

RI & ClubRunner Automatic Data Synchronization Procedure

Since 2010, ClubRunner has provided its subscribers with the ability to share information with Rotary International. This function allows Rotarians to enter information in ClubRunner and have it update Rotary International's end. The following guide will assist you with the set-up of this feature.

Step 1: Setting up synchronization from RI website:

1. The Club President, Secretary, or Executive Secretary must log on to My Rotary www.rotary.org/myrotary/

2. From the menu bar select **"Manage"**



3. From the Manage sub-menu choose **"Club Administration"**



4. In the Club Administration screen scroll down to the **"CLUB & MEMBER DATA"** section and the **"Update Club Data"** sub-section; click on **"Edit vendor partner organization"**.

5. On the **Manage Club Data** screen scroll down to the **"Partner Organization"** section and click on **"Add Partner Organization"**



6. To add a partner organization:

- a. Click the **Partner Organization** drop-down box at the top of the blue area and select **ClubRunner**.

Add Partner Organization
Choose partner organization, enter a start and end date. Please review the license agreement and click on "Submit".

Partner Organization

Start Date
03/03/2016 00:00:00

By clicking the "I agree" button, I agree to make the representations and warranties and abide by the terms and conditions set forth below:

1. I represent and warrant that I have the authority to act on behalf of the Rotary club, of which I am the current president or secretary (the "Rotary Club"), for the purposes of access and use of the services available on this website.
2. The Rotary Club grants Rotary International (including its employees, agents and subsidiaries) ("RI") express written consent to integrate data concerning the Rotary Club and its members with the "Partner Organization" identified above. Specifically, the Rotary Club grants the Partner Organization identified above express written consent to provide data concerning the Rotary Club and its members to RI, and the Rotary Club grants RI express written consent to provide the following data to the Partner Organization identified above: the identity of Rotary Club officers and contact information for Rotary Club members.
3. The Rotary Club understands that it can withdraw its express written consent at any time by returning to this website (or an RI-designated website if this website no longer exists) and following the appropriate steps or by contacting the appropriate RI personnel. The Rotary Club understands that such a withdrawal of consent is on a going-forward basis only and does not affect data that may have been integrated between RI and the Partner Organization identified above while consent was given.
4. The Rotary Club agrees that RI shall not be liable to the Rotary Club or its members (existing now or in the future) for any damages of any kind whatsoever related to the data integrated between RI and the Partner Organization identified above.

I agree to the license terms

- b. Click the **"I Agree"** button at the bottom of the blue section

- c. Wait a few moments, and the **Manage Club Data** screen will re-appear, this time showing the Partner Organization and a "terminate" link where you can terminate the authorization.

Partner Organization			
	Name	Start Date	End Date
Terminate	ClubRunner	03-Mar-2016	

Note: There's a 24 hour delay from the time a Club opts in (authorizes the vendor) to the time the authorization takes effect. Authorizations are processed by a database procedure that is scheduled to run once a day.

i. Club Version:

Step 2: Setting up synchronization from within the Club:

1. Login to the Club Version of ClubRunner. Note: You must have access level **50** or better.
2. Under the Membership Manager Section click on the **Switch on Data Integration with RI (Automatic)** link.

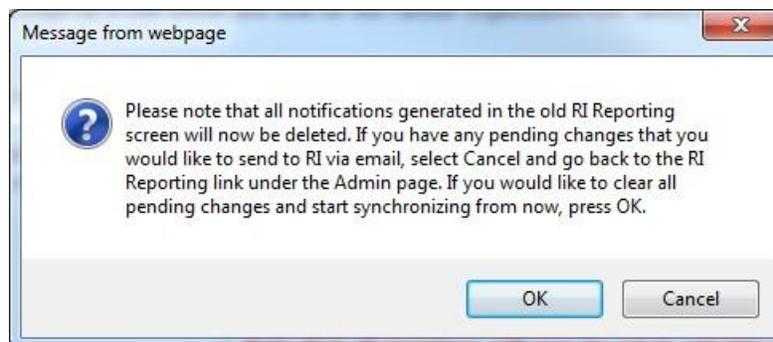


3. Check the checkbox to switch on Data Integration between ClubRunner and RI.

Switch on Data Integration between ClubRunner and RI for all active member records within my club.

