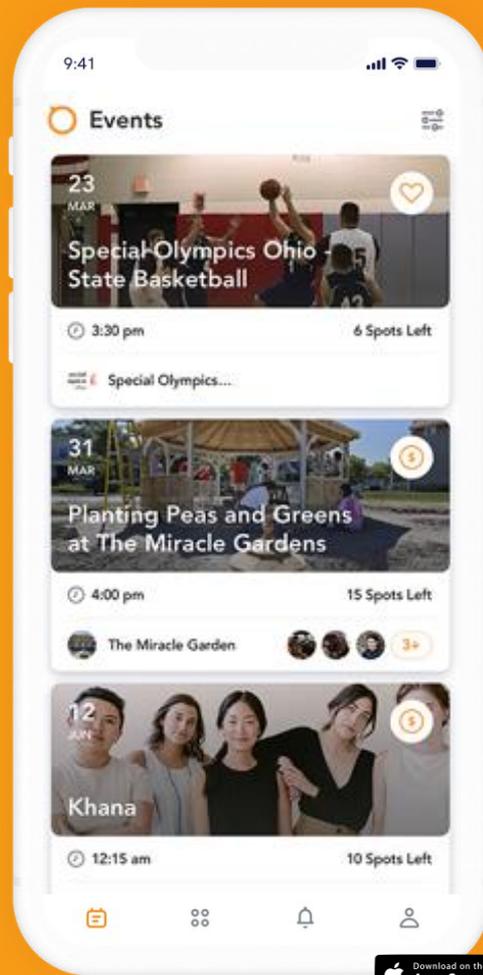




# How to use POINT

Phone Version. Updated 2/6/2025



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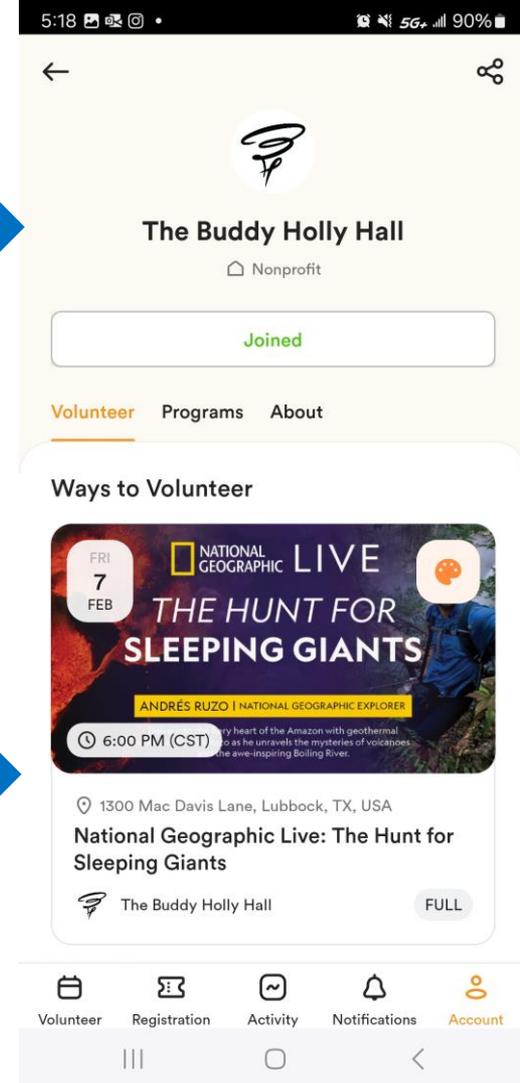
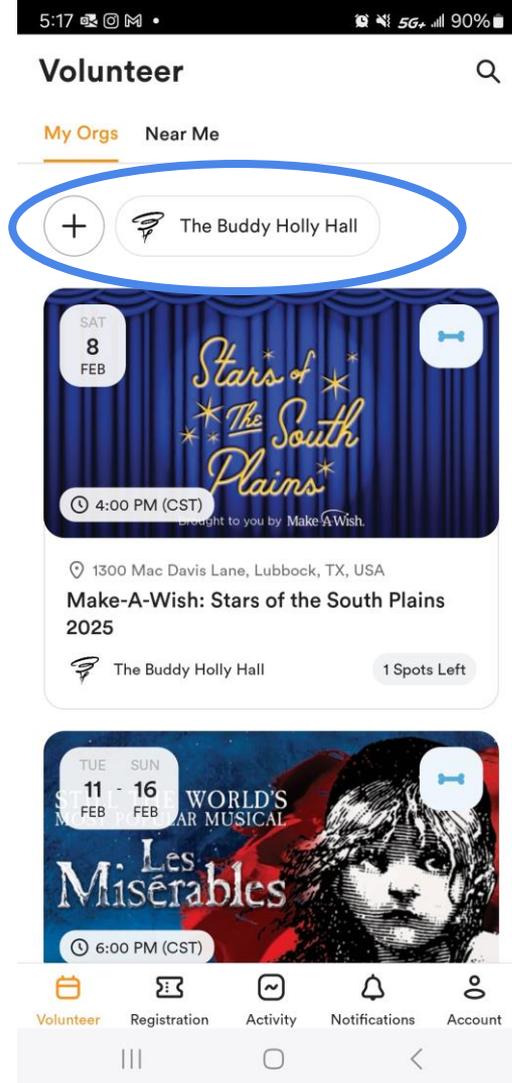
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# All Upcoming Events

When you first open POINT, it will show you upcoming events with available spots.

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

Upcoming events will display in order by date.

