

Skylight Music Theatre

Procedures Manual:

How to Become a BTC Usher

Ushers are required to complete the online sign-up process in order to be scheduled to serve. The Broadway Theatre Center utilizes an online tool, Volunteer Hub, for all usher scheduling. To access the online tool go to: <https://skylightmusictheatre.volunteerhub.com> or under the volunteer page on our website. Slots are filled on a first-come, first-served basis. Ushers are restricted to serving only when they are scheduled to do so and are not permitted to add their names to the rosters that have already been filled. If an usher has a history of failing to sign up, they will be dismissed from the program.

How to Sign Up

1. Access the online tool by going to: <https://skylightmusictheatre.volunteerhub.com> or under the volunteer page on our website.
2. If you have never used the site, you must register. If you have previously used the site, do not create a new account as this will create duplicate accounts in the system and may affect our ability to track your volunteer hours.
3. Once registered, you can log in and click on ALL Events to register for an event. Only events with availability will show up as available.
4. Find the event you are looking for (hint: you can change the view to display by date, event group and even a calendar view!)
5. Click on the event or click the "Register" button next to it and follow the prompts fully. You will receive an e-mail confirmation.

How to View Details of an Event or Change/Cancel a Performance

1. Click on "Events" (This will display all your scheduled events)
2. Find the event you need to change
3. If you need to view the details, click on the "Event Title".
4. If you need to cancel, click the "Cancel" button next to it and follow the prompts fully. You will receive an e-mail confirmation.
5. If you have any questions, please contact the BTC Lead House Manager, Cat Sadler, at CatS@skylightmusictheatre.org
6. If you need to change your schedule less than one week before the performance, please email the Lead House Manager at their Skylight email. Otherwise, all changes should be made through Volunteer Hub.