Note that all members will now be set to opt into the fields the club has selected below. Any members who wish to opt out of specific fields can update their preferences under the Privacy tab of their profile.

I agree to the [Terms and Conditions](#) of this integration.



4. Customize any privacy options by selecting the appropriate fields to synchronize. This will set the RI Integration Privacy defaults for all members. Members will still have the option to decline sharing information if they choose. Now Press the **Update Privacy** button.

Choose Club RI Integration Privacy

<input checked="" type="checkbox"/> Allow Name	<input checked="" type="checkbox"/> Allow Home Phone
<input checked="" type="checkbox"/> Allow Home Address	<input checked="" type="checkbox"/> Allow Cell Phone
<input checked="" type="checkbox"/> Allow Business Address	<input checked="" type="checkbox"/> Allow Business Phone
	<input checked="" type="checkbox"/> Allow Home Fax
	<input checked="" type="checkbox"/> Allow Business Fax
	<input checked="" type="checkbox"/> Allow Primary Email

5. For Club members who prefer not to send data updates: Go to their ClubRunner member profile and select the **Privacy Tab**.

Member Profile



Test Account
[Printable Version](#)

[Update](#)

[Personal](#) [Rotary](#) [Biography](#) [Commitments](#) [Settings](#) [Privacy](#)

6. Uncheck the fields that the member does not wish to share with RI. Then click the **Save** button.

Communication Preferences

District Emails
District Bulletin

RI Privacy

This section allows you to specify which fields you would like to update at Rotary International's database. If your club has opted out of certain fields, those will not be updated, even if you opt in. For a field that your club has opted into, you can choose to opt out by unchecking it from the list below.

Name <input checked="" type="checkbox"/> (Club Opted In)	Home Phone <input checked="" type="checkbox"/> (Club Opted In)
Home Address <input checked="" type="checkbox"/> (Club Opted In)	Cell <input checked="" type="checkbox"/> (Club Opted In)
Business Address <input checked="" type="checkbox"/> (Club Opted In)	Business Phone <input checked="" type="checkbox"/> (Club Opted In)
	Home Fax <input checked="" type="checkbox"/> (Club Opted In)
	Business Fax <input checked="" type="checkbox"/> (Club Opted In)
	Primary Email <input checked="" type="checkbox"/> (Club Opted In)

Note: Name (highlighted in red) is required and is not uncheck-able.

ii. District Version:

Step 2: Setting up synchronization from within the District:

1. Login to the District Version of ClubRunner. Note: You must be a Club Executive: President, President Elect, or Secretary to have access.



2. In the menu bar click **Admin (tab)** and then on **Administration**.
3. Under the “For Club Executives” section click on the Switch on Data Integration with RI (Automatic) link.

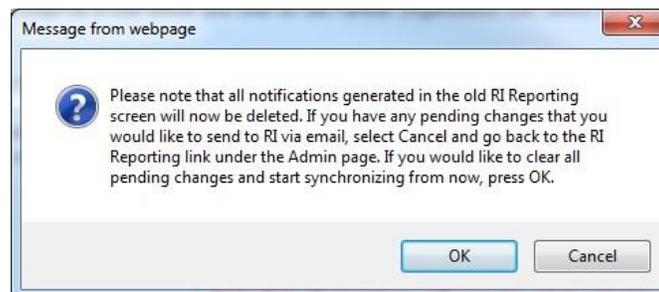


4. Check the checkbox to switch on Data Integration between ClubRunner and RI.

Switch on Data Integration between ClubRunner and RI for all active member records within my club.

Note that all members will now be set to opt into the fields the club has selected below. Any members who wish to opt out of specific fields can update their preferences under the Privacy tab of their profile.

I agree to the [Terms and Conditions](#) of this integration.



Note: Once you click on the check box to enable the RI database integration it performs a check. If the connection fails, a message will appear stating "The RI integration service is currently experiencing technical difficulties connecting to Rotary's servers. Please try again later." If you receive this message please try again after an hour or more.

5. Customize any privacy options by selecting the appropriate fields to synchronize. This will set the RI Integration Privacy defaults for all members. Members will still have the option to decline sharing information if they choose. Now Press the **Update Privacy** button.

