ClubRunner

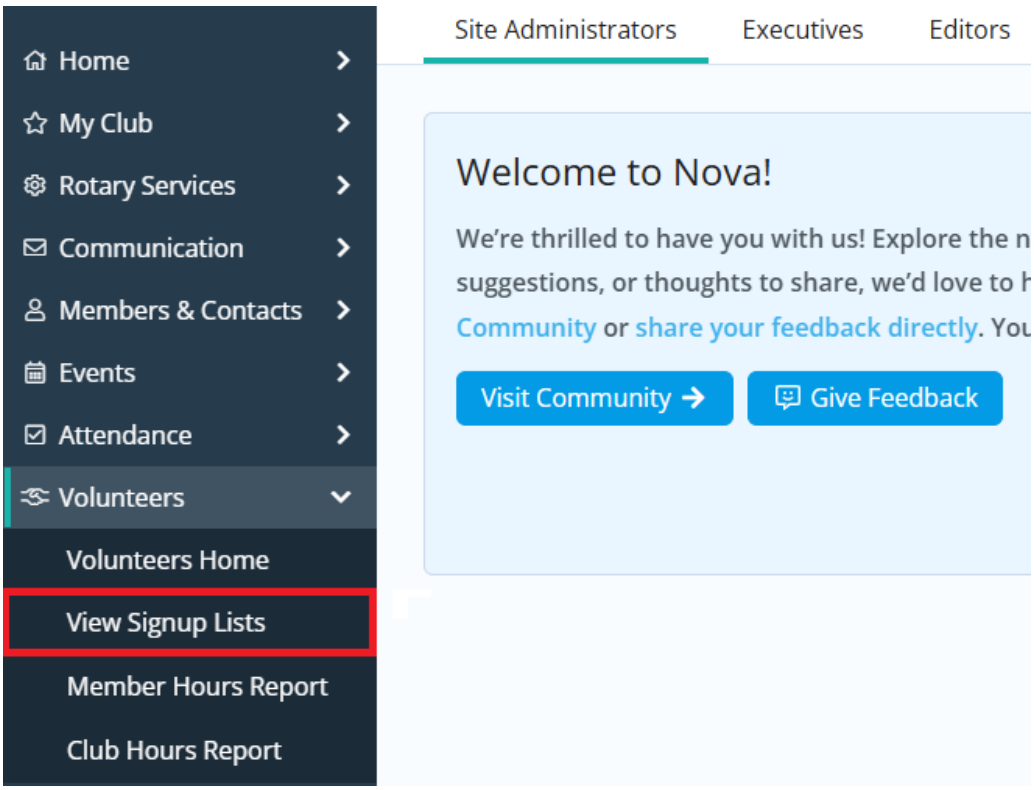
[NOVA] How do I communicate with volunteers?

Ryan A. - 2026-10-27 - Volunteers

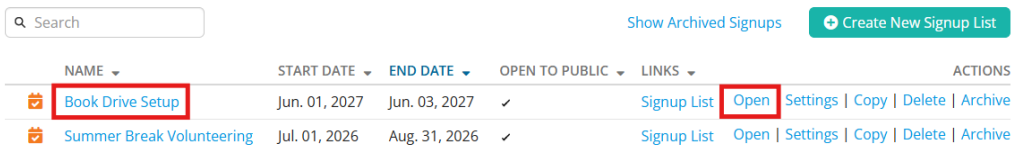
It is important to communicate with volunteers to ensure that they know what volunteer positions are available, what their task will be, as well as where and when their volunteer shift will take place. This article will show you how to compose and send emails to your volunteer lists.

1. To begin, log in to your account through your club homepage, then click on **Member Area** in the top right-hand corner. **Alternatively, click here to go directly to the ClubRunner login page.**

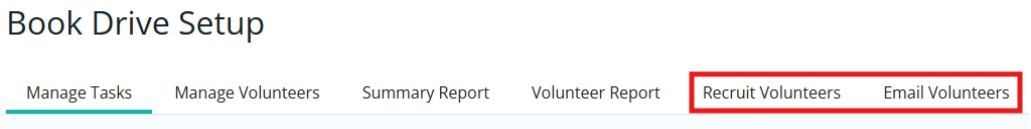
2. Click the arrow next to Volunteers in the left-hand menu, then click **View Signup Lists**.



