

## [NOVA] How can I compose and send an email for Cloud Events?

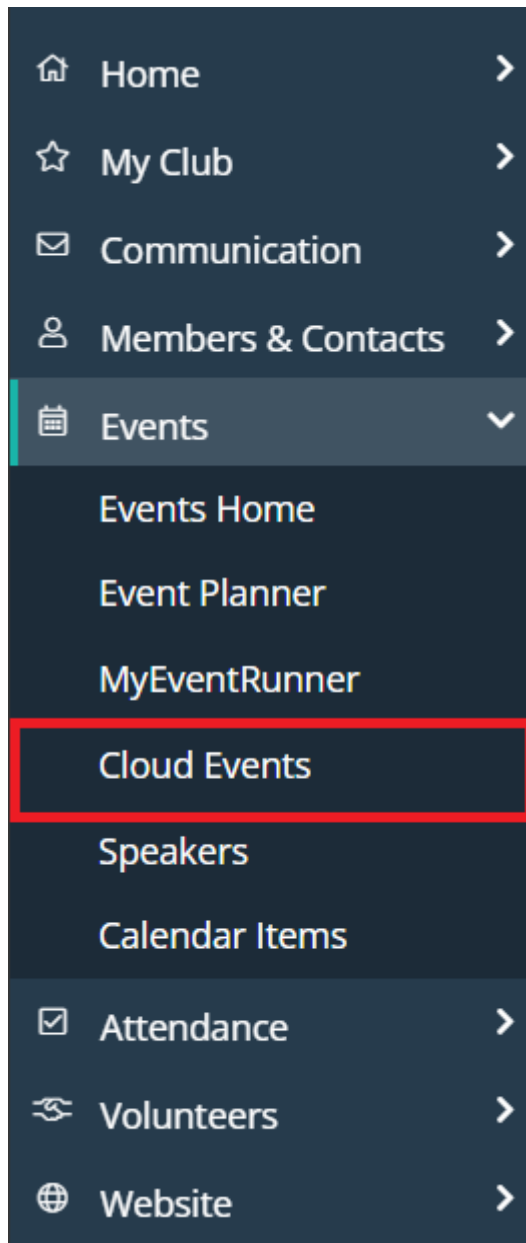
Michael M. - 2025-09-24 - [Communication](#)

Within the Cloud Events module, you are able to send two different types of emails to members, contacts and registrants. If you want to know how to send emails to registrants for a Cloud Event you have created, this article will help.

To learn how to create a Cloud Event, please read the article: [How can I create a Cloud Event?](#)

To learn how to send an invite to members and contacts, please read the article: [How can I compose and send an invite for Cloud Events?](#)

1. Log in to your account through your club homepage, then click on **Member Area** on the top right under your club banner. [Alternatively, click here to go directly to the ClubRunner login page.](#)
2. On the left hand menu, click the arrow to the right of **Events**, then click on **Cloud Events**.



3. Click the **Manage** button on the event you would like to send an email for.

## Event List

Card List

Search All Upcoming Past Create Event

Rotary DISTRICT CONFERENCE 2024 Celebrating 50 Years!