Choose Club RI Integration Privacy

<input checked="" type="checkbox"/> Allow Name	<input checked="" type="checkbox"/> Allow Home Phone	<input checked="" type="checkbox"/> Allow Home Fax
<input checked="" type="checkbox"/> Allow Birthday	<input checked="" type="checkbox"/> Allow Cell Phone	<input checked="" type="checkbox"/> Allow Business Fax
<input checked="" type="checkbox"/> Allow Home Address	<input checked="" type="checkbox"/> Allow Business Phone	<input checked="" type="checkbox"/> Allow Primary Email
<input checked="" type="checkbox"/> Allow Business Address		

6. For Club members who prefer not to send data updates: Go to their ClubRunner member profile and select the **Privacy Tab**.

Member Profile

Test Account

[Printable Version](#)

7. Uncheck the fields that the member does not wish to share with RI. Then click the **Save** button.

Communication Preferences

District Emails

District Bulletin

RI Privacy

This section allows you to specify which fields you would like to update at Rotary International's database. If your club has opted out of certain fields, those will not be updated, even if you opt in. For a field that your club has opted into, you can choose to opt out by unchecking it from the list below.

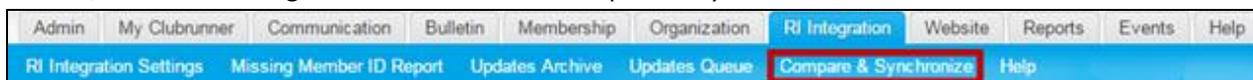
<p>Name <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Home Address <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Business Address <input checked="" type="checkbox"/> (Club Opted In)</p>	<p>Home Phone <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Cell <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Business Phone <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Home Fax <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Business Fax <input checked="" type="checkbox"/> (Club Opted In)</p> <p>Primary Email <input checked="" type="checkbox"/> (Club Opted In)</p>
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Note: Name (highlighted in red) is required and is not uncheck able.

iii. Compare & Synchronize

Newly added to ClubRunner is the Compare & Synchronize (Beta) function. This function allows member with an access level of 30-50 to synchronize the date in ClubRunner with what has been added to Rotary International and vice versa.

To start, click the RI Integration Tab and select Compare & Synchronize.



Using Compare & Synchronize

Once the page has loaded up, you will see a list of members with a date stamp of when the account was last integrated. You will also see a list of **ClubRunner Members Type Mismatched at RI**, **ClubRunner Members Missing on RI Database** and **Members Listed on RI but Missing in ClubRunner**.

Show: This function brings you to the member compare page, from here you will see what information has been entered in RI and ClubRunner and your changes.

Edit Profile: This function lets you edit the members profile to change their information. As an example: If the member is supposed to be Active but in ClubRunner the member is listed as Honorary you can change the member to Active in the member's profile in ClubRunner, so it would match with RI.

Add Member to RI: This function will add the member to RI's database by sending the member's full name, gender, membership type, RI member number, sponsor, date joined Rotary, date joined Club, home address, and email address to RI. This ignores the privacy settings in the Club or member's profile because these fields are required to create a member on RI's database. If the member does not have an RI member number, an online request will be sent to data services at Rotary International. Once the request has been received from RI, they will process the request. This process could take a few hours (depends on the amount of requests RI receives). Once it is processed, the member will receive a member number automatically, which will get updated on the member's profile in ClubRunner.

Add Member to ClubRunner: This function will create a new profile on ClubRunner using the data From Rotary International's database.

Filter records: Display records

Name ▾	ID	CR Member Type	RI Member Type	Last Updated	Actions
Amin, Shohreh	9162163	Active	Member	Jul 31, 2014	Show
Brackett, Leigh	9165504	Active	Member	Jun 30, 2016	Show
Harris, Clare	4621049	Active	Member	Jun 04, 2016	Show
Baker, Sue *	6839830	Active	Member	Nov 11, 2009	Show

Showing all 4 records

ClubRunner Members Type Mismatched at RI

These members are listed in both ClubRunner and Rotary International, but with different membership types. Click on Edit Profile if you would like to change the ClubRunner type. Note that this will not update RI but this feature is coming soon. Note that any RI Duplicates will also appear here, which can be ignored provided they have their original record already matched.

