ClubRunner

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

Michael M. - 2025-11-06 - Communication

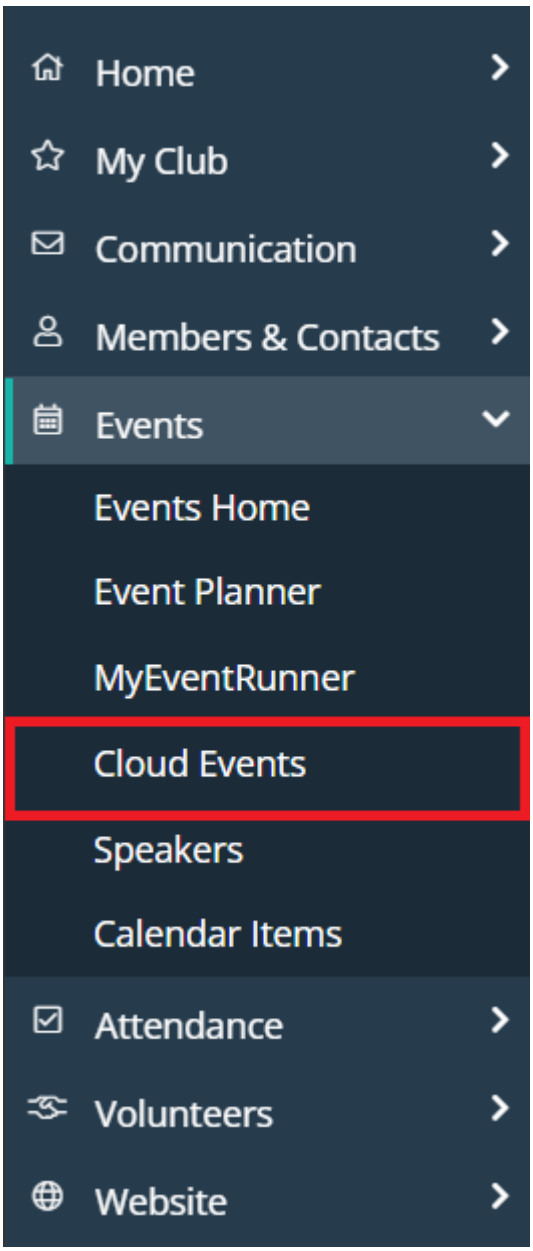
Within the Cloud Events module, you are able to send two different types of emails to members, contacts and registrants. If you want to know how to send invitations for a Cloud Event you have created, this article will help.

To learn how to create a Cloud Event, please read the article: **How can I create a Cloud Event?**

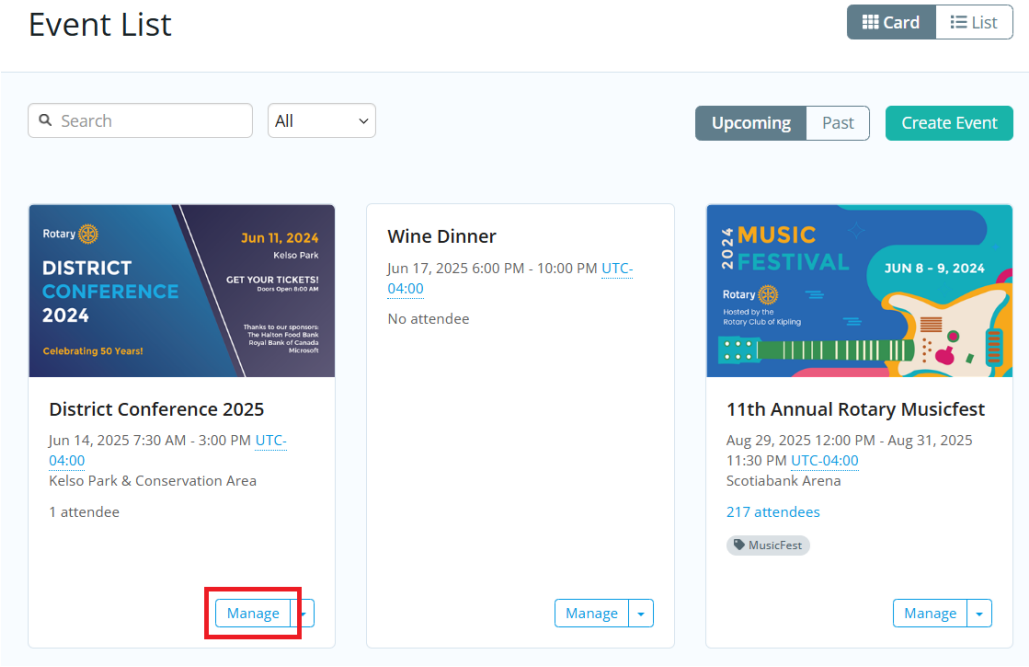
To learn how to send an email to registrants, please read the article: **How can I compose and send an email for Cloud Events?**

