ClubRunner

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How can I compose and send an email for Cloud Events? Michael M. - 2025-05-16 - 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 send an invite to members and contacts, please read the article: How can I compose and send an invite for Cloud Events?

- Log in to your account through your club homepage, then click on Member Area on the top right under your club banner. <u>Alternatively, click here to go directly to</u> <u>the ClubRunner login page.</u>
- 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.

🗰 Card 🛛 🗮 List **Event List Q** Search All \checkmark Upcoming Past Jun 11, 2024 Kelso Park 2024 Wine Dinner MUSIC DISTRICT Jun 17, 2025 6:00 PM - 10:00 PM UTC-GET YOUR TICKETS! 04:00 2024 No attendee District Conference 2025 11th Annual Rotary Musicfest Aug 29, 2025 12:00 PM - Aug 31, 2025 11:30 PM UTC-04:00 Jun 14, 2025 7:30 AM - 3:00 PM UTC-04:00 Kelso Park & Conservation Area Scotiabank Arena 1 attendee 217 attendees MusicFest Manage 🔹 Manage 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			Delete	Close Registrations View
Dashboard Order	s Attendees Email Documents			Setup
EVENT REVENUE	TICKET SALES			
\$15.00	\$15.00			

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

Dis	District Conference 2025 Live					Сору	Delete	Close Registra	ations	View	
Das	hboard	Orders	Attendees	Email	Documents					🌣 Set	tup
					Activ	ve Emails 🗸	•	lew Invit	ation) New Er	mail
To n recij	nodify or rese pients.	nd a message	to the same reci	pients, click t	he Resend option. I	Jse the Copy opti	on to cop	by the ema	ail with the sele	cted	
	STATUS 🗸	TYPE 👻	SUBJECT 👻			OWNER 👻				ACTIO	NS
	Draft	Email	Informatio	on about Up	ocoming Event	Daisi Breakw	ell, III				-
Ļ	Check All	Remove S	elected								

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
🗶 ြ 🛱 🛱 ♠ ≫ ☷ ☷ 非 非 ∞ Link 🧠 🍽 ☶] 🔍 🎭 厚
The image The templates $\equiv \odot \Omega$ and $\Box = \Sigma$
Normal \bullet Font \bullet Size \bullet B $I \ U$ S $x_2 \ x^2 \ I_x$ \equiv \equiv \equiv $\square \ \triangle^-$ 99 \bullet $\P \ \P \bullet$
le Source
\$ADMIN_LOGO_LIGHT_LARGE\$
Hi {{Recipient.FirstName}}, Reminder for an upcoming event! This is a friendly reminder that {{CloudEvent.Name}} is coming up.
{{CloudEvent.FormattedDateTime}}

 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 Templa	te		Manage Te	mplates 🗹			
Q Search							
Event Email	Femplates						
Event Remino	der	Syste	em	View			
General Ema	il Template	S					
Direct Email		Syste	em	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 Setti	ngs			
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
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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 Recip	ients			^		
There are no event recipients.						
Add Event Recipient(s)						





 $\circ\;$ 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.**

Add Event Recipient(s)	×
Q Search	
Attendees	
All Attendees	
🗌 General Admission 🔞	
□ Not checked in	
Orders	
All Orders	
🗌 General Admission 🔞	
Tickets	
🗌 General Admission 🔞	
	Cancel Add

 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.

Body	Smart Lists	
HTML Version Text Version		
(X & @ @ @ ← → # # # # # Link ⊲ ♥ Ⅲ) (Q. \$\$ ₽)		
🖾 Image 🖹 Templates 🗮 🙂 Ω 🔎	The	are are no recipient smart lists
Format - Font - Size - B I U S X, X ² I _X = = = = 🖸 - <u>A</u> - 99 + 94	I	
Add Individual(s)	×	Add Smart List(s)
		-
Records		
Search by name or email address		
Recipient Profiles		
Select Recipient Profiles	~	
		are no individual recipients.
	Cancel Save	Add Individual(s)
You are invited to {(CloudEvent.Name))		

- 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:

igs			
Fields	Recipients	Options	
ation ile ON iizer	/le 🔘 Custon	n	
nder Prof	ile		
er Profile	Manage Profile	es 🗹	
	Fields	gs Fields Recipients ation le Me Custon izer nder Profile ~ er Profile Manage Profile	gs Fields Recipients Options ation le ○ Me ○ Custom izer ander Profile ✓ er Profile Manage Profiles C

Email Options

Enable link click tracking ②

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.



- O 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 turqoise. 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:



- o 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.

🕲 Give Feed	lback Sav	e and Exit	Send to Myse	elf Send 🔸
	Email Sett	ings		
	Templates	Fields	Recipients	Options

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.

hiect *	Peminder: You are invited to (((CloudEvent Name)))		
bjeet			
EMAIL SUMMARY			
Selected Recipients	1		
	This total may include duplicates that will be filtered out. The final count will be available on the stats page.		
Excluded Recipients	0		
Send From	ClubRunner Support Team		
	support@clubrunner.ca		
Reply To	ClubRunner Support Team		
	support@clubrunner.ca		
Attachments	0		
	0 bytes/6.00 MB		