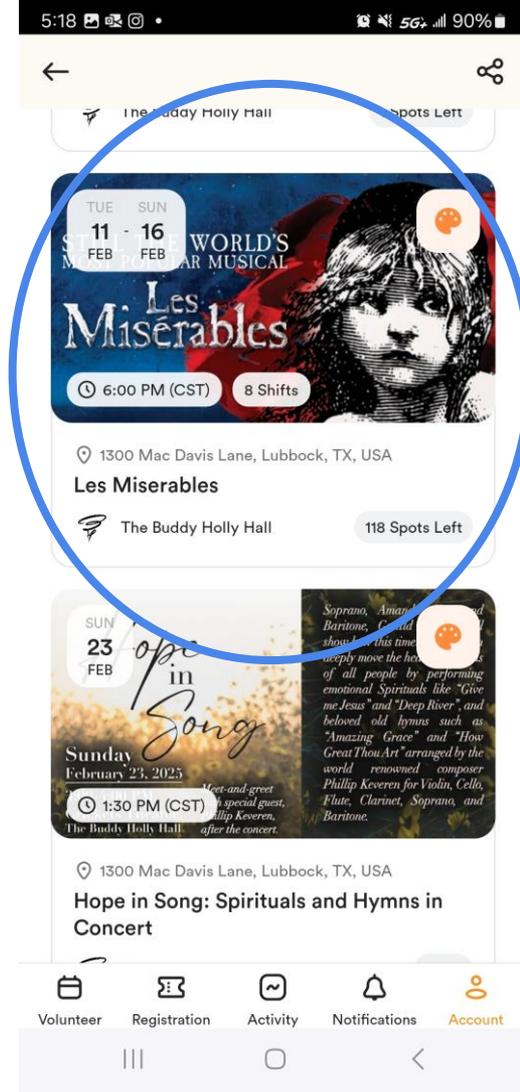
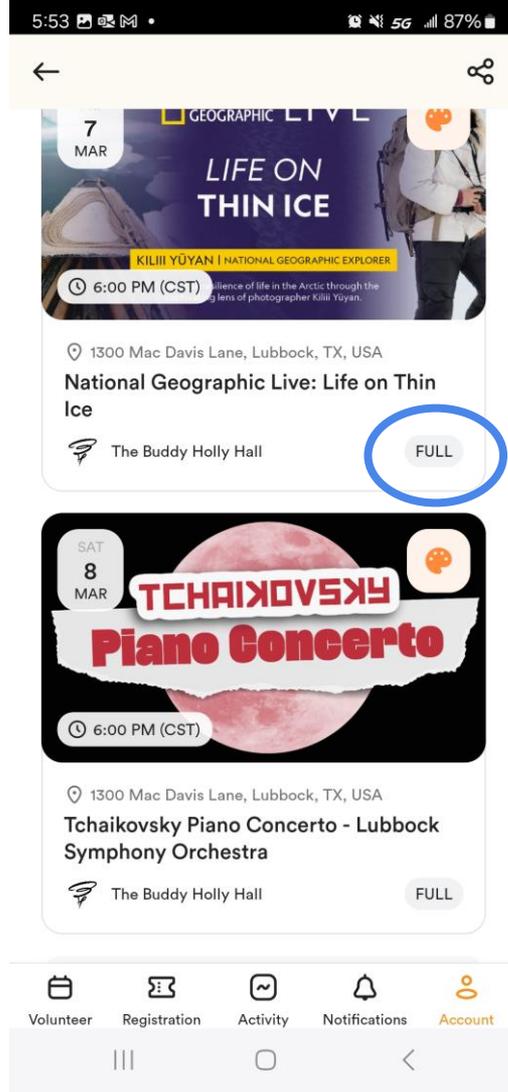


## “Full” or “Spots Left”

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.

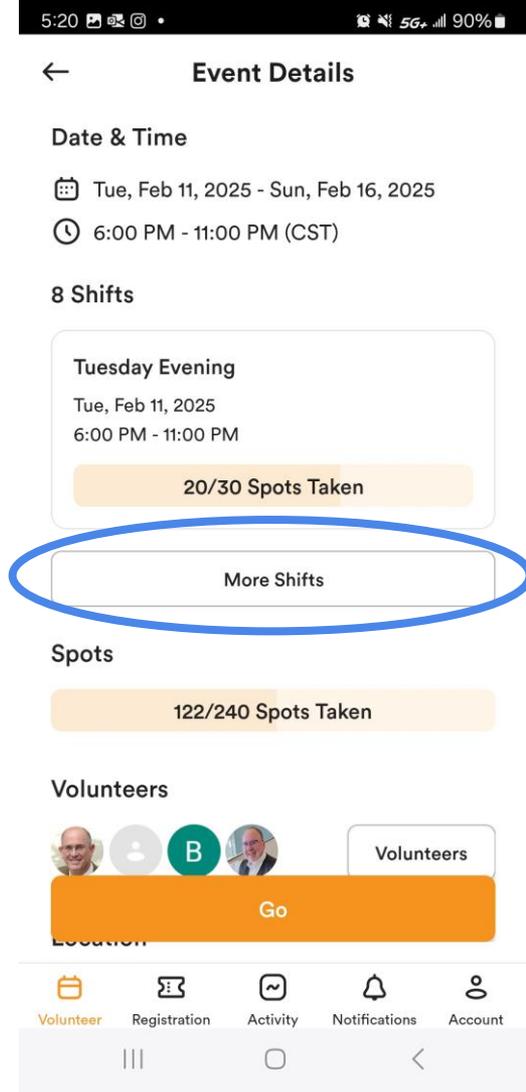
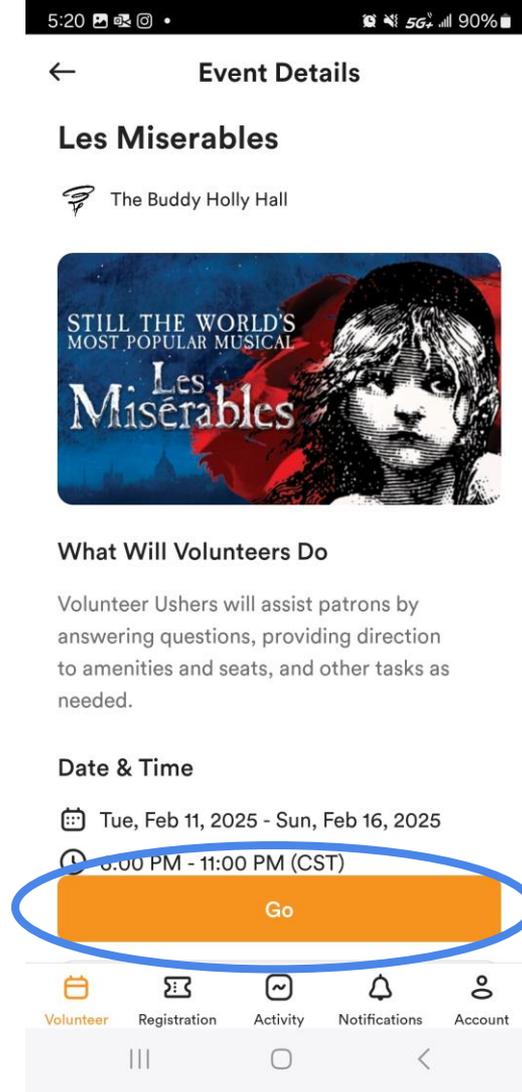