Filter records:

Name ▾	ID	CR Member Type	RI Member Type	Last Updated	Actions
Doe, John	8037323	Honorary	Member	Sep 13, 2015	Edit Profile
Doe, Jane	5898050	Honorary	Member	Nov 11, 2009	Edit Profile

Showing all 4 records

ClubRunner Members Missing in RI

These members are active and honorary members in ClubRunner, but do not appear on the RI membership list. To add to RI, click on the link to the right.

Filter records:

Name ▾	ID	CR Member Type	RI Member Type	Date Added	Actions
Kornbluth, Cyril	2000000	Active	-	Apr 22, 2016	Add Member To RI

Showing all records

RI Members Missing in ClubRunner

These members are active and honorary members currently listed on the RI database, but do not appear in your ClubRunner list. To add to ClubRunner, click on the link to the right.

Name ▾	ID	CR Member Type	RI Member Type	Date Joined	Actions
Merril, Judith	8800000	-	Member	Apr 07, 2016	Add Member To ClubRunner

Note: Members marked with an asterisk () have a discrepancy in their name between ClubRunner and Rotary International*

Show: This function brings you to the Member Profile Comparison page. From here, you will see what information has been entered in RI and ClubRunner as well as your changes.

Member Profile Comparison for Baker, Sue

Member: Sue Baker
Rotary Member Number: 8800000
Rotary Club Id: 0000

The following chart displays this member's information as it currently appears on both ClubRunner and RI. For any discrepancies, you can copy over either the ClubRunner value or the RI value by checking the box for the corresponding field, then clicking on the arrow to reflect the direction of the copy. Once you have selected all your values, click on the Synchronize button below.

Field	ClubRunner		Rotary International
<input checked="" type="checkbox"/> Name			
<input type="checkbox"/> Prefix		=	
<input checked="" type="checkbox"/> First Name	Sue	→	Susan
<input checked="" type="checkbox"/> Middle Name		←	B.
<input type="checkbox"/> Last Name	Baker	=	Baker
<input type="checkbox"/> Suffix		=	
<input type="checkbox"/> Date of Birth	Sep 01, 1946	=	Sep 01, 1946
<input type="checkbox"/> Sponsor		=	
<input type="checkbox"/> Classification		=	
<input checked="" type="checkbox"/> Address			
<input type="checkbox"/> Address Type	Home*	=	Home*
<input checked="" type="checkbox"/> Address1	1 Main st	→	
<input type="checkbox"/> Address2		=	
<input checked="" type="checkbox"/> City	Mississauga	→	
<input checked="" type="checkbox"/> State	Ontario	→	
<input checked="" type="checkbox"/> Zip	A1A 1A1	→	
<input checked="" type="checkbox"/> Country	Canada	→	
<input checked="" type="checkbox"/> Contacts			
<input checked="" type="checkbox"/> Phone Type	Home* Canada 555-555-5555	→	Home*
<input type="checkbox"/> Fax Type	Home*	=	Home*
<input checked="" type="checkbox"/> Email Type	Primary* sue@example.com	→	Primary*
<input type="checkbox"/> Website URL	example.com	=	example.com

* indicates the preferred address or phone. Note that this flag cannot be copied via integration and has to be updated manually in either system.

[Synchronize Selected Fields](#)

Member Profile Comparison

When at the Member Profile Comparison Page, you will see a breakdown of the fields shared between RI and ClubRunner. The items listed under ClubRunner displays the member information as listed on ClubRunner, while the data under Rotary International lists the data as it appears in RI.

Between the information within ClubRunner and Rotary International are arrows and equal signs. Clicking on the option will allow you to make changes from ClubRunner to RI and vice versa.

- ➔ - Indicates the information listed in RI will be replaced with the information from ClubRunner
- ➜ - Indicates the information listed in ClubRunner will be replaced with the information from RI
- = - Indicates the information matches and is the same in ClubRunner and RI

Once you have made the necessary changes, click the **Synchronized Selected Fields** button to apply the changes. Please note, the change can take up to 24 hours to be applied on Rotary Internationals' end.

iv. FAQ for Troubleshooting

Issue: I'm trying to opt in and went to Membership Manager and clicked on Switch on Data integration with RI (Automatic) but there is no Switch on data integration check box. Instead, I see:

Note: If your club code starts with a zero (0) (like 0000) you cannot switch on the RI Integration. Please go to the [Edit Club Info & Settings](#) page to update your RI Club ID.