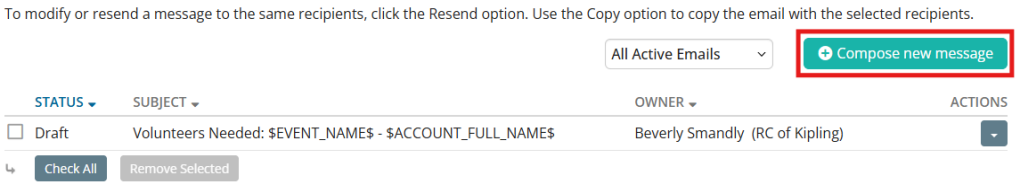
3. Click either the name of the signup list you wish to manage volunteers for, or click the **Open** link in the right-hand actions column.



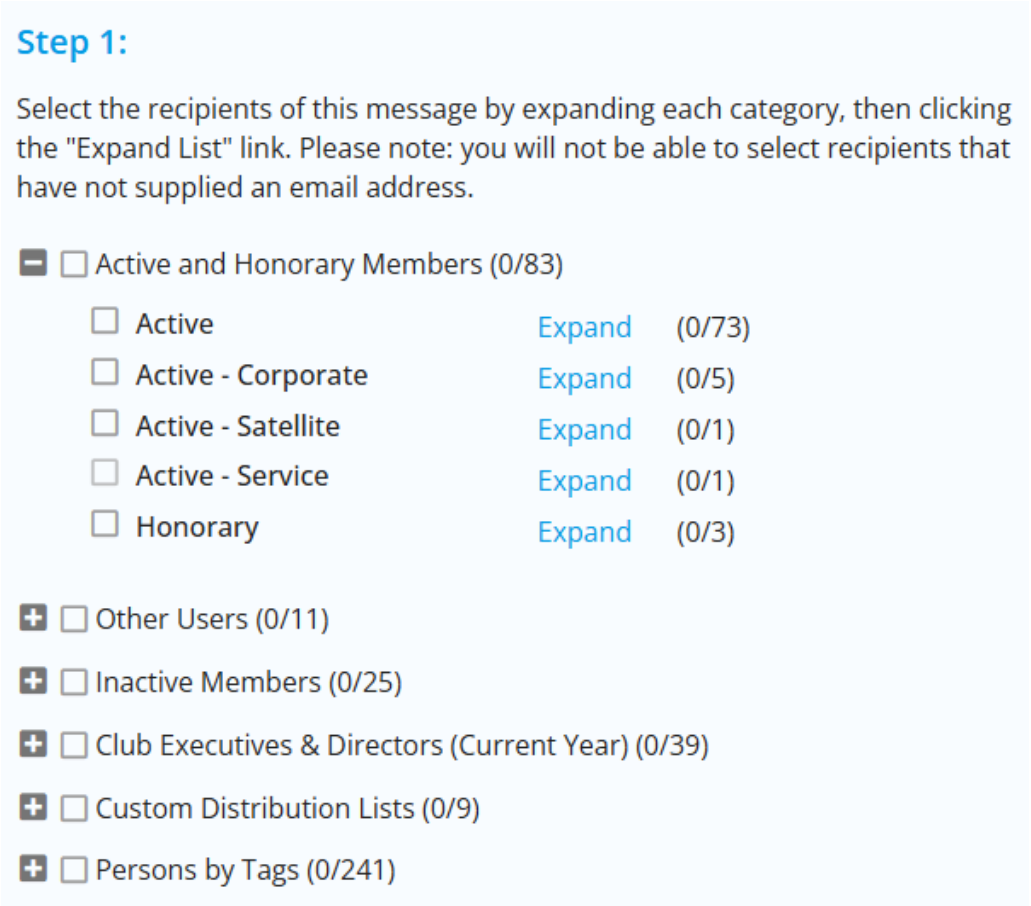
4. At the top of the page you will see two communication tabs: **Recruit Volunteers** and **Email Volunteers**. Recruitment emails are for inviting members and contacts to sign up for a volunteer task, and are generally used as a first point of contact for volunteer signups. The Email Volunteers option is intended for follow-up emails with people who have already signed up for volunteer tasks. Click the appropriate tab for the communication you wish to send.