# Sign Up For Events

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. Click “More Shifts” to see all the performances.
- Other signed-up volunteers.
- “About” section describing the event
- Patron Experience Manager’s contact

Click “Go” to sign up

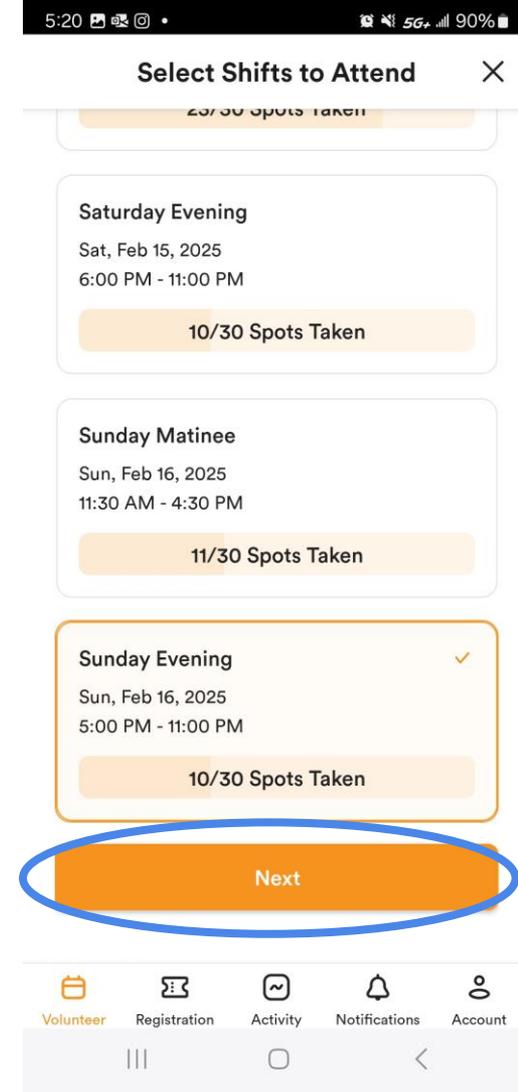
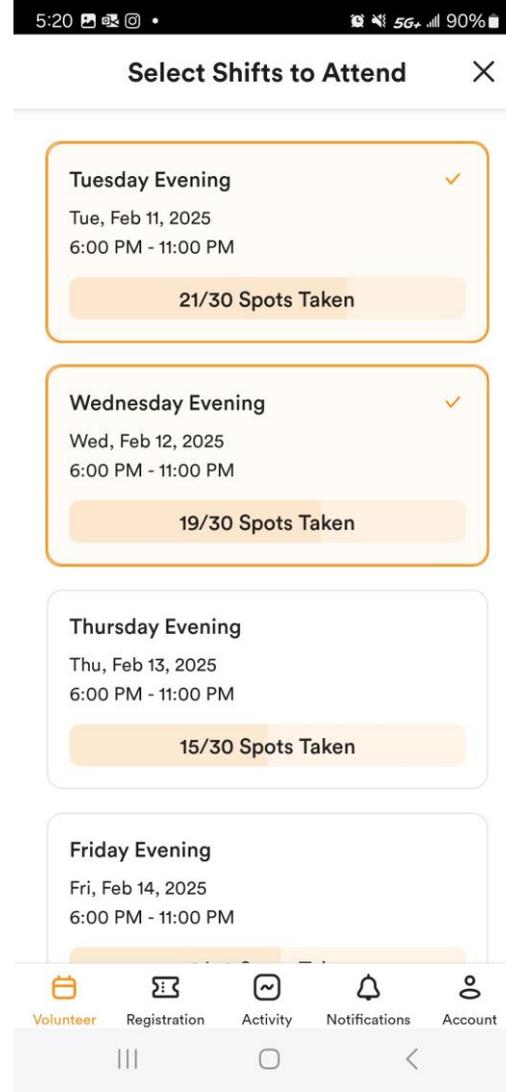


## Sign Up For Events

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

Selected shifts will be outlined and have a check mark in the top right of the box.

Scroll to the bottom and click “Next”



