

POINT: Volunteer Support Guide

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Welcome! This guide will introduce you to POINT and walk you through the steps to get started, sign up for volunteer opportunities, and track your volunteer hours.

What is Point and why is Charlotte County Sea Grant using it?

- POINT is a free mobile app that helps organizations recruit volunteers, manage event sign-ups, and track volunteer participation and hours. Volunteers can register for events through the app or website, check in to activities, and view their accumulated volunteer hours and impact.
- Charlotte County Sea Grant is using POINT because it simplifies administration of its volunteer programs. When you sign up for a volunteer opportunity through POINT:
 - Your registration is recorded automatically.
 - Volunteer hours can be tracked and reported in one system.
 - Program coordinators can manage participant information and event attendance more efficiently.
 - Annual reporting is easier because volunteer hours and participation data are already organized and accessible.

How do I download POINT?

1. Open your device's app store and search for **POINT**
2. Download and install the app



It will look like this!

How do I sign up for POINT?

1. Open the POINT app that you downloaded and select **Create New Account**

PRO TIP: We recommend using your personal email address when creating your account.

Create an Account

First Name *

Last Name *

Email *

Password *

Confirm Password *

☐ By continuing, you agree to that you are at least 13 years old. Plus, you agree to all this legal stuff: [Terms of Use](#), [Community Guidelines](#) and [Privacy Policy](#)

