portal

Welcome to the Future of Freemasonry!

Frequently Asked Questions

What is Portal?

Portal is our brand-new membership app designed to enhance your Masonic experience. It's the next step in our journey to bring Freemasonry into the digital age, making it easier than ever to connect with your fellow brethren and manage your Masonic life.

Why has our Province been chosen for this special opportunity?

We value the insight and enthusiasm of Yorkshire West Riding Freemasons. Your feedback will be instrumental in perfecting Portal before we share it with the rest of the country and beyond. You're not just using an app - you're helping to craft the future of our fraternity!

What can I do with Portal?

In this initial phase, you'll be able to:

- Update your contact details easily
- Upload a profile photo
- View details of your Lodges and Chapters
- See your upcoming meetings as a reminder, and easily download them to your calendar
- Explore other Lodges and Chapters across the organisation
- Access your personal Masonic history
- Manage who has access to your data through your privacy settings

And this is just the beginning! Your input will help us add even more exciting features in the future.

How can I access Portal?

You can access Portal via both desktop (https://desktop.portal.ugle.org.uk/) and mobile (https://mobile.portal.ugle.org.uk/) versions, allowing you to manage your Masonic life with ease on your preferred device.

Most features will be at your fingertips through your phone, making it easier than ever to stay connected with your Masonic community.

Can I use any email address to register?

No, you must use the email address that UGLE and your Province have on record. This will be the email that you receive *First Rising* to.

When I create my account for the first time should I use part or all of my names?

When you register you must **use all of your names in full**, including middle names in full.

When I create my account can I choose any lodge that I am a member of?

When creating your account, you must select a Lodge or Chapter *where you hold active membership* **within the Province** that issued your registration invitation. Even if you belong to lodges in other Provinces, please only select from a Lodge/Chapter within Yorkshire West Riding.

I cannot register on the membership app – what do I do?

There are steps in the registration process designed to ensure the system is safe and protects our members' data. The first step after you enter your email address is a 6 digit code sent to you by email, you need this to be able to continue. If you can't find the code, check your spam folder. You can request it is sent again by starting the registration process again and entering your email address.

Sometimes, where your data does not accurately match you to a member, we need to intervene manually to ensure we match you to the correct member's record. This is handled by your local Provincial team; they will have details of your registration, and we hope will be able to respond within at most a couple of days. If you haven't heard from them, in the first instance, please contact the Provincial team here: portal@wrprovince.com

My registration is in review, how long do I have to wait?

We are delighted to hear that you are ready to use Portal! We are currently working through a number of requests to join the membership platform, but rest assured that you will hear from us in due course.

Is my information safe?

Absolutely! We've made sure Portal meets the highest standards of data security. Your personal information is protected in line with GDPR regulations, and we've implemented a verification process to keep your data secure.

What's next for Portal?

Portal is designed to evolve over time, and this is just the beginning of an exciting journey! The current version offers essential functionalities such as profile updates and Lodge/Chapter information. With each stage of its development, the app will enhance your Masonic experience further. Your input will directly shape the future of Portal and Freemasonry's digital presence. As we progress, we'll be continually improving Portal based on your valuable feedback, ultimately creating a comprehensive system that will fully integrate with our current platforms.

What about Adelphi and Hermes?

Don't worry - Portal will work seamlessly with our existing systems. Here's how the transition will work:

- Initially, Portal will operate alongside Hermes and Adelphi, offering seamless data integration
- As we progress through the phases, Portal will gradually incorporate the functionalities of all three systems
- Eventually, Portal will become a unified system, replacing Hermes and Adelphi entirely

This gradual approach allows us to refine and perfect each aspect of Portal, ensuring a smooth transition from our current systems to a modern, user-friendly platform that will serve Freemasonry for years to come.

How can I share my thoughts on Portal?

Your opinion matters! Your input is crucial in guiding the development, ensuring that Portal meets the needs of all Freemasons across the country. We encourage you to email us directly with your suggestions – so get in touch with us here: portal@wrprovince.com

Is this a first?

Buckinghamshire and Essex, along with Durham, formed a triumvirate of Provinces that trialled our fraternity's digital transformation. Yorkshire West Riding are now part of the next cluster of innovative Provinces; your participation in this pilot is crucial, as you are among the first provinces to access Portal. Together, you will shape the future of our Masonic experience.

Finally, thank you!

By using Portal and sharing your experiences, you'll be directly contributing to the development of a system that will serve Freemasons across the world for years to come. For this reason, we are deeply appreciative of your participation and look forward to your valuable insights as we improve the member experience together.

We invite tech-savvy members to offer their support to those less familiar with technology, ensuring everyone can fully engage with Portal.