

## How do I Sign Up?

1. Access the online tool SignUp Genius by going to: <http://skylightmusictheatre.org/usher>. If you have never used the site, you must register. If you have previously used the site, please sign in with your existing account.
  - a. When you make a new account, you will be offered multiple “deals”. This is a part of SignUp Genius as a website and cannot be changed from Skylight. We do not associate with any of the ads listed when you sign up for an account.
2. Navigate to the Sign Up corresponding to the show you wish to usher for. Read all of the required information before scrolling down to view the list of available slots. Ushers will be immediately brought to the Notifications signup when following the link above. Additional Signups will be grouped at the top of the Signup page as shown in the picture below.



3. When you find your desired slot, click on the ‘Sign Up’ button. The button will change to ‘Selected’. You will be prompted to ‘Save and Continue’. Click that button to move on.
4. Select the number of slots you wish to sign up for under Quantity. The maximum number of slots per date is 2 per usher.
5. In the comments section, make note of the names of any guest who will be ushering with you.
6. Click the ‘Sign Up Now’ button. You should receive a confirmation email about the event prompting you to add it to your calendar. If you do not, an error has occurred. Please redo steps 3-6.
7. Congrats! You are successfully signed up.

## How Do I Cancel a Performance?

If you need to cancel your scheduled performance less than one week before the performance, please email the Lead House Manager Cat Sadler at [housemgr@skylightmusictheatre.org](mailto:housemgr@skylightmusictheatre.org). All other cancellations should be made through SignUp Genius.

1. Log-in to your SignUp Genius account.
2. Select “Sign Ups” Icon on left side of screen.
3. Select “Calendar View” from the tab bar.
4. Select the date and class you would like to cancel.
5. A pop-up box should appear. Then, select “Delete.”
6. A second box will appear. Then, select “Yes, Delete.”

OR

1. Log-in to your SignUp Genius account.
2. Select “Sign Ups” icon on the left side of your screen.
3. Select “Invited to” from tab bar.
4. Under Action tab, select either the pencil (edit) or X (delete) icon.
5. Make changes or delete date.

If you have any questions, please contact the BTC Lead House Manager, Cat Sadler, at [CatS@skylightmusictheatre.org](mailto:CatS@skylightmusictheatre.org)

### **I Can’t Usher but I Found Someone to Cover My Shift, What Do I Do?**

If you are unable to be at your scheduled performance, follow the guide above under How Do I Cancel a Performance. If you find another usher to cover the shift in place of you, they need to sign up on the SignUp Genius platform under their own name. In the case this occurs less than 1 week prior to the scheduled performance, please email the Lead House Manager Cat Sadler at [housemgr@skylightmusictheatre.org](mailto:housemgr@skylightmusictheatre.org) with the request to cancel and the person who will be covering the performance.

### **I’m Offered Deals on Signup Genius, Are These a Scam?**

This is a part of SignUp Genius as a website and cannot be changed by The Broadway Theatre Center. We are not affiliated with any of the offered “deals” on Signup Genius.

### **I’m Not Scheduled to Usher, Can I Still Come In?**

If an event is full, it is at the discretion of the House Manager on Duty if they will accept non-scheduled ushers to help with the performance. You may be turned away from ushering and asked to purchase a ticket for the show if you still wish to attend.

### **What is the Dress Code for Ushering?**

Ushers of all gender expressions are required to follow the same dress code:

- ❖ Black or white top
- ❖ Black slacks, dress pants, or skirts. Skirts must end just above the knee or have tights.
- ❖ Black or white closed toe shoes. Shoes must be walkable for aisles and stairs.
- ❖ Black or white jacket is optional. Black or white tie is optional.

### **When Does My Shift Start?**

Ushers are required to be at the theatre 1 hour and 10 minutes prior to the performance time. This gives all ushers a 10-minute buffer period to find parking, purchase parking passes, use the restroom, etc. prior to the usher meeting beginning. The usher meeting begins promptly 1 hour prior to the performance time.

### **How do Parking Vouchers Work?**

Parking Vouchers for the Historic Third Ward Parking Garage at 212 N Milwaukee Street can be purchased at the Box Office. These vouchers are valid for all evening performances starting at 5pm and weekend matinees from 12 –5 pm. They are not valid for weekday matinees. All parking vouchers must be purchased 30 minutes prior to house opening. These cost \$7 as of 1/1/25. These can be scanned like a ticket at the parking garage.

### **Can I Bring a Guest?**

Ushers are welcome to register for up to two (2) slots on SignUp Genius, themselves and a guest. This guest is considered an usher and will be asked to follow all procedures and protocols in the usher manual. Please list your guest in the comments on the Signup Genius page.

### **Why Can I Only Sign Up for Two Slots?**

Ushers are limited to two slots per signup to provide a greater opportunity for others to usher. We are fortunate to have a large community of ushers who are always excited to volunteer at a

show. Those who prefer to usher in large groups should coordinate with each other to register for the same dates.