Jun 11, 2024 Kelso Park

GET YOUR TICKETS! Doors Open 8:00 AM

Thanks to our sponsors: The Hutton Food Bank Royal Bank of Canada Microsoft

**District Conference 2025**

Jun 14, 2025 7:30 AM - 3:00 PM UTC-04:00

Kelso Park & Conservation Area

1 attendee

Manage

**Wine Dinner**

Jun 17, 2025 6:00 PM - 10:00 PM UTC-04:00

No attendee

Manage

2024 MUSIC FESTIVAL JUN 8 - 9, 2024

Rotary Hosted by the Rotary Club of Kipling

**11th Annual Rotary Musicfest**

Aug 29, 2025 12:00 PM - Aug 31, 2025 11:30 PM UTC-04:00

Scotiabank Arena

217 attendees

MusicFest

Manage

4. This will open the event so you can review and edit its details. To send an email, click on the **Email** tab.

## District Conference 2025

Live

Copy Delete Close Registrations View

Dashboard Orders Attendees **Email** Documents

Setup

EVENT REVENUE

\$15.00

TICKET SALES

\$15.00

5. Towards the top right-hand corner of the page, you will see two different buttons. Click on the **New Email** option.

## District Conference 2025

Live

Copy Delete Close Registrations View

Dashboard Orders Attendees **Email** Documents

Setup

Active Emails

New Invitation

**New Email**

To modify or resend a message to the same recipients, click the Resend option. Use the Copy option to copy the email with the selected recipients.

STATUS	TYPE	SUBJECT	OWNER	ACTIONS
<input type="checkbox"/> Draft	Email	Information about Upcoming Event	Daisi Breakwell, III	
Check All Remove Selected				

6. On the left-hand side, you may compose your message by writing the **Subject** and **Body** of your email in

the space provided.

## Create Email for District Conference 2025

Last saved less than a minute ago.

**Subject**

Reminder: You are invited to {{{CloudEvent.Name}}}

**Body**

HTML Version    Text Version

Image    Templates    Font    Size    B    I    U    S    x<sub>2</sub>    x<sup>2</sup>    I<sub>x</sub>    [List Icons]    [Link Icon]    [Image Icon]    [Table Icon]    [Search Icon]    [Help Icon]    [More Icon]

Normal    Font    Size    B    I    U    S    x<sub>2</sub>    x<sup>2</sup>    I<sub>x</sub>    [List Icons]    [Link Icon]    [Image Icon]    [Table Icon]    [Search Icon]    [Help Icon]    [More Icon]

Source

\$ADMIN\_LOGO\_LIGHT\_LARGE\$

Hi {{{Recipient.FirstName}}},

Reminder for an upcoming event!

This is a friendly reminder that {{{CloudEvent.Name}}} is coming up.

View Details

{{{CloudEvent.FormattedDateTime}}}

{{{CloudEvent.EventVenue}}}

### Note

Did you know that you can use our built-in email AI assistant to help generate content for your emails? For guidance on using the email AI assistant, refer to our help article: [How do I generate content using the email AI assistant?](#)

- You have the option to add a file attachment to the email. This could include photos or documents relevant to the email. To add a file, click **Select Files for Upload**. You can then choose files from your computer. The files cannot be larger than 15 MB in total.

**Attachments**

Upload attachments to your email.

Select Files For Upload

Maximum 15.00 MB per file  
Total attachment size: 0 B/15.00 MB

- In the “Email Settings” area, there are four sections: **Templates**, **Fields**, **Recipients** and **Options**. With Templates, you can insert any previously created email templates into the body of the email.

## Email Settings


Templates

Fields

Recipients

Options

Insert Template

Manage Templates 

 Search

### Event Email Templates

Event Reminder

System

View

### General Email Templates

Direct Email

System

View

9. The Fields section allows you to add a piece of code that allows ClubRunner to insert information from your club database when the email is sent. The person who receives your email will see the auto-filled information, and not the code. You can add merge fields for information related to the recipient, sender, or event that the email is being sent for.

## Email Settings

Templates

Fields

Recipients

Options

### Recipient Merge Fields

If the recipient does not have an assigned member, these merge fields will show as blank when sent.

For help using merge fields, refer to the [help article](#).

Persons

Address Address 1



Insert

### Sender Merge Fields

For help using merge fields, refer to the [help article](#).

Sender ?

First Name



Insert

Account ?

Account Full Name



Insert

### Event Merge Fields

For help using merge fields, refer to the [help article](#).

Event ?

Event Name



Insert

10. The next step is to select the Recipients of the email. The options available for you are the **Smart Lists**, **Individuals**, and **Exclusion Lists**.

## Email Settings

Templates

Fields

Recipients

Options

### Event Recipients



There are no event recipients.

Add Event Recipient(s)

### Individuals



There are no individual recipients.