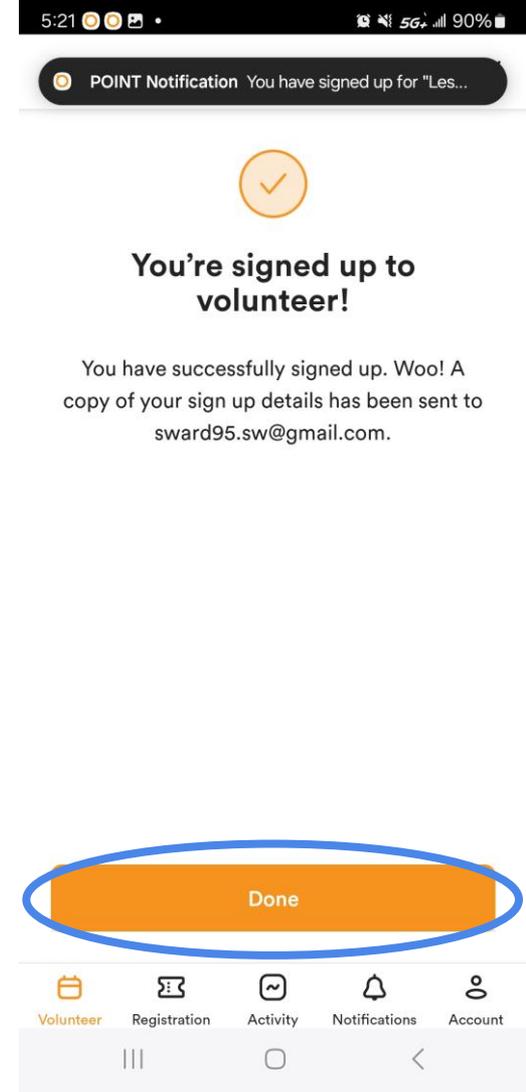
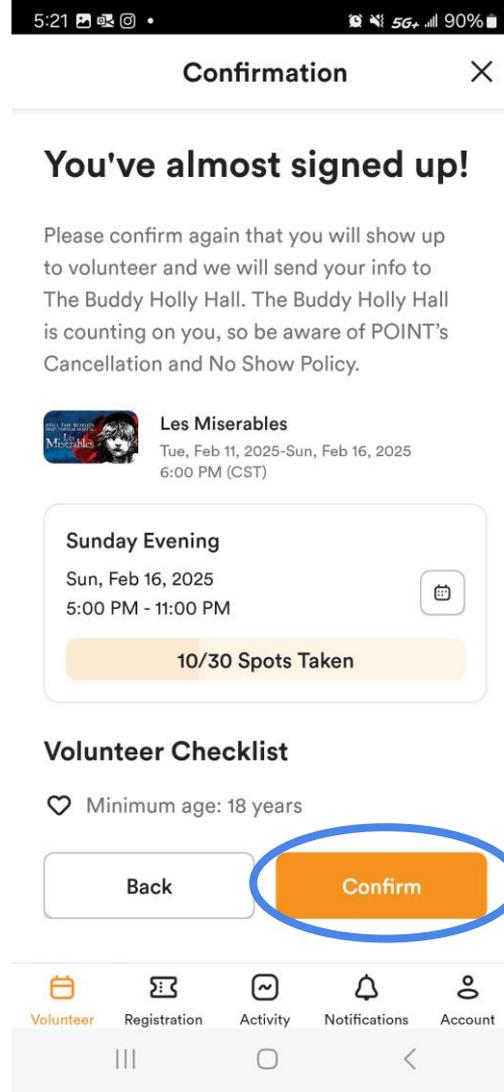
## Sign Up For Events

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

Click “Confirm”

You will get an email and a phone notification about your sign up.

Click “Done”



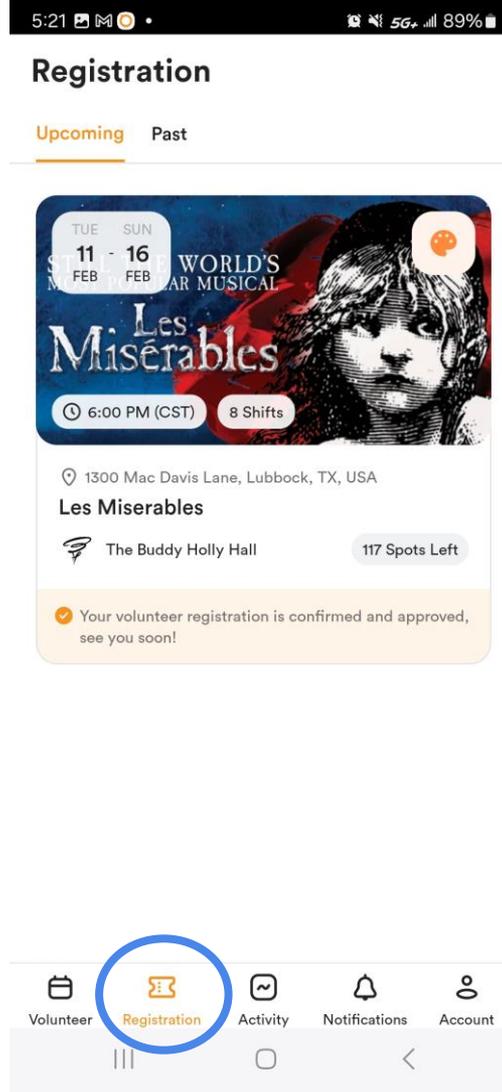
# What am I Signed Up For?

Click “Registration”

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.

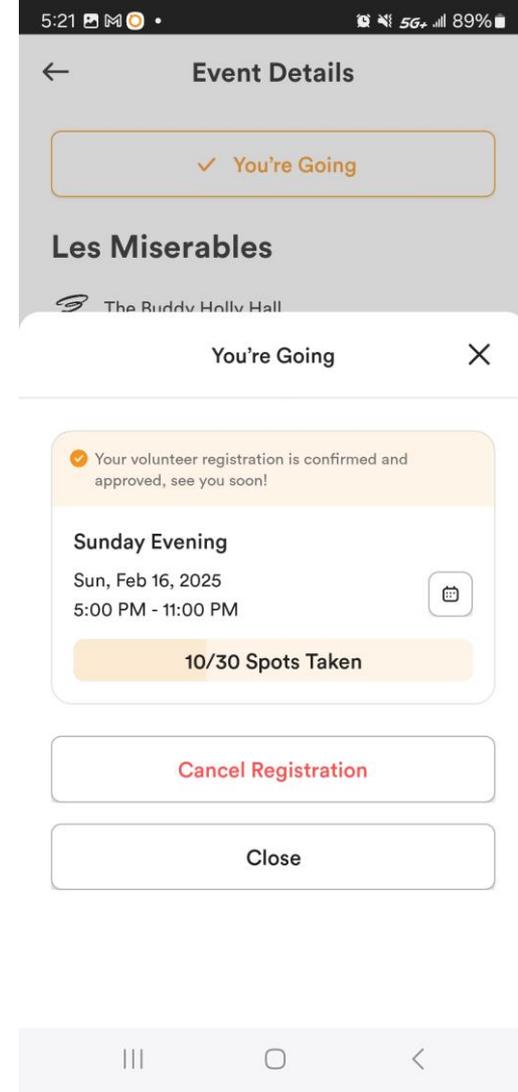


# What am I Signed Up For?

## Multiple Performances

To see which performances you are signed up for, click on the event then click “You’re Going”