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.**

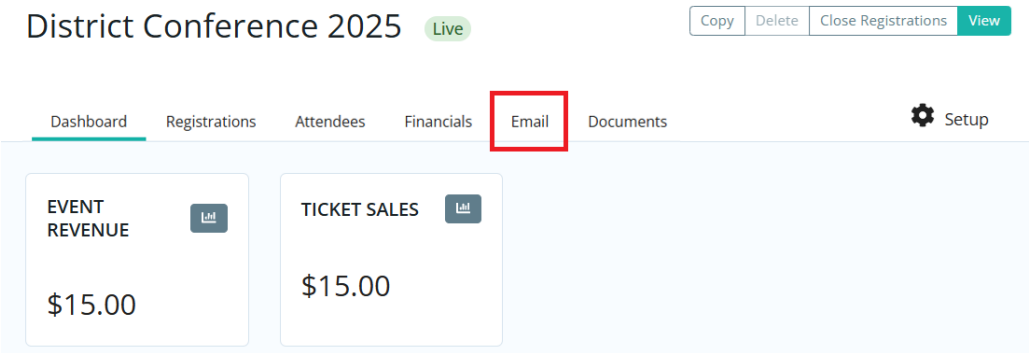
2. On the left hand menu, click the arrow to the right of **Events**, then click on **Cloud Events.**



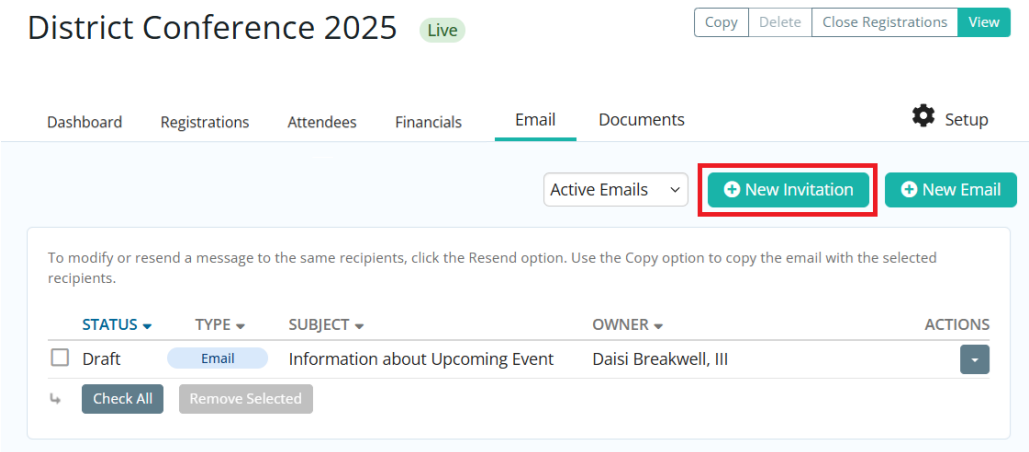
3. Click the **Manage** button on the event you would like to send an invite for.