Add Individual(s)

### Exclusion Lists

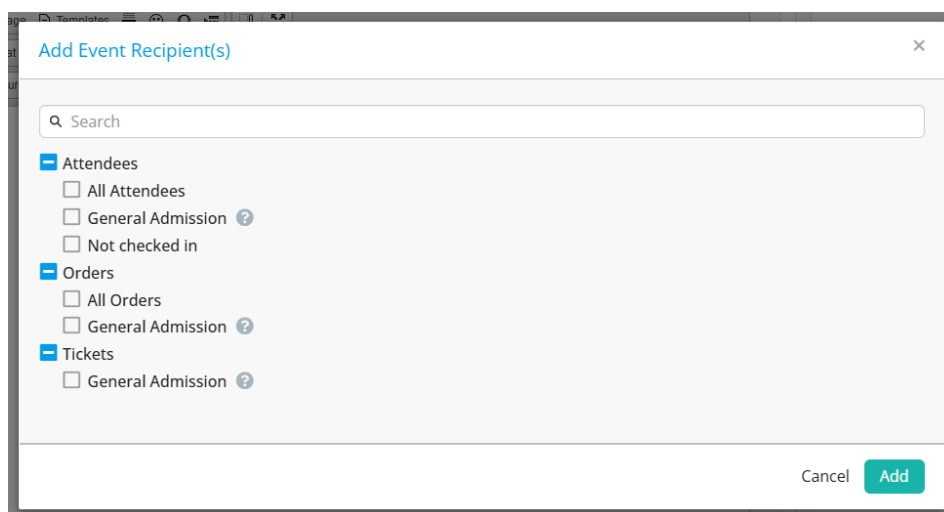


No recipients are excluded from this email.

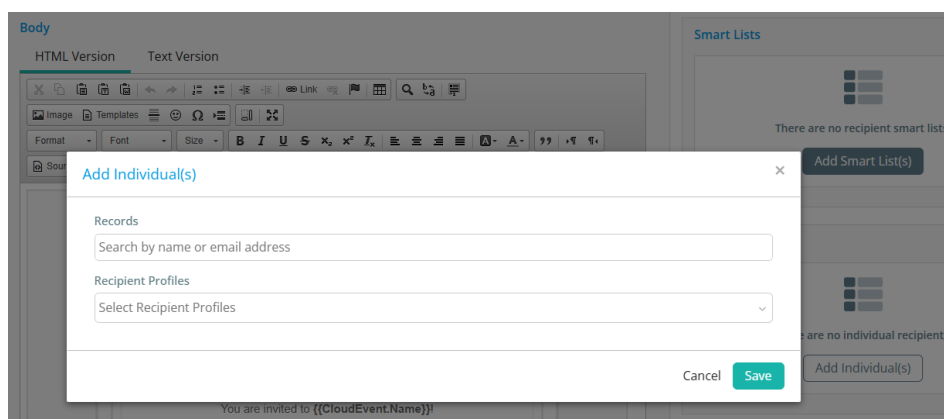
Add Exclusion List(s)

- Event Recipients: You can select recipients based on attendee status, orders, and tickets,

depending on the setup of your event offerings. Once you've selected Event Recipients, the list of selected members will appear. If you hover over the list, you will see the options to **Manage Recipients** and **Remove**.



- Individuals: You can also select individual recipients of emails instead of a whole list of members. You can search for a specific member's name or email address in the **Records** field. You can also edit the **Recipient** field here as well.



- Exclusions: This option allows you to select who will be excluded from this email communication. You have the same options as using "Event Recipients", but will be selecting members and contacts that will not be receiving your composed email.

11. The next step is the **Options** tab. Under the **Options** tab, you have the following options:



## Email Settings

Templates

Fields

Recipients

Options

### Sender Information

☒ Sender Profile ☐ Me ☐ Custom

☐ Event Organizer

-- Select a Sender Profile -- ▾

+ Add Sender Profile

Manage Profiles ↗

### Email Options

☒ Enable link click tracking ?