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

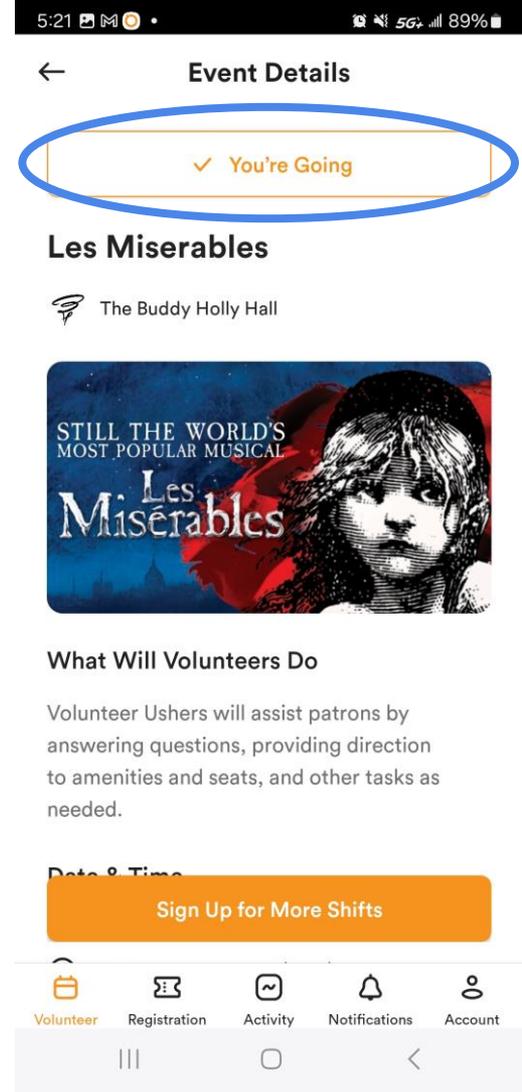
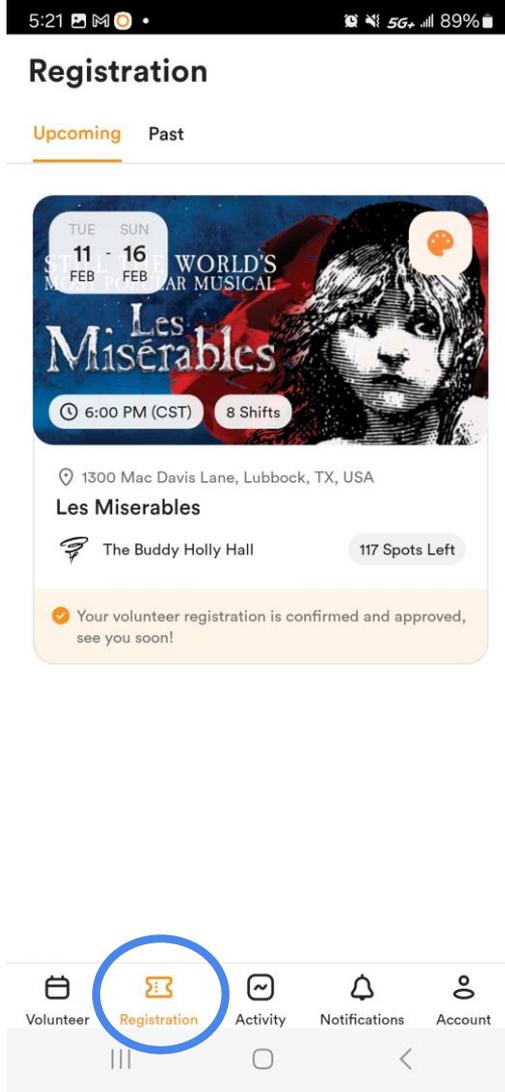


# How To Cancel

Click “Registration”

Select the event you want to cancel.

Click “You’re Going”



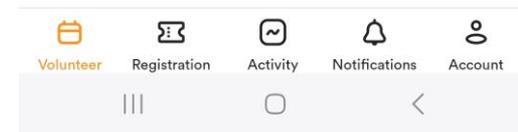
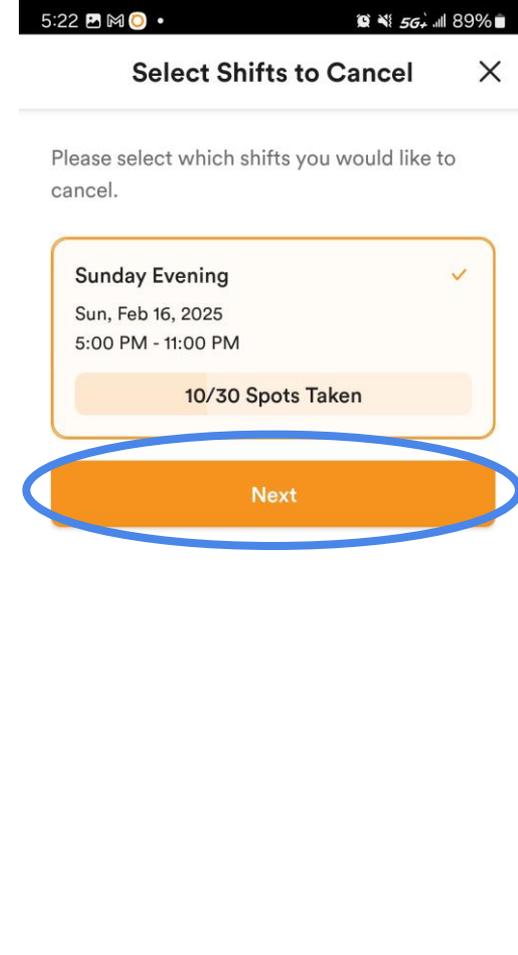
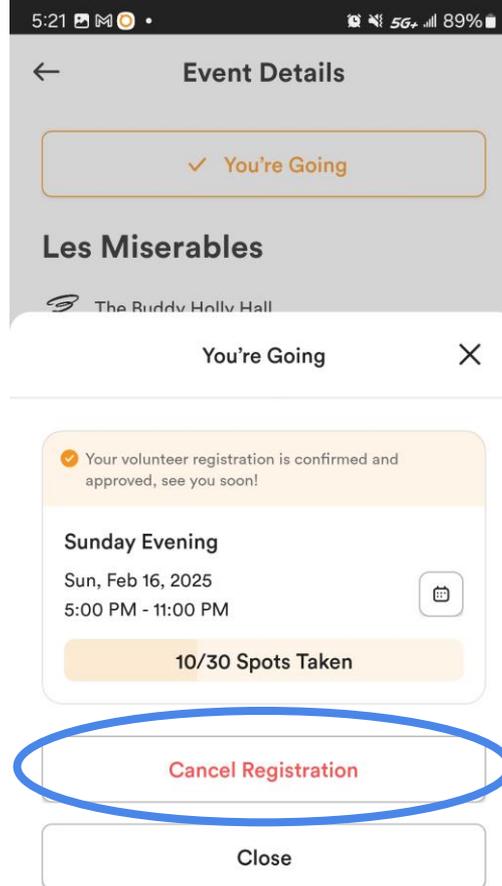
# How To Cancel