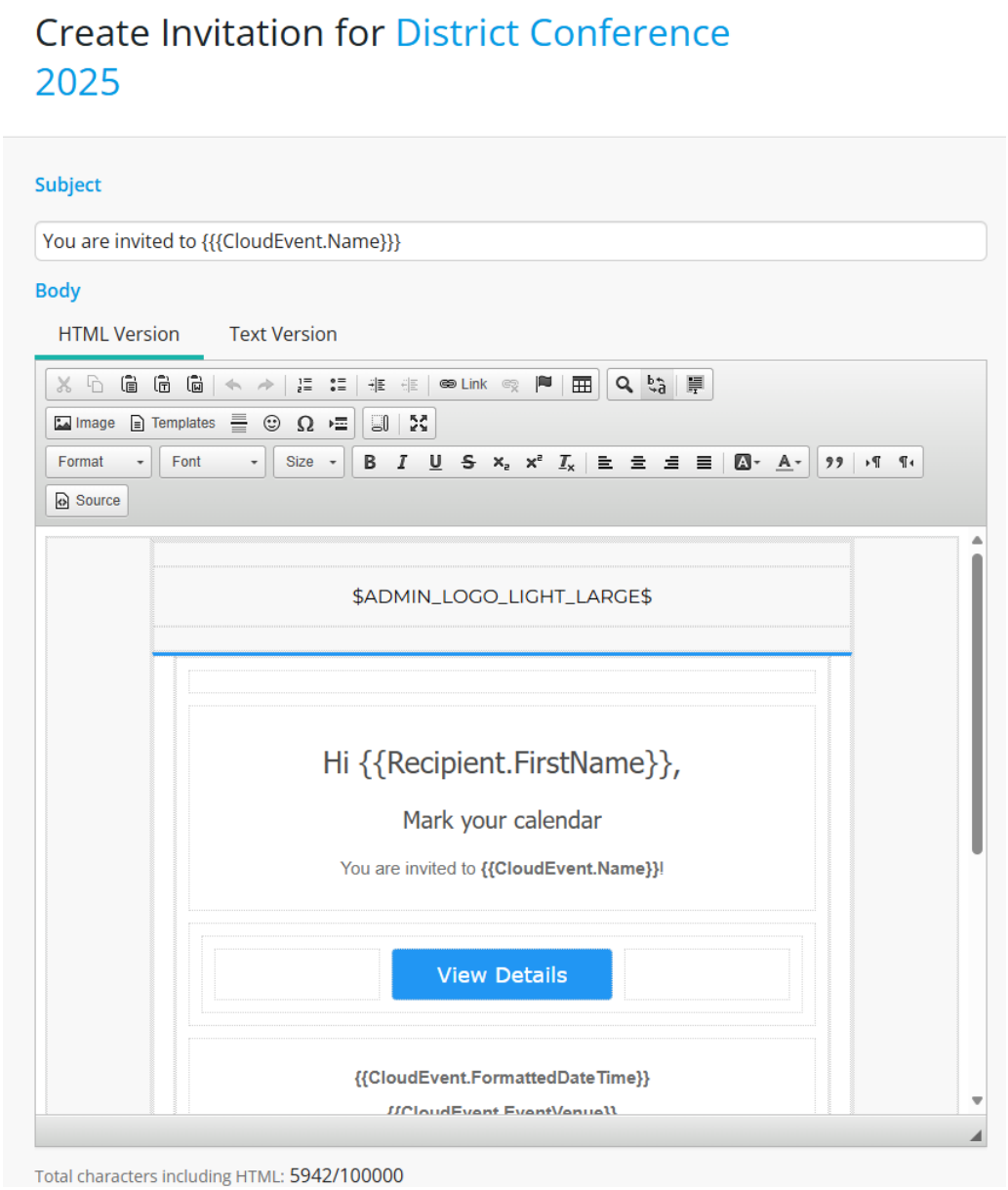
4. This will open the event so you can review and edit its details. To send an invite, click on the **Email** tab.



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

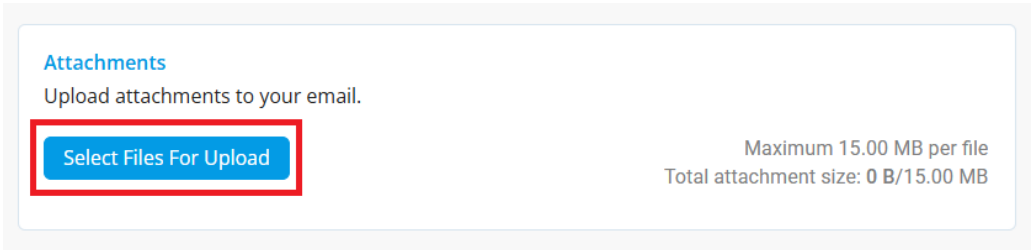


6. On the left-hand side, you may compose your message by writing the **Subject** and **Body** of your invite in the space provided.



