

Getting Started as a Volunteer on POINT and Logging Hours

Thank you for tracking your volunteer hours. Tracking shows the true value of the time you contribute, strengthens our financial and grant reporting, and boosts our credibility with supporters. It also gives you a record of your service and helps us better recognize and celebrate your support.

How do I start using POINT to log volunteer hours?

1. **Download the app** at pointapp.org, the App Store, or Google Play. No smartphone? No problem — sign up using the [web app](#).
2. **Create a new account.** Use your **personal email**, not an email ending in @mazamas.org.
3. **Enter all the necessary information.**
4. **Join an Organization.** Go to the My Organizations page and enter “Mazamas” in the search bar.
5. **Sign up.** Complete our volunteer signup process in POINT, including acknowledging the volunteer waiver. This is a one-time step.

Experiencing issues? Try these first.

1. Confirm your email is spelled correctly.
2. Close the app and reopen it.
3. Email support@pointapp.org and let them know whether you’re using Android or iOS. Include screenshots of any errors.

Tips for the Mazamas POINT system

- Add your address to your volunteer profile so POINT picks up the correct time zone. By default, the system uses EDT.
- We are not currently using the *Event* or *Registration* features in POINT. (This may change in the future; we’ll let you know if it does.)
- A Mazamas admin will approve your hours before they appear on your profile.

How to log your hours

Choosing the right Program

This is the most important part of logging your hours — and it has recently changed.

In POINT, the **Program** field is where you tell us which Mazamas program or volunteer area your hours support — for example BCEP, ICS, Hiking, or the Lodge — paired with the role you played. Programs appear in the list in a **Program: Role** format. A few examples:

- BCEP: Instructor
- BCEP: Assistant
- ICS: Program Officer
- Hiking: Leader

- Lodge: Host
- AR: Assistant

If you volunteer across multiple programs — say, you instruct for BCEP, assist with ICS, and lead hikes — please log a **separate entry** for each program/role combination rather than one bulk entry. This level of detail is what allows our committees and our grant reporting to credit the right program and to show the true scope of volunteer impact.

From the mobile app

1. Open the POINT app and go to the **Activity** tab.
2. At the top, tap **+ Add Hours**.
3. Enter the start date, start time, and duration.
4. Search for and select **Mazamas** as the organization.
5. Choose the **Program** that matches what you did, using the **Program: Role** format above. (For example, a BCEP fieldwork session as an instructor would be “BCEP: Instructor.”)
6. Add a comment describing what you did (e.g., “Field session 3 — Madrone Wall”).
7. Tap **Add**.

From the web

1. From your volunteer dashboard, click **+ Add Hours** (located either under your name or next to the Export button).
2. In the Add Hours form, enter the start date, start time, and duration.
3. Select **Mazamas** as the organization.
4. Choose the **Program** that matches what you did, using the **Program: Role** format above.
5. Add a comment describing what you did.
6. Click **Add**.

How to edit pending self-submitted hours

1. Go to your profile in your volunteer dashboard and locate **Hours** under **Activity**.
2. Find the pending entry you need to edit and click the pencil icon.
3. In the **Edit Hours** box, make your changes.
4. Click **Save**.

Questions?

If you can't find the Program: Role combination you need, or if you have any other questions about logging your hours, contact us at volunteerhours@mazamas.org. We're happy to help.