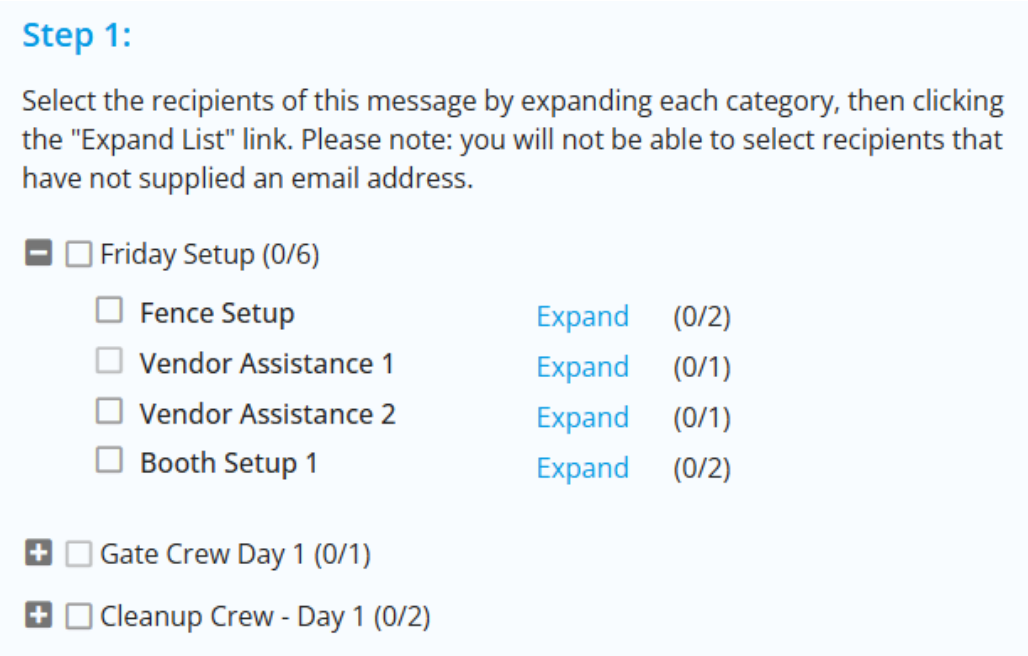
5. Here you will see a list of sent emails or saved drafts, and can click **Compose new message** to start creating a new email message to send regarding this volunteer list.



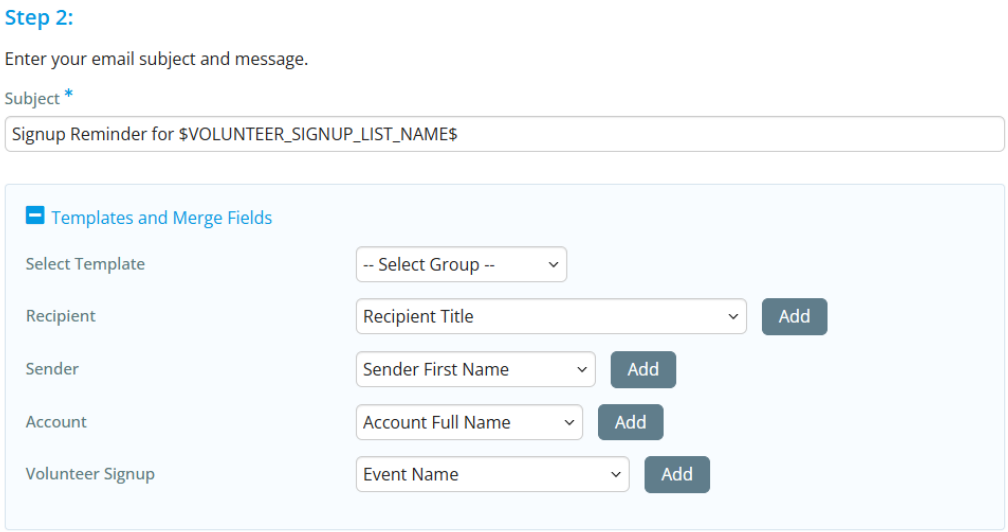
6. The first step of composing a new email is to select the recipients who will receive it. Check the boxes next to the recipients you want to send the email to. Clicking the **plus (+) icon** beside each group expands it, and you can click the **Expand** links to view the individual members in each list.