Answer: From the Administration screen; Under the Administrator section click on the Edit Club Info & Settings link. In the Club Information section verify that the Club ID is set to your Club ID.



The screenshot shows the 'Club Information' form with the following fields:

- Club Name: Rotary Club of Toowoomba
- Short Name: Toowoomba
- Club Type: Rotar (dropdown menu)
- Club Motto: Service Above Self
- Club Greeting: Welcome to our Club!
- Club Id: 0000 (highlighted with a red arrow)
- Charter Date: 10/24/2012
- Website: (empty field)

URL must starts with http://

Issue: I went to Updates Archive and can see that the status says “Skipped Due to Club Privacy Settings”, why is that?

Elizabeth Jones (Rotary Member No.: 0)			
Type: New Member Home			
Elizabeth	Jones	Aug 08, 2012 09:12 PM	Skipped Due to Club Privacy Settings ⓘ

Answer: The member has decided to opt out of certain fields forcing the system to skip integrating those fields. Go to the members profile Privacy tab to see which options the member has opted out of.

RI Integration Privacy

This section allows you to specify which fields you would like to update at Rotary International's database. If your club has opted out of certain fields, those will not be updated, even if you opt in. For a field that your club has opted into, you can choose to opt out by unchecking it from the list below.

Allow Name ✓ (Club Opted In)	Allow Home Phone ✗ (Club Opted In)
Allow Home Address ✓ (Club Opted In)	Allow Cell ✗ (Club Opted In)
Allow Business Address ✗ (Club Opted In)	Allow Business Phone ✗ (Club Opted In)
	Allow Home Fax ✗ (Club Opted In)
	Allow Business Fax ✗ (Club Opted In)
	Allow Primary Email ✗ (Club Opted In)

Issue: We have a member who recently got married. Her maiden name was Jane Doe. Her name now is Jane Johnson. How do I go about changing her name with Rotary International, and on all website and other communications?

Answer: In ClubRunner, go to the members profile and change their last name. Once the information is updated through ClubRunner, it will automatically synchronize with Rotary International. To modify the member's profile, please follow the steps below:

- Login to the Admin Page
- Under Membership Manager, click on "Active Member List"
- Click on the name of your choice -Click on "Edit".
- Once completed, click on "Save"

Issue: We ran the Missing Rotary Member ID Report and it shows 29 of our members without an ID. Could you tell us why the ID integration is not working for these members and what can be done to get them integrated, and have this work reliably for future members?

Missing Rotary Member ID Report

The following list shows all members that currently do not have a Rotary Member ID specified, which is needed to synchronize changes under the new RI Integration system. Note that ClubRunner automatically populates the Rotary Member IDs based on a search on Rotary's database. This search must return a unique record that matches both first and last name in order to update the ClubRunner profile. For any names listed below, you can manually update their Rotary ID by looking them up through the Rotary International website under Member Access.

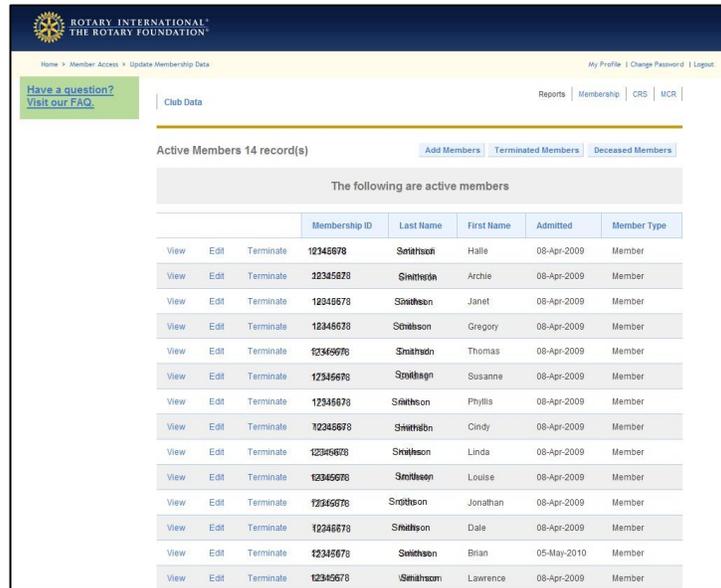
Request Membership Numbers

Last Name	First Name	Action
123	123	View Profile Link
Anderson	Jim	View Profile Link