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?**

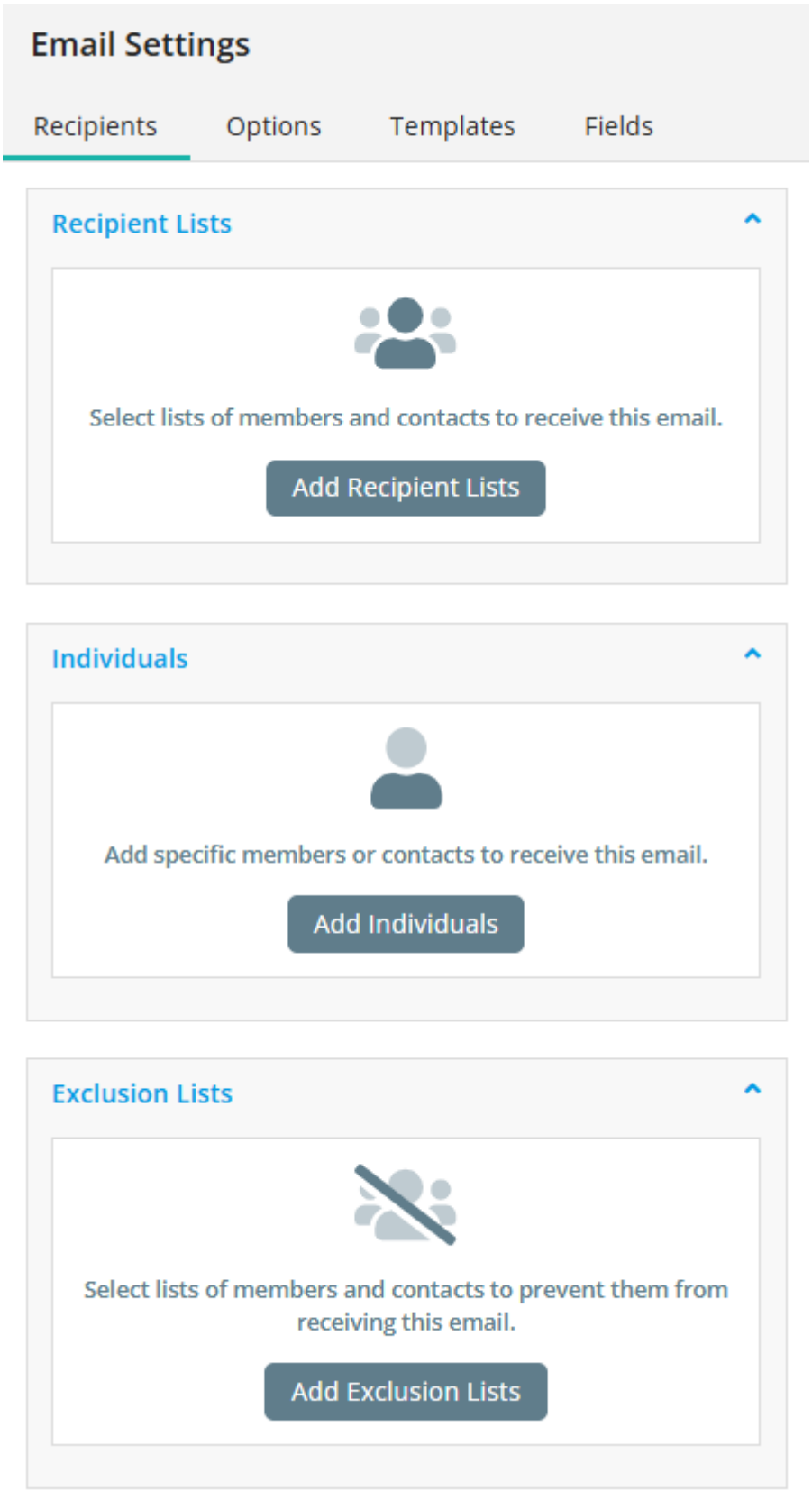
7. You have the option to add a file attachment to the invite. This could include photos or documents relevant to the invite. To add a file, click **Select Files for Upload**. You can then choose files from your computer. The files cannot be larger than 15 MB in total.



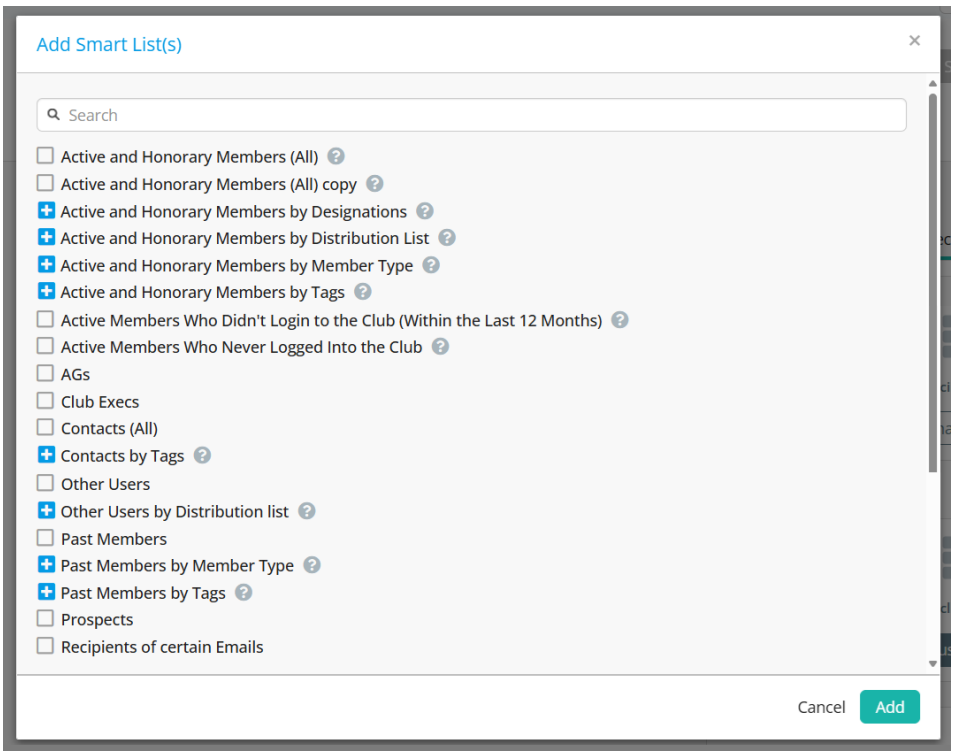
8. In the "Email Settings" area, there are four sections: **Recipients, Options, Templates,** and **Fields**.

