ClubRunner

ClubRunner Nova FAQS

Michael C. - 2026-07-21 - Nova for Clubs

The following questions were asked during our Changeover 2026 sessions covering the Club and District versions of ClubRunner Nova

ClubRunner Nova for Clubs

Question	Answer
Is switching to Nova mandatory?	Switching to Nova will be mandatory in the future. While there is no official deadline currently, clubs are able to make the switch early by opt-in.
Does switching affect the entire club?	Yes. When a Site Administrator performs the Nova upgrade, the update will be applied for all members and everything within the club's member area.
Will our public website or bulletin change?	No. The switch primarily affects the back-end Members Area. Your public-facing website and existing bulletins will remain unaffected.
Who in the club is eligible to perform the switch?	Only members with Site Administrator (Level 30) access can trigger the migration to Nova.
Is there an additional cost for Nova?	There is no additional cost for Nova, it is included as a part of your ClubRunner subscription!
Does historical data carry over?	Yes, your club's historical data will carry over with the switch to the Nova update. However, individual past invoices and transaction histories will not be available, though they will still be accessible through the use of legacy reports.
How does our Dues & Billing data carry over into Nova?	Only the current outstanding balance for each member is transferred over and added to their new Nova profile.
Can we integrate with QuickBooks, or any other financial software tool?	Currently, custom exports are available so that your data can be exported from ClubRunner and imported into QuickBooks. A full bi-directional integration is on the roadmap and will be introduced to Nova in the future.
Are credit cards stored in the system?	In Nova, members can now save a credit card to their profile for easier future payments. ClubRunner does not store full credit card info. The card information is securely stored by your payment provider, while ClubRunner uses a secure "token" that has no personally identifiable information to process transactions using the card on file.
Do I need a new "Nova" app? Can I use the app if my club hasn't switched to Nova yet?	No. The existing ClubRunner mobile app supports both Classic and Nova. You simply need to ensure you have the latest version from the Google Play or Apple App Store. Please go to your App Store to see if your app requires an update, or contact our team if you have questions.
What is "Cloud Events"?	Cloud Events is the modernized event management module within the ClubRunner platform, designed to replace the legacy event modules. It provides a more robust and flexible system for managing everything from weekly club meetings to complex, multi-day community fundraisers, with added functionality to support ticket and product sales.
How do we manage "Prospects" in Nova?	The Membership Success module (often referred to as the Prospects module in the Nova interface) acts as a built-in CRM specifically designed for member recruitment. Its primary goal is to provide a structured "funnel" that tracks a potential member's journey from their first inquiry to their official induction into the club. Please see this Nova help section to learn more: https://www.clubrunnersupport.com/kb/membership-success-1
Where can I find the webinar recordings for the Changeover Training Series?	All webinar recordings are available here: http://www.clubrunner.com/training

ClubRunner Nova for Districts

Question	Answer

Is there a Sandbox for District Nova?	Yes, District administrators can request access to a Sandbox environment to familiarize yourself with the new features and train without affecting live data. If you are interested in accessing the District Nova Sandbox, please reach out to our support team at support@clubrunner.ca.
Is the District Nova upgrade automatic, or will our district need to opt-in?	Once Nova is ready for districts, we will notify all district administrators and the executive team. You will then be able to request that we switch your account to Nova.
If the District opts not to change to Nova but a club does, does this create any conflicts?	No, the Nova update has been designed so that if the District has not switched to Nova but your clubs have, and vice versa, there will not be any conflicts in data.
Will the data migration from the old site be seamless?	Yes, all existing information from the current district site is designed to port over to Nova automatically during the upgrade process.
Where can we find the webinar recordings?	All webinar recordings are available here: http://www.clubrunner.com/training
Will the Grants module be available in District Nova?	Yes, the Grants module will continue to be available within the District version of Nova!
Will Satellite and Rotaract clubs have the same sort of access as clubs?	Rotaract clubs are now eligible for their own free ClubRunner subscription, so they can continue to act as their own individual club with their own ClubRunner website. They will have the ability to access and modify their club information just as a standard Rotary club currently does. Satellite clubs however are still listed as members of their host/sponsor club and would be subject to the access provided to the by their host club's executives and administrators.
Does Rotary Foundation Contribution details pull from RI or are they manual? What about for designations?	The Rotary contribution details displayed in a member's profile are automatically pulled from Rotary International, based on the supplied Rotary Member ID number. Designations will still need to be manually applied to a member's profile however.
Can Assistant Governors (AGs) amend their club's info?	Yes, Assistant Governors will have access to amend the information listed for the clubs in their specific area, just like they can today.
Is the District Business Directory included, or an extra fee?	The new Business Directory will be included as a standard part of your ClubRunner subscription.
Is the Business Directory accessible at the club level?	Currently the Business Directory is only available at the District level. We will open it up for clubs in the future, where updates made at the club level will update their details on the district as well.
Can the Business Directory be restricted so only Rotarians can access it to prevent emails scammers/phishing?	Currently the Business Directory is available to the public, however each member who opts to list their business will be able to control whether they want to show/hide certain details, including their email address.
Can we add logos and search for businesses by town?	Yes, business logos can be uploaded as part of a business profile within the directory. You will also be able to use a Location-based filter to search for businesses within a specific area, or around a certain address.

Is a member's "Balance Due" within the district visible to everyone?

A member’s Balance Due will only be visible to themselves and their district executives and administrators.

Why are individual Rotarians shown as district members?

Within the District Nova member list, an administrator will be able to see all of their members within a single list, however you can still filter them by club using the available filtering options.