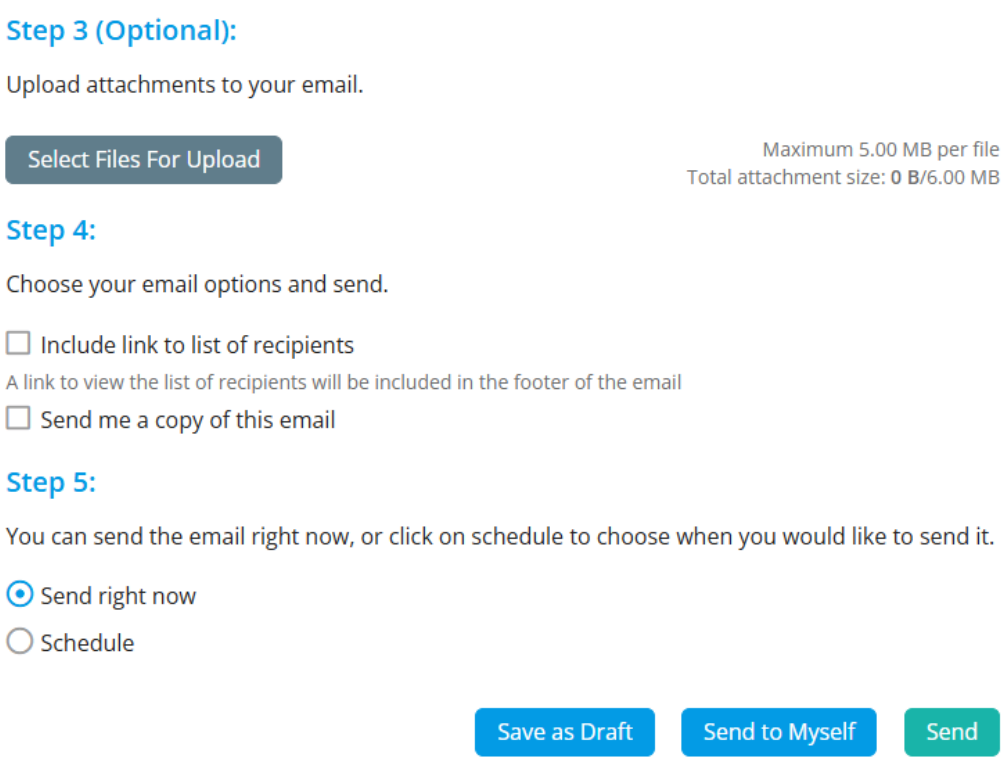
When sending a recruitment email, you will see various options for member and contact data within the club. When sending a follow-up volunteer email, the recipients will be grouped by tasks.



7. Next you will set your email subject and compose the message. There are preset templates available for you to select from, as well as merge fields that let you insert dynamic content.



8. When your email has been composed, there are a few more options before you are ready to send it out. You can attach files to upload, include a list of recipients, and choose to send yourself a copy of the email. You can also choose to send the email now or schedule it to send at a later date.



9. When all of the settings shown above are set as you'd like, you have three options to finalize the email:
    - Save as Draft - This will save the email as a draft, so that you can go back to edit the email later on.
    - Send to Myself - This will send a copy of this email to you, so that you can review it.
    - Send - This will send the email to the selected list of recipients.