Answer: The Member's ID retrieved from Rotary International searches for the First name, Last Name and the Club. However, if a member's name is spelt incorrectly, or his profile only contains his or her nickname or the short form of their name, the information will not sync with RI. For an example, if Robert is listed as Robert on RI and Bob in ClubRunner or if James is listed as Jim on ClubRunner and James on RI, the member ID cannot be located, as the information isn't the same between the two systems. You can also manually enter the member's ID through their ClubRunner profile by going to the Rotary tab on their profile:



Issue: I am the secretary for Club 1111, District 1111. How do I change and update the member list? I thought this would pull from the RI list, which is correct, but we show to have 102 members and we only have 75. Lots of corrections to be made. Can you help me on this?



The screenshot shows the ClubRunner membership manager interface. At the top, there is a navigation bar with 'Home', 'Member Access', and 'Update Membership Data'. Below this, there is a 'Club Data' section with a 'Have a question? Visit our FAQ' link. The main content area displays 'Active Members 14 record(s)' with tabs for 'Add Members', 'Terminated Members', and 'Deceased Members'. A table lists the active members with columns for Membership ID, Last Name, First Name, Admitted, and Member Type. Each row includes 'View', 'Edit', and 'Terminate' buttons.

	Membership ID	Last Name	First Name	Admitted	Member Type
View Edit Terminate	12345678	Smithson	Halle	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Archie	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Janet	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Gregory	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Thomas	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Susanne	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Phyllis	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Cindy	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Linda	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Louise	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Jonathan	08-Apr-2009	Member
View Edit Terminate	12245678	Smithson	Dale	08-Apr-2009	Member
View Edit Terminate	12345678	Smithson	Brian	05-May-2010	Member
View Edit Terminate	12345678	Smithson	Lawrence	08-Apr-2009	Member

Answer: The RI integration is only one way - from ClubRunner to Rotary International. So none of the changes from RI will flow to ClubRunner, it only works the other way around. So what you will have to do is, login to ClubRunner and manually manage your members. Below are the steps to make changes to the active members:

1. Login to your ClubRunner site
2. Under the membership manager section click on the Active Members list link
3. Here you will see all of the active members. To terminate a member simply click on the Mark Ex link, enter a termination date, select a reason, and then click the terminate button.

To change members details click on the members name, then click the edit button to make changes to the members profile. Then click the save button to save the changes.

Issue: When I go into dues and billing, I have so many names that I have to scroll through, even though they are in the inactive field, I can hardly read them. Can I somehow hide or get rid of those names from the screen so I don't have to deal with them every time I go to make an entry?

Does it impact their RI permanent records if we delete them from the dues & billing section of our ClubRunner??

Ex Member (Sort By First Name)			
Mitchell, Amy			
Description	Qty	Unit Price	Amount
	1	\$500.00	\$500.00
Total:			\$500.00
Roberts, Mark			
Description	Qty	Unit Price	Amount
	1	\$500.00	\$500.00
Total:			\$500.00

Answer: Once an account has been sent to Ex-member the account is no longer active. The account can be deleted after that without affecting RI.

Issue: I am worried about how I will be notified of changes when members update their own data once the manual Email submissions to Rotary is discontinued. I need to know changes - will I (or the Club Secretary) be cc'd on the Rotary submission, or is something else going to happen so I can update the non-CR contact manager?

Answer: To fully automate this project with Rotary International no emails will be sent for notification of changes being made. However, there is a featured called RI Integration Archive that you can use to see the changes that are being made and reported.

Last Name	First Name	Archived (GMT)	Status
Harold F	Rotary Member No.: 64)	
Type: Phone Change Cell			
Harold	F	Oct 15, 2012 05:01 PM	✓ ⓘ
Harold	F	Oct 15, 2012 05:01 PM	✓ ⓘ
Type: Fax Change Work			
Harold	F	Oct 15, 2012 05:01 PM	Skipped Due to Club Privacy Settings ⓘ
Dave H	(Rotary Member No.: 54)	
Type: Email Change			
Dave	H	Aug 23, 2012 05:45 AM	✓ ⓘ
Harold F	Rotary Member No.: 64)	
Type: Phone Change Work			
Harold	F	Oct 15, 2012 05:01 PM	✓ ⓘ

Issue: I have entered a new member, how do I find out what his membership # is?