Click “Cancel Registration”

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

Select the shift(s) you want to cancel

Click “Next”



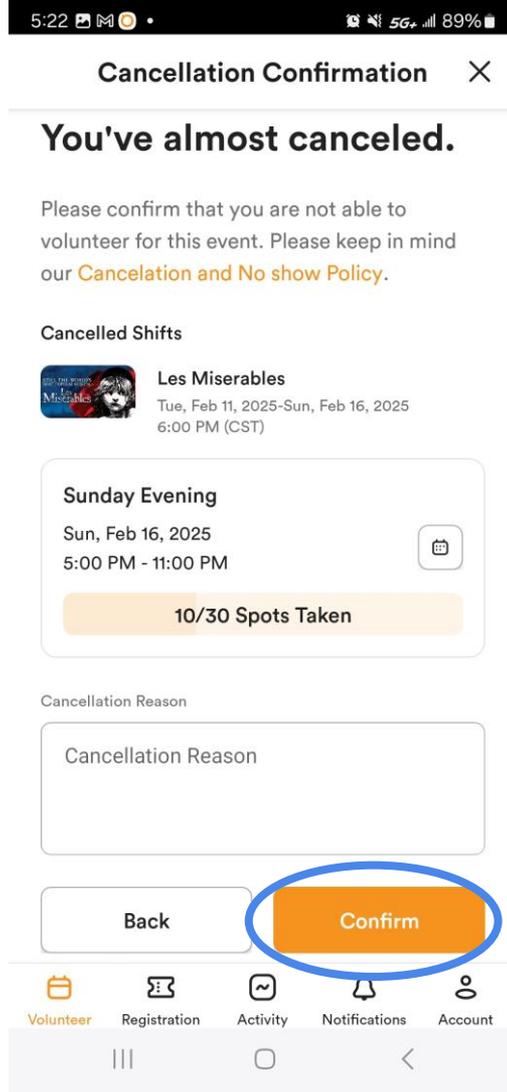
## How To Cancel

The “Cancellation Confirmation” page will display.

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

Click “Confirm”

The “Cancellation Complete” will display when you have canceled.



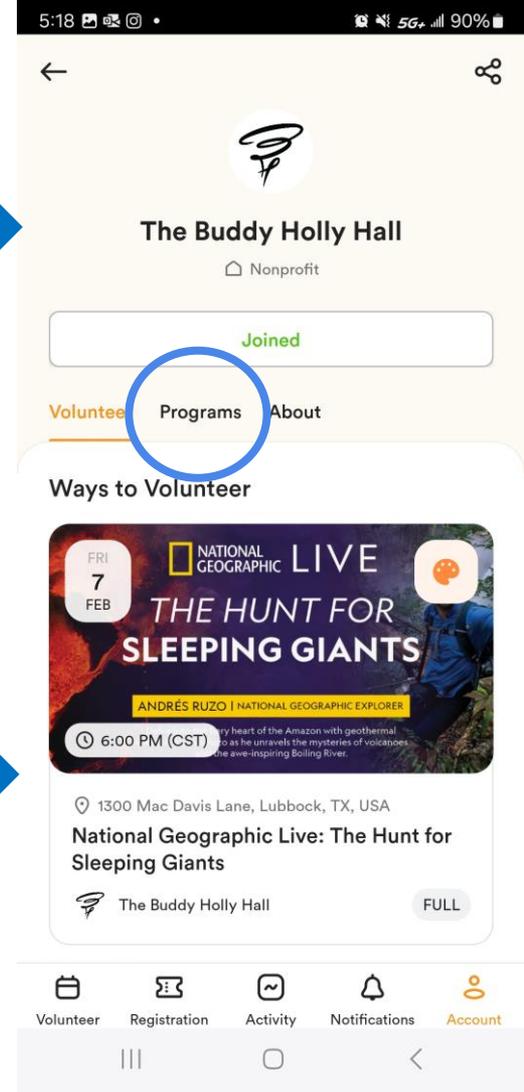
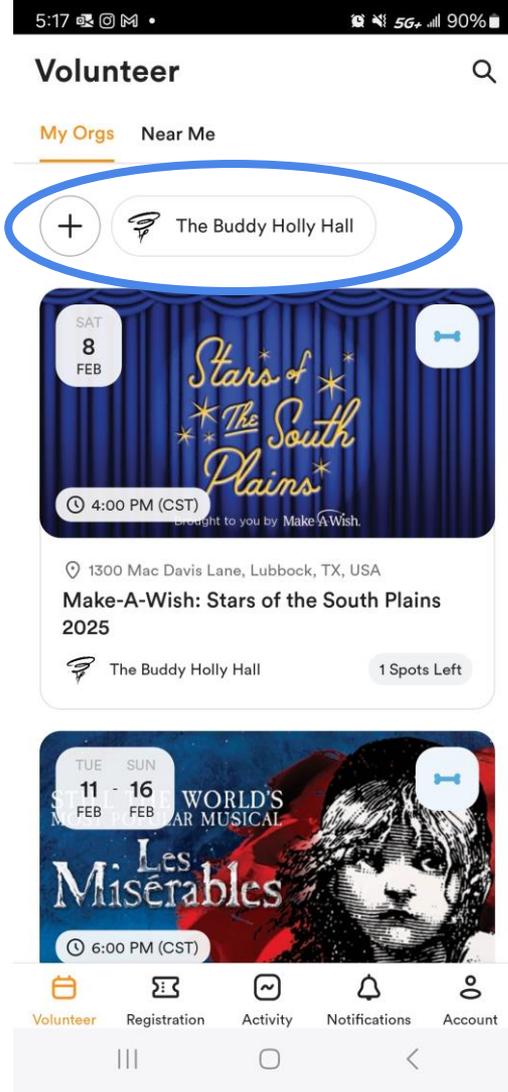
# Programs