### Preview Text ?

### Send Now or Later?

You can send the email right now, or click on schedule to choose when you would like to send it.

☒ Send right now

☐ Schedule

○ Sender Information:

- Sender Profile: You can send an email to be sent out from a specific Sender profile in this stage. You can add custom Sender profiles using "Add Sender Profile" or edit a previously-created one using "Manage Profiles".

- Me: The email would show your first name and email as the Sender.
- Custom: You can add a Name and Email for a Sender who you may not want to create a custom Sender Profile for.
- Event Organizer: The email will show as being sent from the member listed as the Event Organizer for this event.

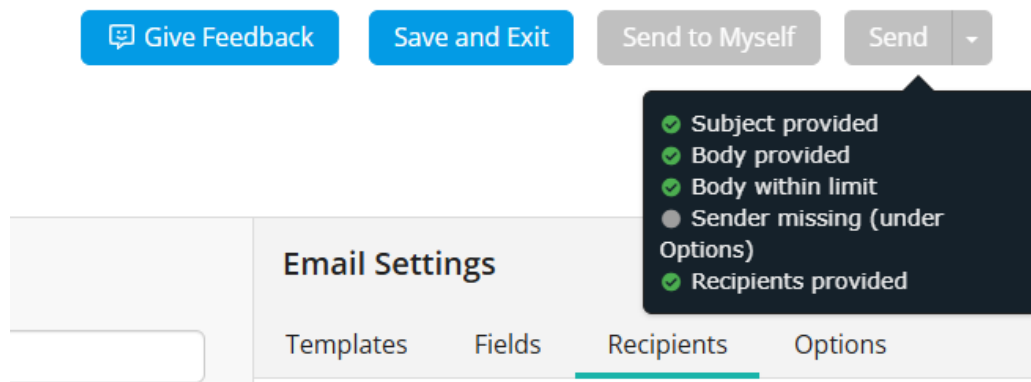
○ Email Options

- Enable link tracking: When enabled, the total number each link is clicked will be recorded. This will be viewable on the email statistics page.

○ Preview Text: Text snippet that may be displayed in the recipient's inbox after the subject line.

○ Send Now or Later: You can send the email right now, or click on schedule to choose when you would like to send it.

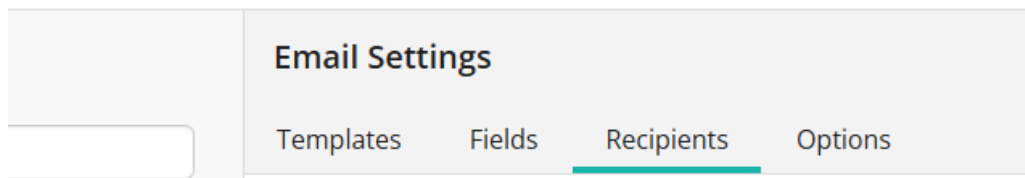
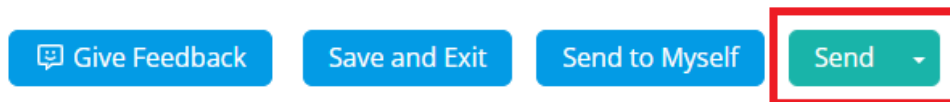
12. Once all the fields in the email have been set, you will see the **Send** button go from grey to turquoise. You'll then be able to send the email. There are 5 fields that need to be filled in order for the email to be sent:



- Subject provided?
- Body provided?
- Body within limit (Meaning character limit)?
- Sender field
- Recipients provided

If any of the fields above are not completed, you'll see a message similar to the above. It will clearly indicate to you what fields are missing in the email and are required. In the case above, we haven't selected a **Sender Profile**.

13. Once all the required fields have been added, click **Send** to send the email.



14. Once you select Send, a window will appear with final instructions confirming the subject line, as well as providing an email summary so you can review the email before sending it. Click **Send** to confirm and send the email.

