ClubRunner

How do I request member profile updates?

Michael C. - 2021-12-24 - [Membership Management](#)

Club members are responsible for ensuring their own contact and profile information is up to date and accurate. You can request that specific members update their profiles using the **Request Member Update** feature.

1. To send out an update request, you must go to your club homepage and log in. Then, click on **Member Area** near the top right of the page.

2. Along the top of the screen you will see several tabs. Click on the **Membership** tab.

3. Next, click on **Request Member Updates**.

4. You are now on the **Request Member Updates** page.

5. To request profile updates from specific members, check the boxes next to their names. Then, click on the button marked **Send Update Request to Selected Members**.

   Note: If a member does not have an email account specified, you will be unable to check their name.

Request Member Updates

This feature allows you to review how recently your members' profiles were updated, and by whom. You can send out an email to each member displaying their current profile details and request an update if required (a link to their profile is in the email). You can also customize the email message sent to your members. Click here to modify the message.

Select Members Per Page: 25 ⌄

	Member Name ▲	Last Updated	Updated By	Request Sent	
☑	Aaron, Johnathon				View Profile
	Burns, Judy	May 05 2020	Turner, Kevin	Apr 19 2017	View Profile
☑	Clark, Ann	Nov 24 2016		Oct 20 2020	View Profile
☑	Cox, Eugene	Jan 11 2018	Turner, Kevin	Oct 20 2020	View Profile
☑	Cruz, Kevin	Sep 10 2021	Cruz, Kevin	Oct 20 2020	View Profile
☑	D, Mickey	May 29 2020	Cruz, Kevin	Oct 20 2020	View Profile
☑	Dean, Amy	Jun 27 2018	Dean, Amy	Oct 20 2020	View Profile
☑	Diaz, Joshua	Nov 24 2016		Oct 20 2020	View Profile

Send Update Request to All Club Members   **Send Update Request to Selected Members**

6. If you wish to send an update request to all members, click on the button marked **Send Update Request to All Club Members.**

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7. The system will automatically generate the text of the update request email. However, you have the option to create a custom message. Click on **Click Here to Modify the Message** to do so.

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[Send Update Request to All Club Members]   [Send Update Request to Selected Members]

8. On this screen, you may modify the member profile update request email as desired using the editing field.

Modify the Update Member Profile Request Email Template

Use the editor to modify the email message sent to your members.
Note: Once you click Save Template, the modified email text will become the **new template** and will be used for each request. You can return to the original default text by clicking Restore Default Template.

Subject

Request for Update to Member Profile

Template
To add a single line break, hold down Shift and press Enter.

Dear $FIRST_NAME$,

Please review your membership profile below. If any of your information has changed, or you would like to update this information, please click on the **Update** button. This will take you to Clubrunner where you can access your Member Profile and make changes.

[Save Template]   [Restore Default Template]

9. When you're complete, click **Save Template**. Or, if you wish to restore the original message, click **Restore Default Template**.

Modify the Update Member Profile Request Email Template

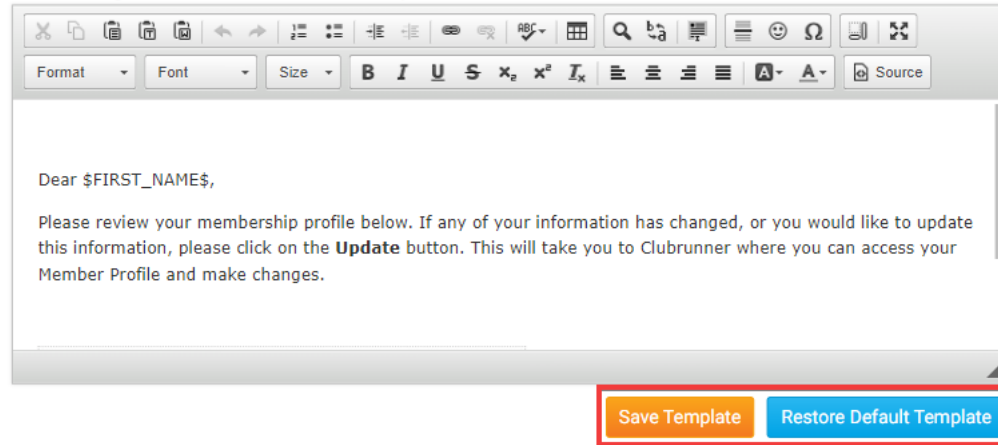Use the editor to modify the email message sent to your members.
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Save Template   Restore Default Template

Related Content

- [How do I download member data?](#)
- [What do members need to do once receiving an email?](#)
- [What is the member profile, and how do I edit it?](#)
- [How do I change my profile photo?](#)
- [How do I access and change my profile information?](#)