Create



Welcome to POINT

Your Starting Point to Do More Good

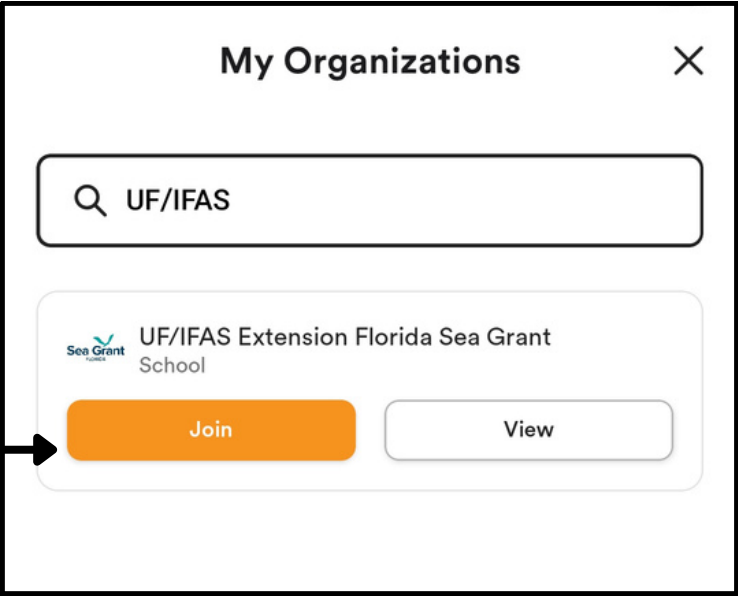
Sign In to Your Account

Create an Account

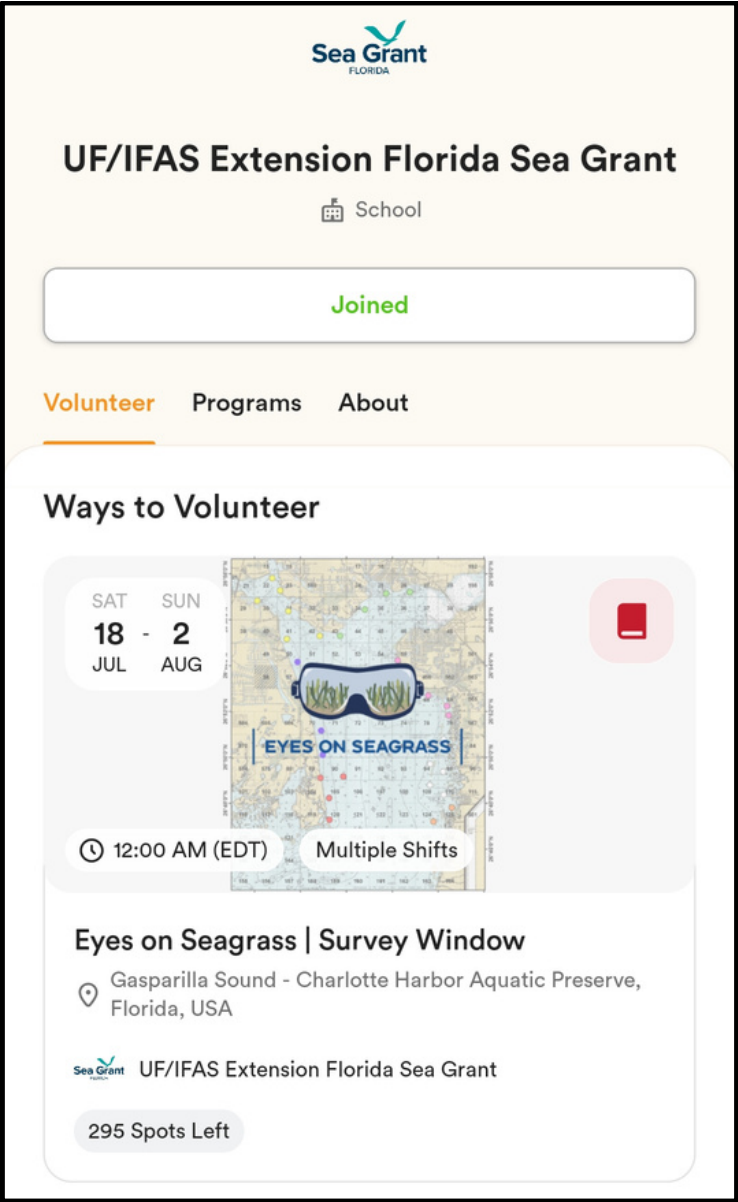
2. Enter all required information. This process is similar to filling out a permission slip and helps us ensure we have accurate contact information for our volunteers.

Now that I have an account, how do I connect with Charlotte County Sea Grant's volunteer events?

