

# Submitting a Help Desk Ticket

Submitting a help desk ticket will notify your Grand Lodge of the issue where they can answer questions or elevate the ticket to the Grand View for further assistance. When someone responds to your ticket, you will be notified via email and will be able to see the responses to your ticket from the Help Desk link.

1. Click Help Desk at the top of the page

Grand Lodge Masonic Membership Manager

Lodge **Help Desk** Members Sign out Settings

### Cypress No. 89 - Dashboard

Active

Members Posts Events Minut... Docu... Finan...

#### Members

[Add New Member / Out of State Affiliation](#)  
[Add Plural Member / In State Affiliation](#)

#### 2 - Fellowcraft

Name	Member #	Passed	365 Day Countdown
Duke, Sid Shane	61389	04/22/2016	308
Smith, Stephen Charles	75011	05/05/2014	-409

#### 83 - Master Masons

Name	Member #	Raised	Years of Service
Aaron, Joseph Christopher	22907	10/13/1953	62.72 P
Allen, Edward 1,4	35252	04/12/1993	23.2 P
Allen, Howell Charles	60050	06/08/2012	4.03 P
Bryant, Jimmy	53128	05/08/2004	12.12 P
Caldwell, Steven Dudley	6893	09/10/1973	42.8 P
Calogero, Jerry Martin	36079	07/03/1953	63.0 P
Cannizzaro, Wade A	5328	01/06/1987	29.47 P
Chauvin, Laird Richard	51004	02/21/2002	14.33 P
Chimento, Gene Gene,Jr.	34795	03/20/1975	41.27 P
Clarke, Jeffery Donald	59502	10/01/2012	3.71 P
Davis, Maj Elizia Joe	55864	04/10/2007	9.19 P
Derrick, Allan Bernon	21699	11/18/1963	52.62 P
Diehl, Brian Neal	48512	01/07/1967	49.48 P
doe, John	75022	05/03/2016	0.12 P
Doe, Joe	75010	05/05/2015	1.12 P
Drewett, Samuel Rastus	24341	08/09/1956	59.9 P

#### Main Menu

- Lodge Information
- Lodge Officers
- Forms & Documents
- Inactive / Deceased Members

#### Membership Stats

- 83 Master Masons
- 2 Fellowcraft
- 0 Entered Apprentice
- 0 Candidates
- 12 50 Year Exemptions

#### Events 01/01/2016 to date

- 3 Inquiries
- 30 Petitions
- 24 Initiations
- 27 Passings
- 27 Raisings
- 17 Deaths
- 8 Suspensions

#### Reports

- Membership Reports
- Active Roster (PDF)
- Membership Changes this Period
- Birthday Report
- Past Masters Report
- 25 Mile Notices
- Demits & Rejections
- Avery 5160 Labels
- Label Printing Instructions (PDF)
- Event Report

2. Click New Ticket

Grand Lodge Masonic Membership Manager

Lodge **Help Desk** Members Sign out Settings

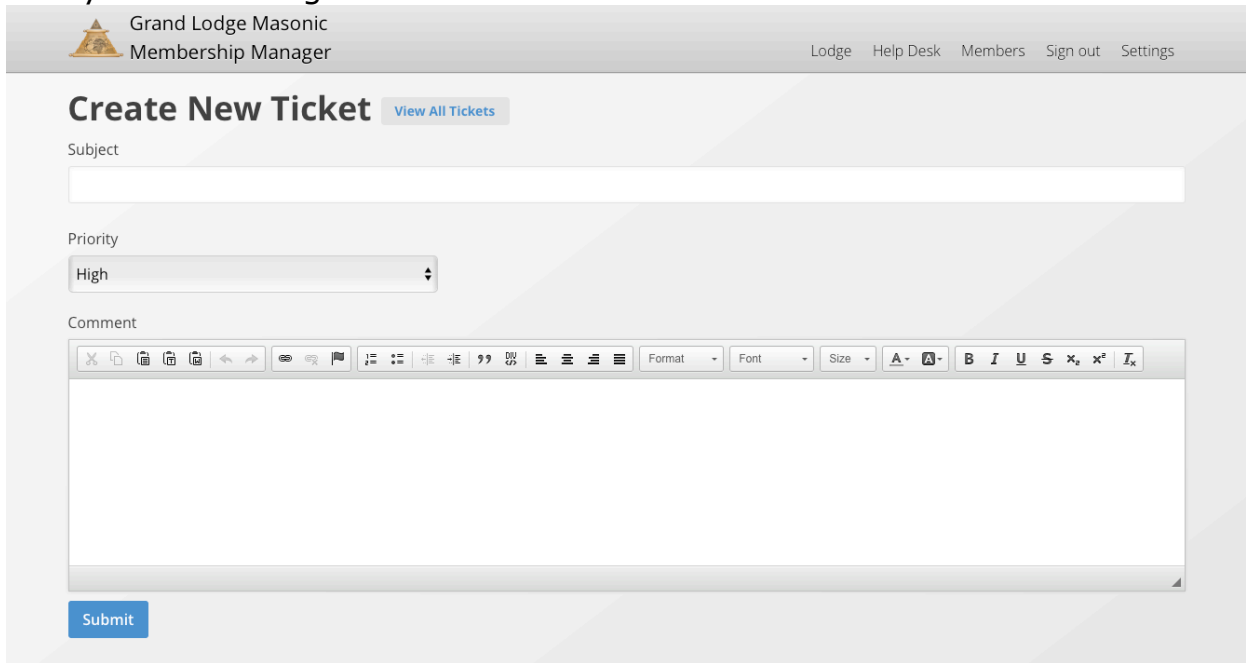
### Tickets

**New Ticket**

- Grand Lodge Tickets
- Grand View Tickets
- Development Objectives
- Feature Requests
- Completed/Closed

TICKET #	PRIORITY	SUBJECT	LAST UPDATED
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3. Add a Subject to your ticket, select the priority and describe the problem that you are having



The screenshot shows the 'Create New Ticket' interface in the Grand Lodge Masonic Membership Manager. At the top left is the logo and text 'Grand Lodge Masonic Membership Manager'. At the top right are navigation links: 'Lodge', 'Help Desk', 'Members', 'Sign out', and 'Settings'. The main heading is 'Create New Ticket' with a 'View All Tickets' link. Below this is a 'Subject' text input field. Underneath is a 'Priority' dropdown menu currently set to 'High'. The 'Comment' section features a rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, and indent, along with text formatting options like font color, background color, font size, and font family. A 'Submit' button is located at the bottom left of the form area.

4. Click Submit