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”

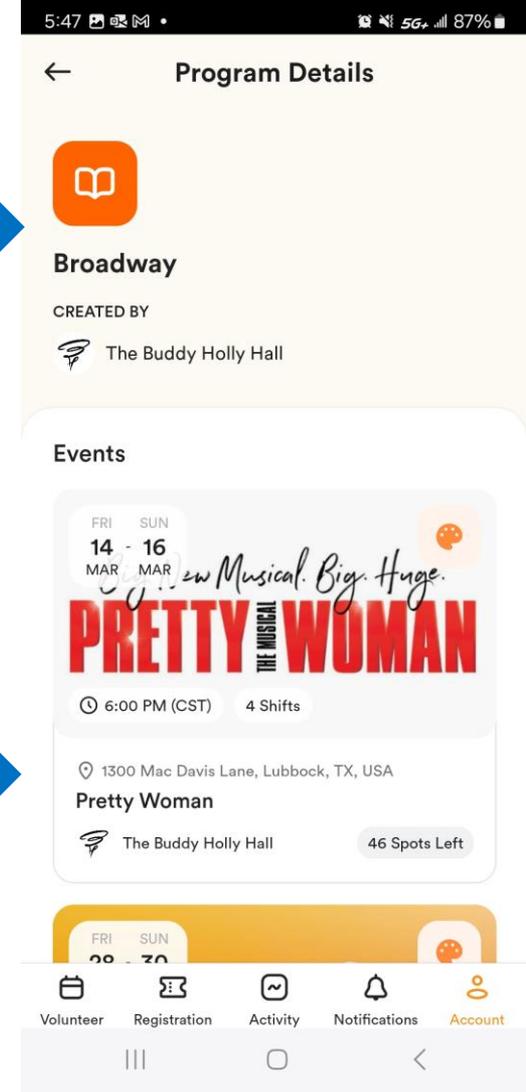
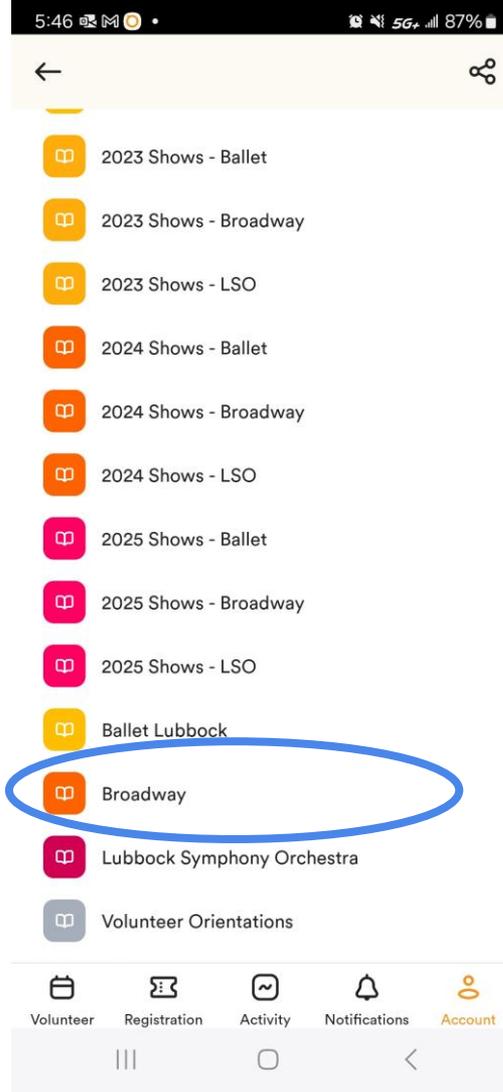
Click “Programs”



## Programs

Scroll to the bottom to skip the breakdown by year.

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

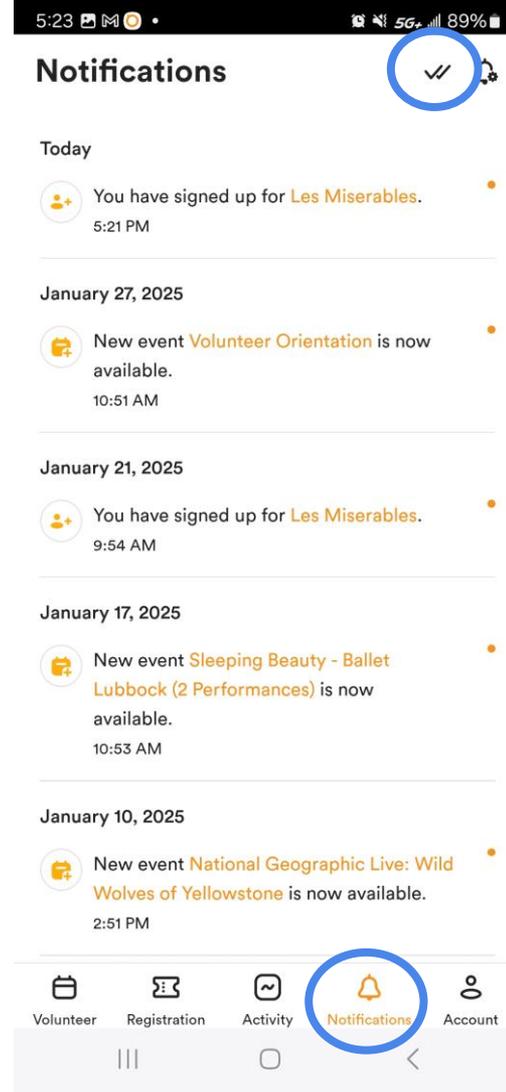


## New Events

Keep up to date when new events are posted.