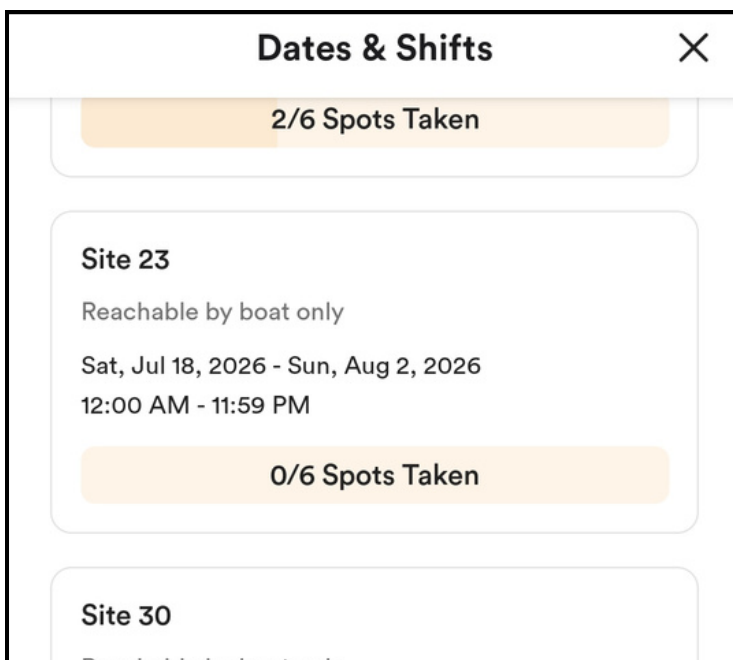
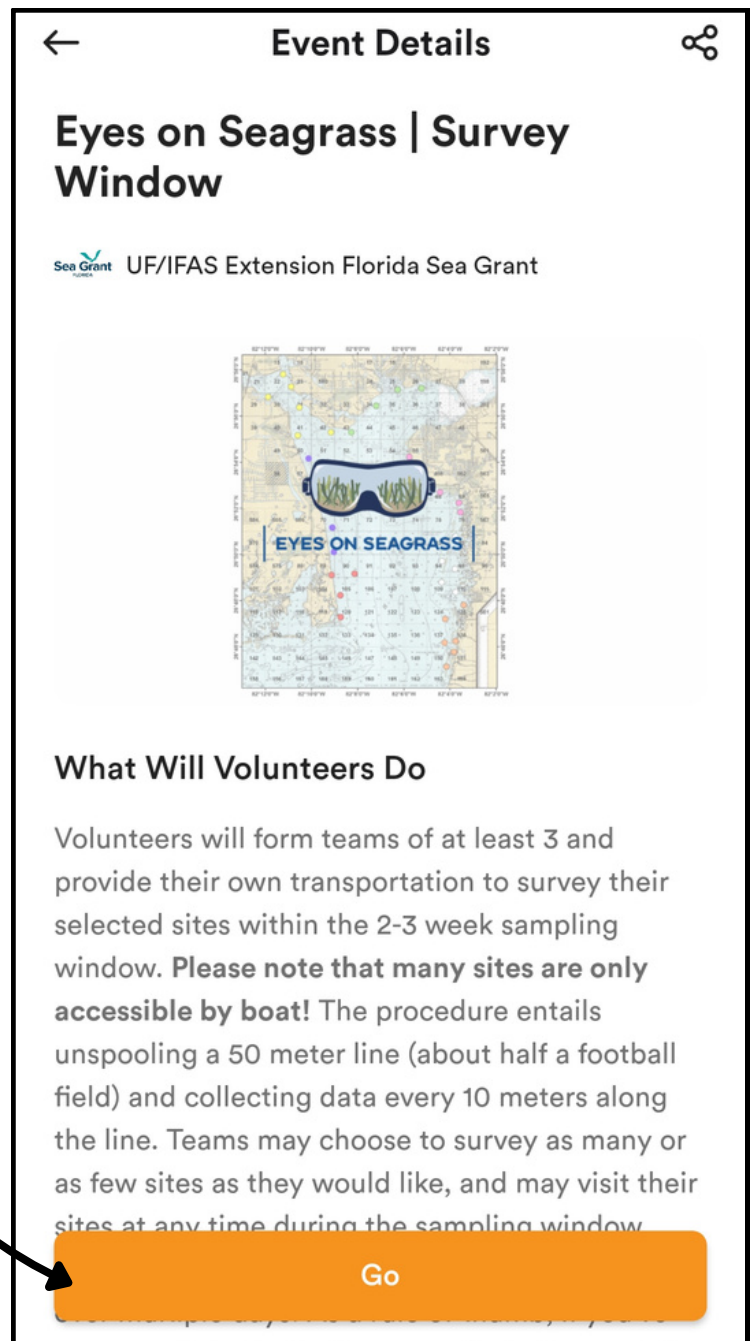
- 1.To get connected to our organization search, **UF/IFAS Extension Florida Sea Grant**
- 2.Click **Join**



- 3.Scroll to find the event, for this example, we will choose **Eyes on Seagrass | Survey Window**, click on the event.



4. You will be taken to the **Event Details** page, review additional event information, then click **Go** to continue.



5. For this event, the survey sites are listed as 'shifts.' Select which sites you'd like to survey and sign up with your teammates. Scroll to the bottom and click **Next**

PRO TIP: We recommend having the sites you'd like to sample or a map of sites available to you before beginning registration.

6. Review the liability waiver, select the checkbox to indicate your agreement to the terms, and then click **Next**

Requirements

×

Waiver

UF/IFAS Extension Florida Sea Grant requires that volunteers agree to the waiver below before volunteering. Please scroll and read the entire waiver before agreeing.

PDF

Eyes on Seagrass Combined Liability Waiver

⬇

☒ I agree to the terms of this waiver

Back

Next

7. Add any guests you plan to bring to the event.

Additional Volunteers

×

Bring more volunteers with you

Additional children 0-17 (maximum of 6 guests)

+ Add

Additional adults 18+ (maximum of 6 guests)

+ Add

Back

Next

7.a When adding guests who are 18 or older, please enter their first name, last name, and email address. A liability waiver will be sent to each guest via email for electronic signature. Please remind them to complete and sign the waiver before arriving to volunteer.

PRO TIP: If your guests plan to volunteer regularly, encourage them to create a POINT account. This allows them to track their volunteer hours and stay informed about upcoming volunteer opportunities!

Add Additional children 0-17

First Name *

Last Name *

Birthdate *

Birthdate

☒

I am a parent or guardian and agree to the terms of this waiver.

☐

Send this waiver to their parent/guardian.