   The first step is to set who will receive the email by going to the **Recipients** section. The options

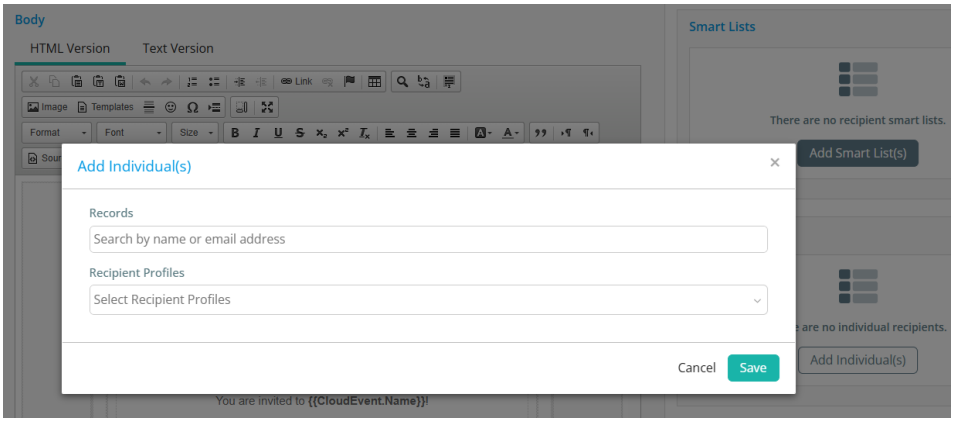
available for you are the Smart Lists, Individuals, and Exclusion Lists.



- Smart List: Smart lists generate a list of recipients based on criteria when the email is sent. Once you've selected a Smart List, the list of members will appear. If you hover over the list, you will see the options to **Manage Recipients, Edit Smart List,** and **Remove.**

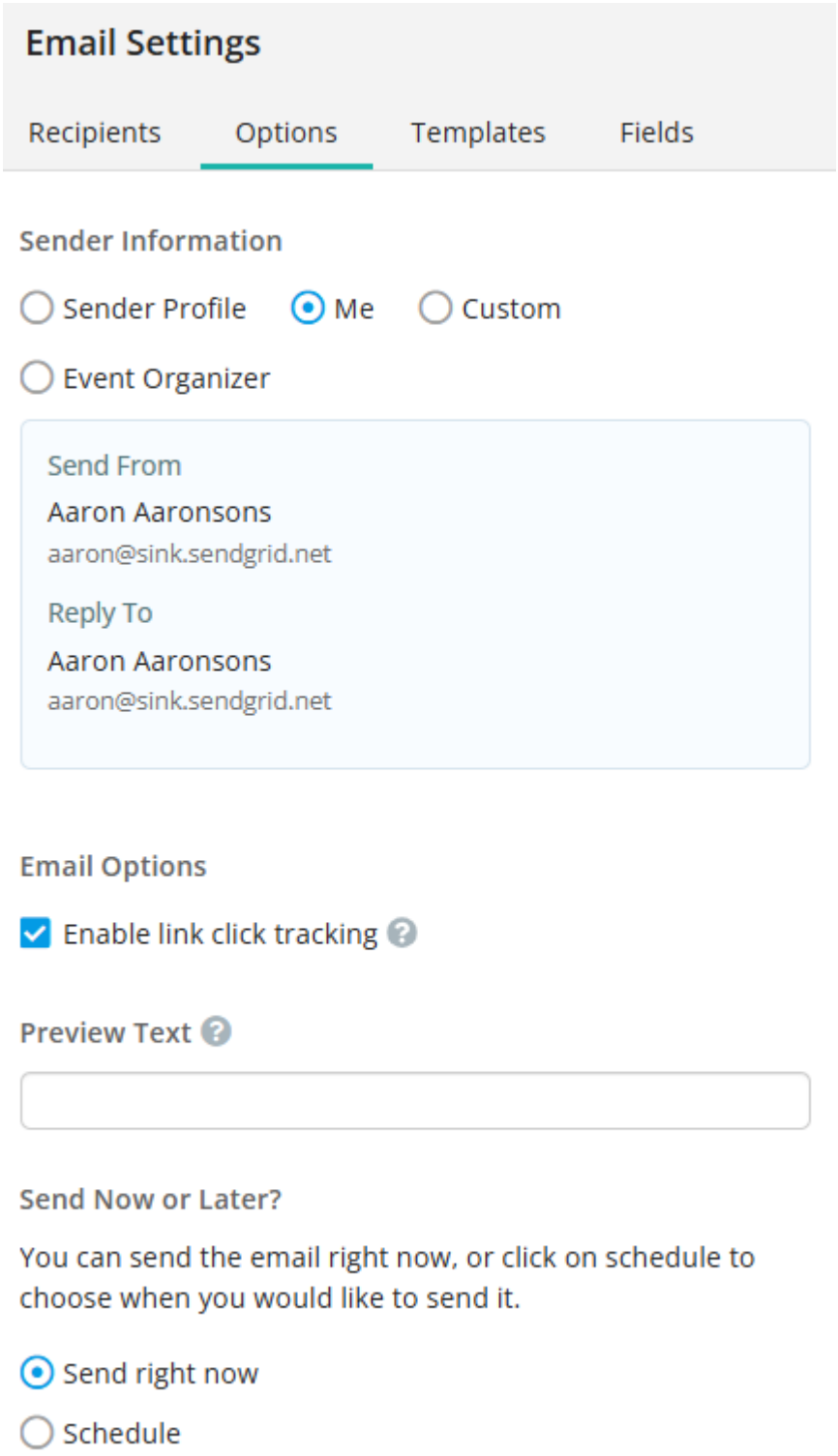


- Individuals: You can also select individual recipients of emails instead of a whole list of members. You can search for a specific member's name or email address in the **Records** field. You can also edit the **Recipient** field here as well.



- Exclusions: This option allows you to use Smart Lists to generate lists of contacts that will be excluded from this email communication. You have the same options as using "Add Smart List(s)", but will be selecting members and contacts that will not be receiving your composed email.

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



- 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.

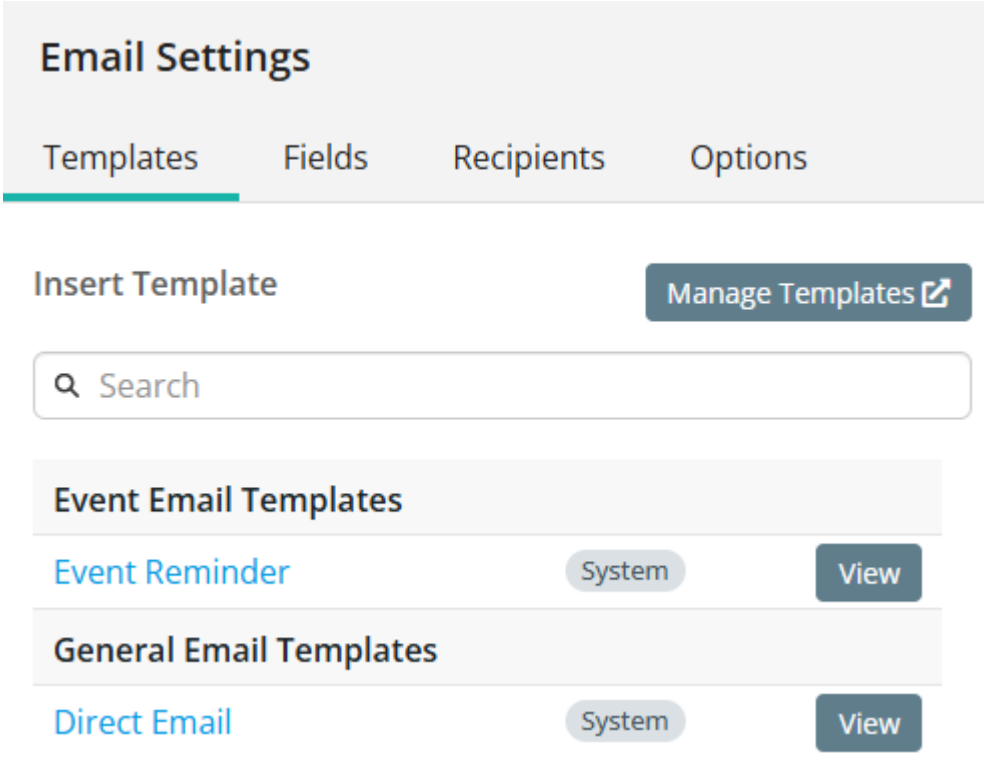
- Email Options

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

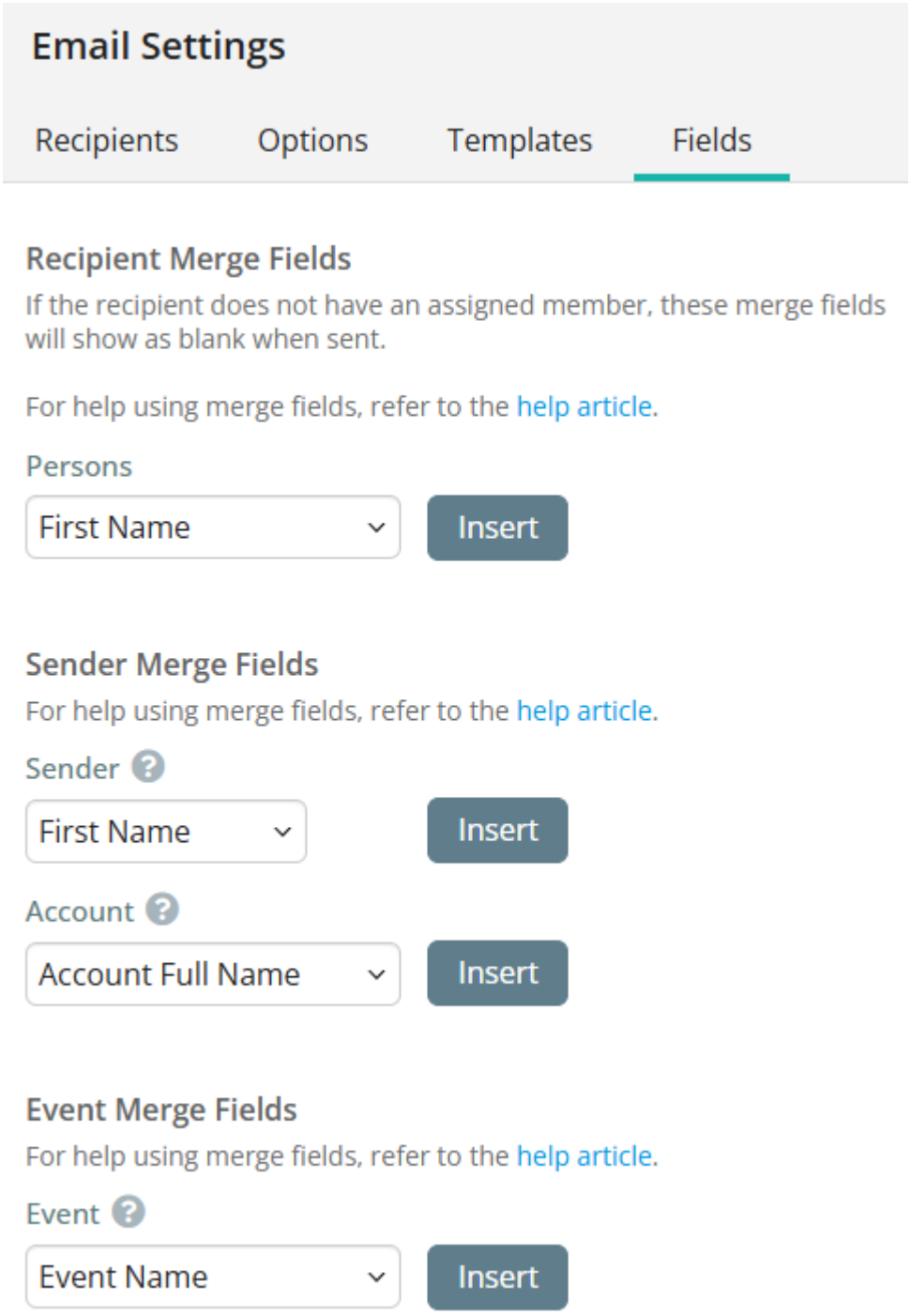
- Preview Text: Text snippet that may be displayed in the recipient's inbox after the subject line.

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

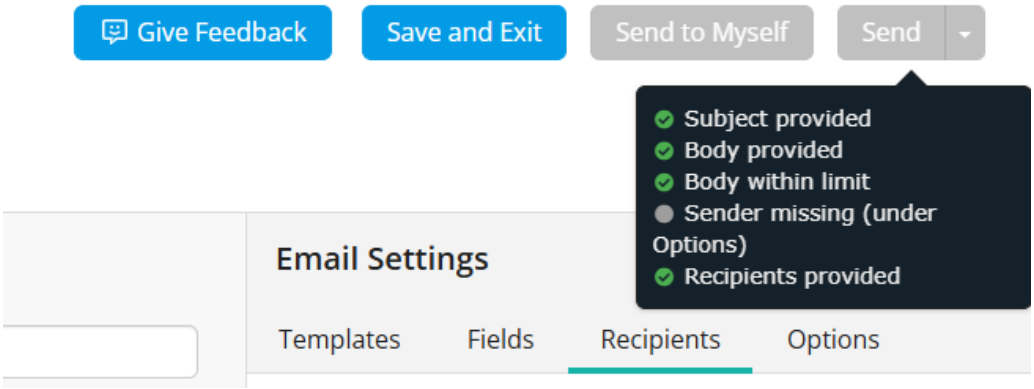
10. With Templates, you can insert any previously created email templates into the body of the email.



11. 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 invitation is being sent for.



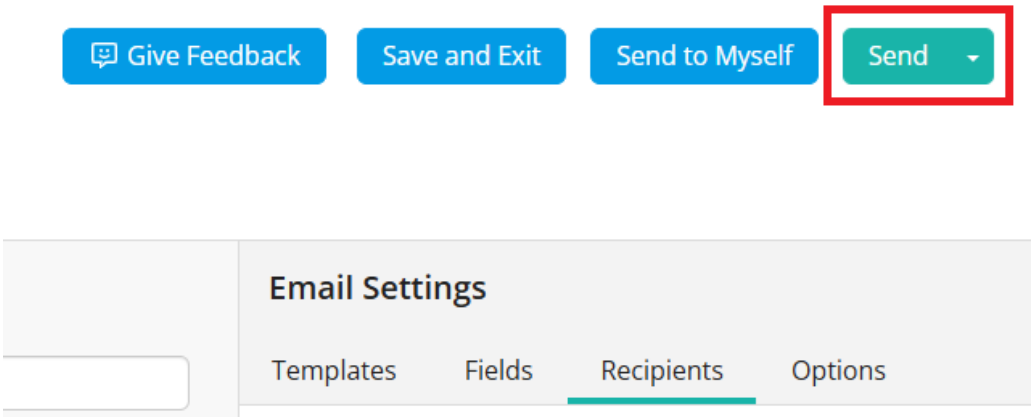
12. Once all the fields in the invite have been set, you will see the **Send** button go from grey to turqoise. You'll then be able to send the invite. There are 5 fields that need to be filled in order for the invite to be sent:



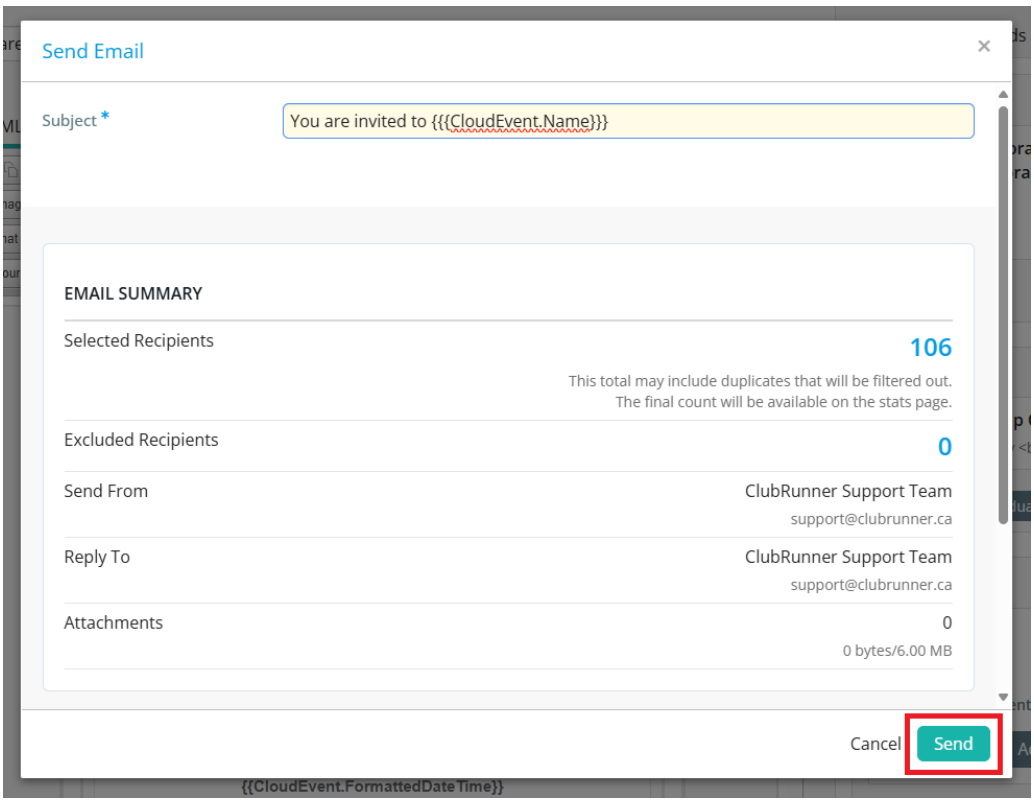
- Subject provided?
- Body provided?
- Body within limit (Meaning character limit)?
- Sender field
- Recipients provided

  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.**



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 invite before sending it. Click **Send** to confirm and send the invite.


Send Email
Subject *
You are invited to {{{CloudEvent.Name}}}
EMAIL SUMMARY
Selected Recipients
106
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
Cancel
Send
{{CloudEvent.FormattedDateTime}}