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MemberNovaSupport.com Service Restored

2026-10-22 - Zach W. - [Announcements](#)

On October 21, 2026, our support help desk website, ticket system, and phone lines were temporarily unavailable due to an outage at Deskpro, our third-party help desk provider. Emails sent to our support address continued to be received throughout the outage and have been queued for processing, so there is no need to resend any messages.

Please note that MemberNova websites, member databases, and all MemberNova features continued to operate normally, and your data was not affected. **MemberNova does not use PHP-based software for any of its own service**, and the impact was limited to our help desk platform.

Our support team is now responding to all outstanding tickets and emails. We appreciate your patience as we work through these inquiries and will respond to each as promptly as possible.