Done

Add Additional adults 18+

First Name *

Last Name *

Guest's Email *

Waiver

UF/IFAS Extension Florida Sea Grant requires that volunteers agree to the waiver below before volunteering. Please scroll and read the entire waiver before agreeing.

PDF

Eyes on Seagrass Combined Liability Waiver

7.b When adding guests under the age of 18, please enter their first name, last name, and birthdate. You will also be presented with two waiver options. Select the option that applies to your guest before proceeding.

You've almost signed up!

Please confirm again that you will show up to volunteer and we will send your info to UF/IFAS Extension Florida Sea Grant. UF/IFAS Extension Florida Sea Grant is counting on you, so be aware of POINT's Cancellation and No Show Policy.



Eyes on Seagrass | Survey Window

Sat, Jul 18, 2026-Sun, Aug 2, 2026
12:00 AM (EDT)

Site 30

Reachable by boat only

Sat, Jul 18, 2026 - Sun, Aug 2, 2026

12:00 AM - 11:59 PM



3/6 Spots Taken

Back

Confirm

8. Review your selection, then click **Confirm**

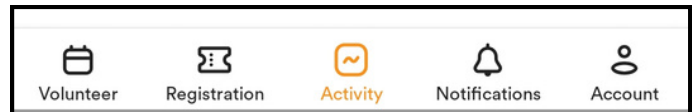
You are now successfully registered for the event!

Any updates or important event information will be sent to the email address associated with your account by the program administrator.

How can I view my hours and activity on POINT?

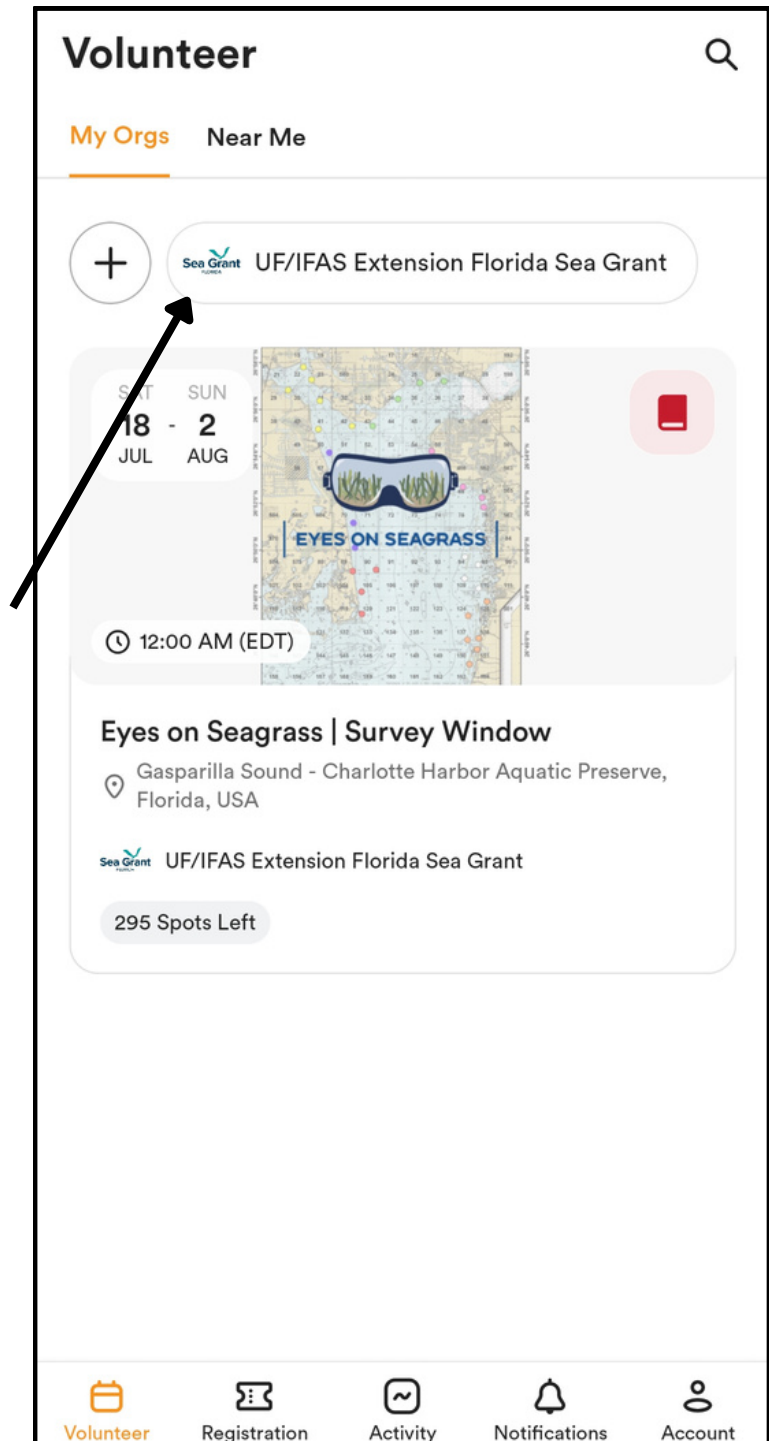
1.If on a mobile phone, click “**Activity**” at the bottom of the screen.