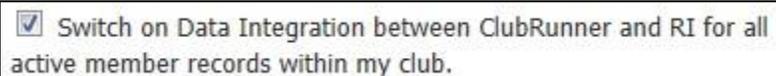
The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Personal', 'Rotary', 'Biography', 'Commitments', 'Settings', and 'Privacy'. Below the navigation bar is a section titled 'Rotary Membership Details'. This section contains a table with the following information:

Club	ClubRunner Services (ID# 101)
Rotary Member No.	
Membership	
Office	
Sponsor	

Answer: Once the information is entered, and if your Club is using RI Integration, the information is automatically submitted to RI and a number is assigned in approximately a few seconds. If there was an issue with the data it could take up to a week. If RI Integration is not set, then please contact Rotary International directly for the information to be processed and a number will be assigned.

Issue: What are the requirements to be able to use RI Compare?

Answer: Your Club needs to set up RI Integration, authorizing ClubRunner to make updates to your membership information on Rotary International on your behalf. It is easy and only needs to be done once on Rotary's Member Access Portal.



Switch on Data Integration between ClubRunner and RI for all active member records within my club.

Issue: How does the RI Compare feature work if my District is not on ClubRunner?

Answer: RI Integration is a link established between the Club and Rotary International, as Rotary does not recognize Districts as a legal entity as far as authorizing database updates. The authorization must come from the Club.

As a Club using CR in a non-CR district, you have a choice whether to synchronize your Club data through your Club's CR site, or through the District website. Our suggestion is to set it up between the Club and Rotary, as Rotary requires far more information while Districts are mostly interested in officer information, email addresses, and basic member info. You will still need to continue to update the

District site in parallel, as Rotary does not currently offer the ability to pull data down from Rotary to the District.

In a nutshell, in order to use the RI Compare feature, your Club needs to have ClubRunner selected as the software vendor authorized to make changes on your behalf.

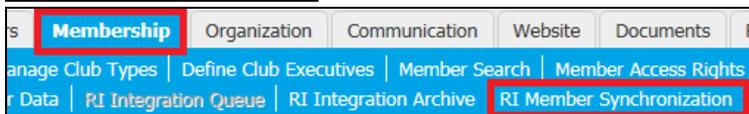
Issue: Is the RI Compare feature available for District sites?

Answer: Yes, the RI Compare feature can be used on the District's website. District administrators and Club Executives from ClubRunner or non-ClubRunner Clubs can access it.

For Club Executives



For District Administrators



Issue: Why are some fields not synchronizing?

Answer: Some fields will not synchronize because of privacy settings set by the Club or the member.



v. Support & Training

Visit our **Support Center** at [http: www.ClubRunnerSupport.com](http://www.ClubRunnerSupport.com) to access all resources available, including submitting a support ticket, searching the Knowledge Base, downloading helpful “how-to” documents and viewing on-demand demos. The following is a list of all the various resource guides available to you.

<p style="text-align: center;"><u>Knowledgebase</u></p> <p>This is where you will find access to hundreds of articles answering frequently asked questions on how to do virtually everything on ClubRunner.</p>	<p style="text-align: center;"><u>Downloads</u></p> <p>This area contains useful documents referenced within this guide, including the Member Cheat sheet, access rights matrix, presentation agenda, and more.</p>
<p style="text-align: center;"><u>On-Demand Videos</u></p> <p>For frequently asked questions on how to do certain things on ClubRunner, we have recorded video tutorials available for you to view.</p>	<p style="text-align: center;"><u>Webinar Training</u></p> <p>We hold several webinars every week on the various modules of ClubRunner. These are open to any member of your Club, and we recommend that you send your board members to attend.</p>
<p style="text-align: center;"><u>Submit a Ticket</u></p> <p>For technical support, use our Support Center to submit a ticket, or send an email to support@clubrunner.ca. Our turnaround time for email tickets is 2 business days.</p>	<p style="text-align: center;"><u>Community</u></p> <p>Start a conversation with other ClubRunner customers on best practices, tips and tricks, feature enhancements and more. The discussion forum is a great place to learn how other customers are utilizing ClubRunner to manage their Club website.</p>

For the latest ClubRunner updates, follow us on:

