ClubRunner

[NOVA] How do I change a contact to an other user?

Michael C. - 2026-06-29 - Members & Contacts

Contacts that have been created within Nova can be easily converted into a standard member or other user record, allowing them to log in to the website and utilize the various tools provided by ClubRunner.

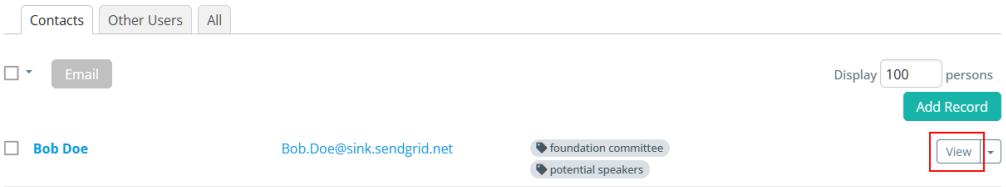
In order to change a contact record and allow it to log in, please follow these steps:

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.**

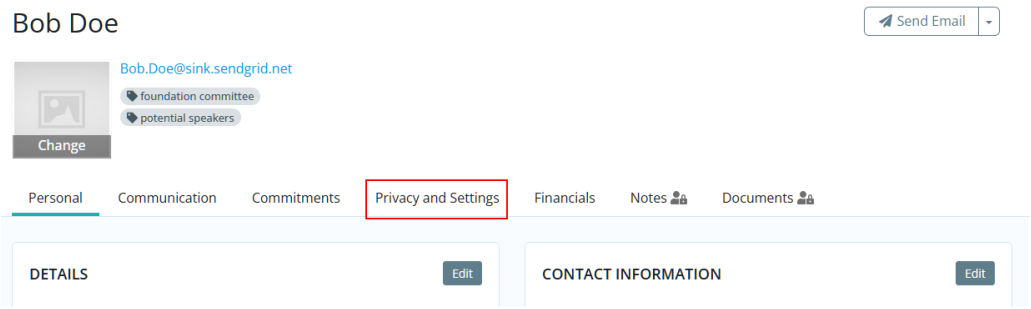
2. On the left-hand menu, click the arrow to the right of **Members & Contacts**, then click on **Contacts**.

3. This brings you to the **Contacts** page where you will see a list of all your contacts.

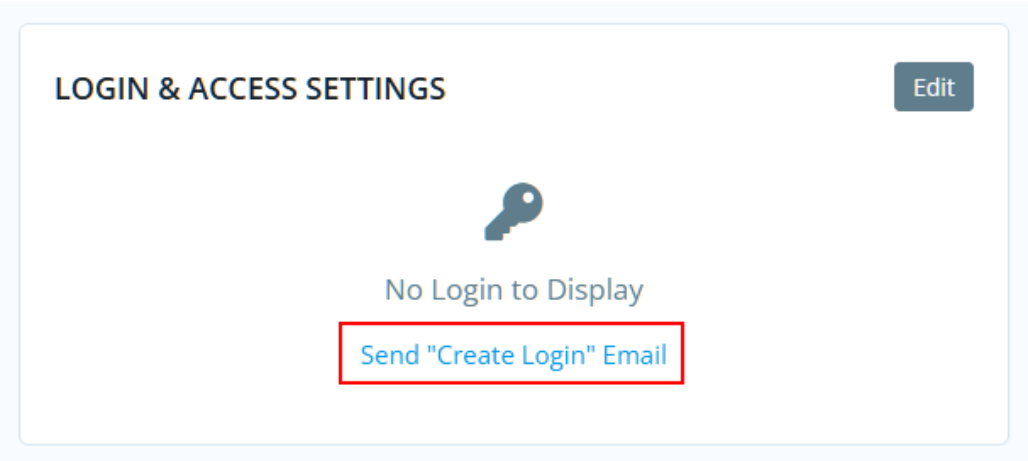
4. Locate and click on the **View** button for the given contact you would like to convert to open the contact profile.



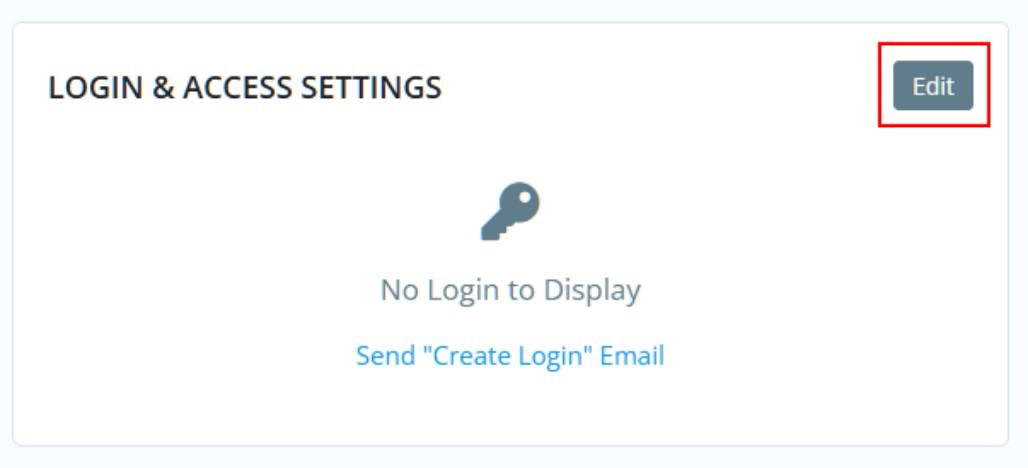
5. Select the **Privacy and Settings** tab of the contact profile.



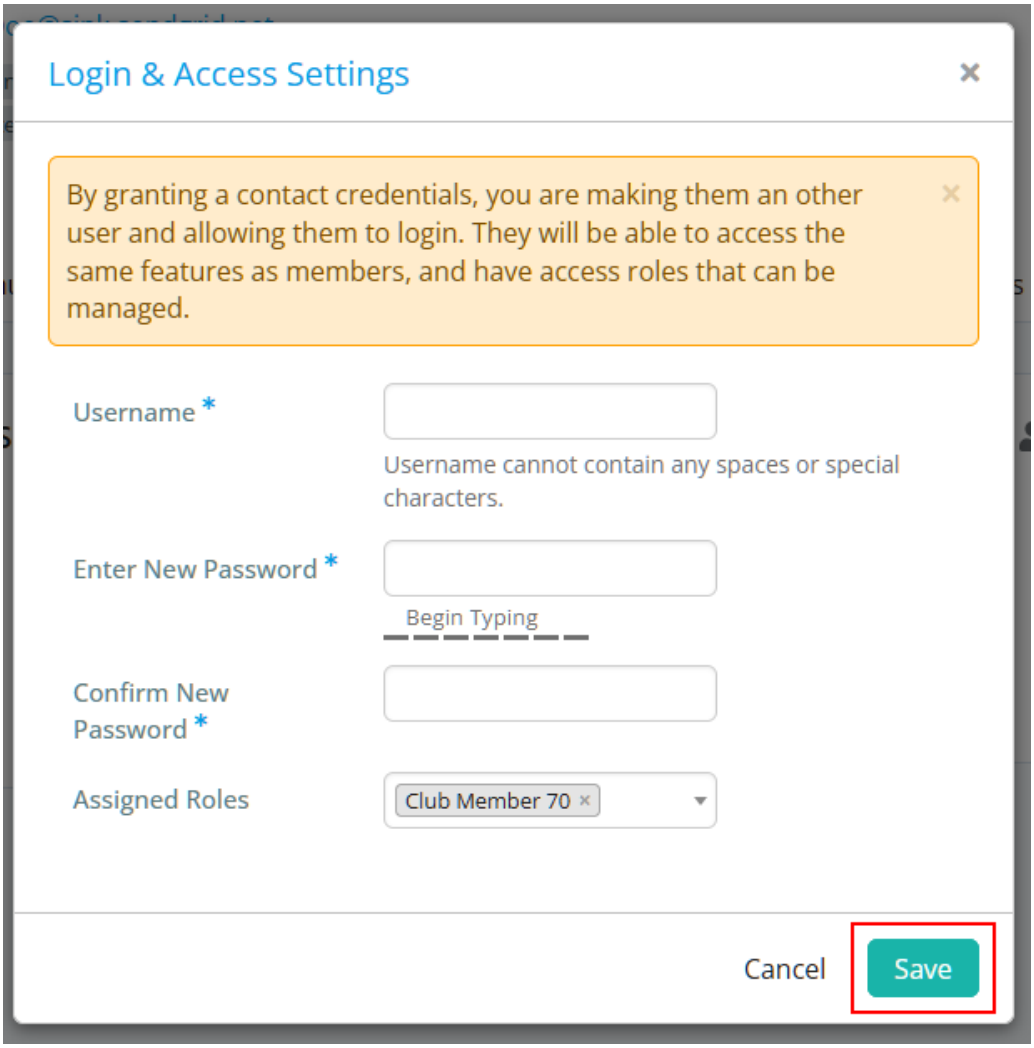
6. Under the Login & Access Settings section click on the **Send "Create Login" Email** link. This will send an email to the email address listed for the contact record, allowing them to set their username and create a password.



7. Alternatively, clicking on the **Edit** button under the Login & Access Settings section will allow you to set the username and password on behalf of the user. You will also be able to set the new record's assigned roles to edit their level of access to the website. For more information on Access Roles, please click here.



8. Click on the **Save** button once you are done to convert the record to an Other User record.


Login & Access Settings
By granting a contact credentials, you are making them an other user and allowing them to login. They will be able to access the same features as members, and have access roles that can be managed.
Username *
Username cannot contain any spaces or special characters.
Enter New Password *
Begin Typing
Confirm New Password *
Assigned Roles
Club Member 70
Cancel
Save