- a.You will see your overall total hours overall as well as number of events you have attended.



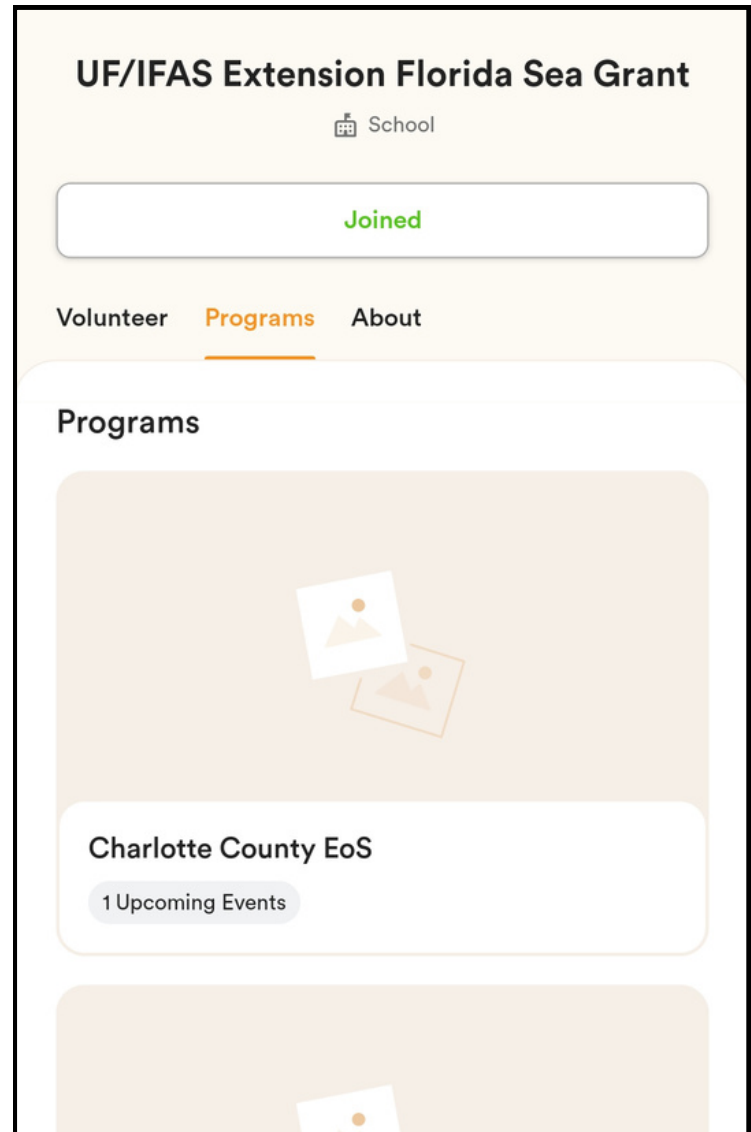
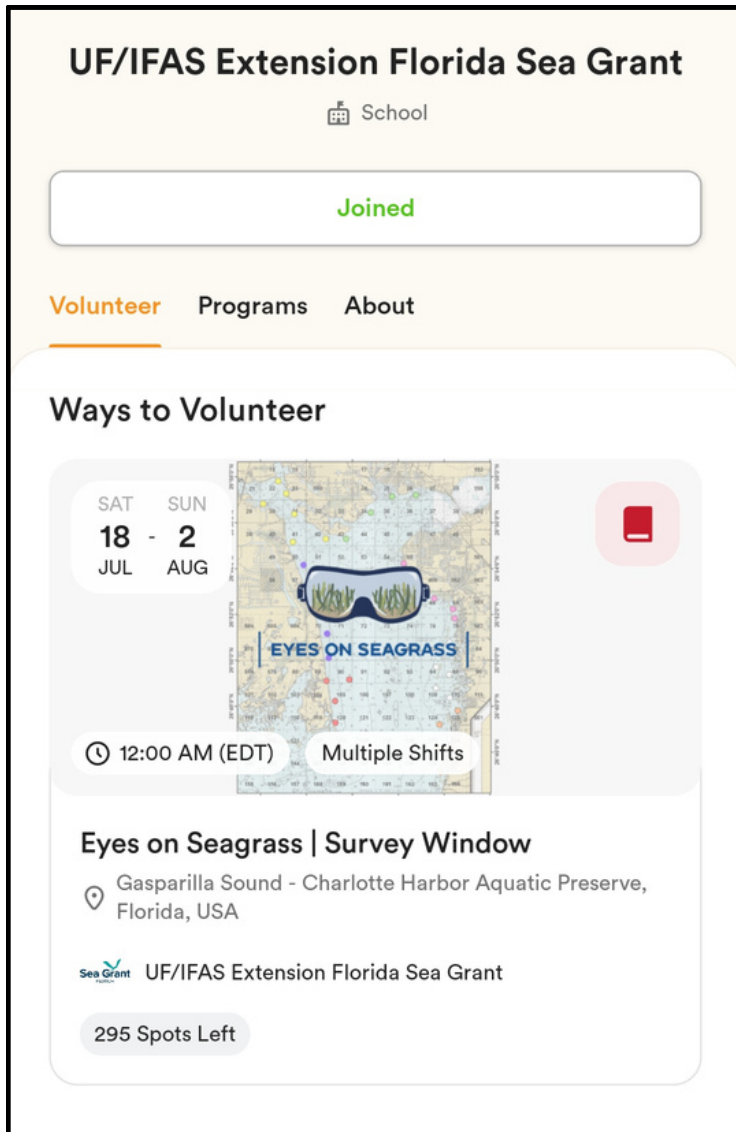
How can I view the organization(s) and program(s) I’m involved with?

- 1.If on a mobile phone, click “**Volunteer**” at the bottom of the screen.
- 2.The organizations you’re involved with will appear at the top. Click on any listed organization to open their specific programs.



Click “**Volunteer**” to view current volunteer opportunities and events. Selecting an event will open its event page, where you can view detailed information about the event.

Click “**Programs**” to browse a list of upcoming programs and events.



FAQs

I'm experiencing issues with the app. What should I do?

Try the following troubleshooting steps:

1. Verify your email address

- On the mobile app, tap Account at the bottom of the screen.
- Select Email Settings.
- Confirm that your primary email address is spelled correctly.

2. Restart the app

- Close the app completely and then reopen it.

3. Contact Support

- If you're still experiencing issues, email support@pointapp.org.
- Include whether you're using an Android or iOS device.
- If possible, attach screenshots of any error messages to help our support team investigate the issue.

How can I update my POINT profile?

1. In the volunteer dashboard, click on the "down arrow" next to your name at the top of the menu in the top left hand side corner
2. In the drop down menu, click on "manage account". This will take you to where you can access your profile
3. Scroll down and then click on "edit profile". You'll be able to make edits to your information from this page
4. Double check to make sure all the required fields are filled out and then hit the orange button that says "update" at the bottom of the page

How can I reset my password?

1. Go to the login screen on the web platform or mobile app.
2. Select **Forgot Your Password?**
3. Enter the email address linked to your volunteer profile and click the "Reset" button.
4. Check your email for a message titled "Reset your password for POINT." Click the "Reset Password" button, create a new password, and then log in again using your registered email address and the new password.

We appreciate your willingness to adapt to the various virtual tools used throughout our program. We also understand that navigating new technology can sometimes present challenges.

If you need assistance at any point, please do not hesitate to reach out. We are here to support you and are always happy to help.

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