Click “Notifications” to see recent updates.

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

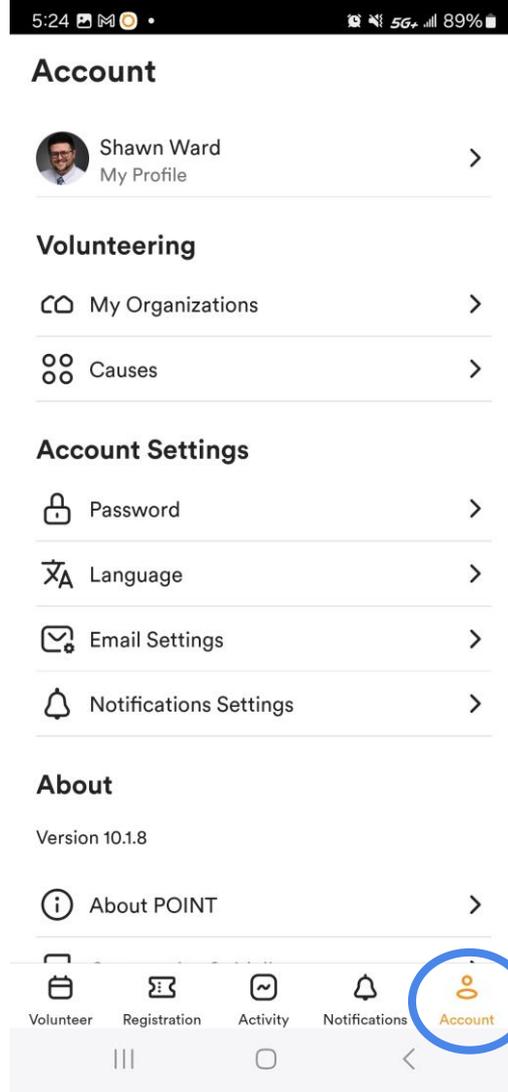


# Account Settings

Click on “Account”

Edit your profile details by clicking on your name.

You can make changes to the categories under “Account Settings.”

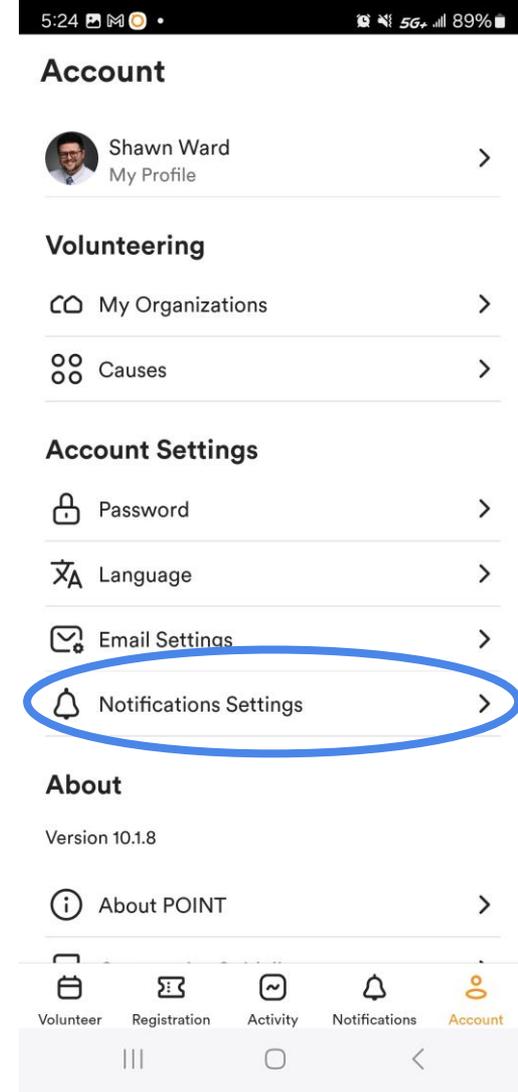
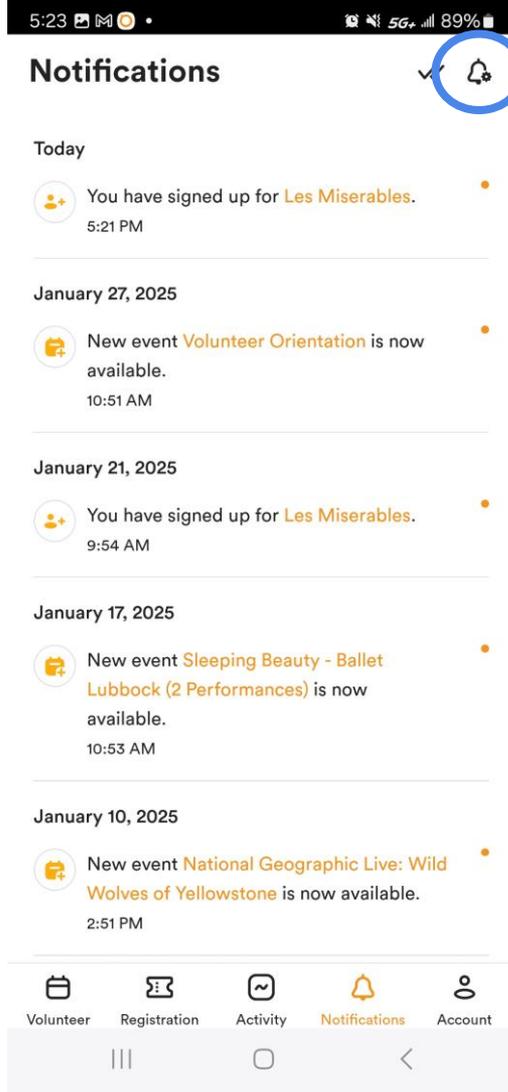


# Notifications

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

You can adjust the email reminders and the one-hour push reminder under “Notifications” or “Account Settings”



**Have questions about POINT?**

**Reach out to [support@pointapp.org](mailto: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](mailto:sward@buddyhollyhall.com)**