ClubRunner

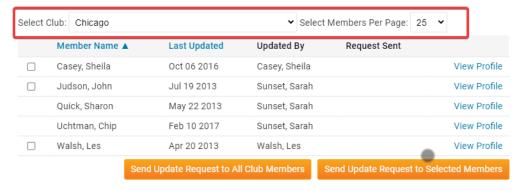# How do I request member updates? (District)

Michael C. - 2021-02-08 - Membership Management

Through your District homepage, you have the ability to request profile updates from your members. This should be done fairly regularly to ensure your contact details and member information remain current.

1. To request an update from a member, go to your District webpage and click on the **Login** link at the top right of the page. Then, enter your login details on the page that appears.

2. You are now logged in. To access the District Administration page, click on **Member Area** on the top right.

3. You are now on the **District Administration** page. Click the **Memberships** tab just under the header.

4. Next, click on the **Request Member Updates** link.

5. You are now presented with a list of active members for your default club. Use the **Select Club** drop down menu if you wish to view the membership of a different club. Use the **Select Members Per Page** drop down to set how many members you wish to view at once.

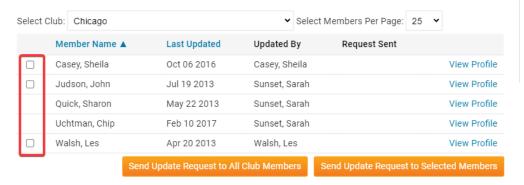6. You may use the check boxes beside each name to select individual members you wish to ask for an update request.

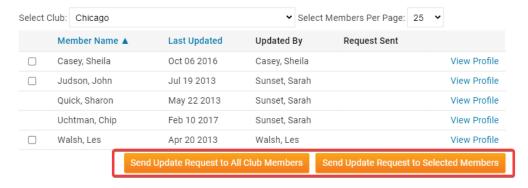7. When you have selected the members to whom you wish to send an update request, click **Send Update Request to Selected Members**. If you wish to email all the members, click **Send Update Request to All Club Members**.
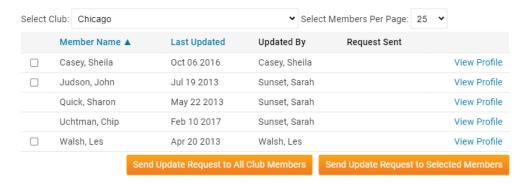

8. By default, the system will send a generic update request message. You can customize this message to suit your club and situation. Click on the link **Click Here to Modify the Message**.

9. Here, you can edit the content and look of the message using the tools provided. Enter a **Subject** for the new update request message in the field provided, and then edit the text as needed.

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**

10. Click **Save Template** to save your changes to the update request email, or **Restore Default Template** to erase them and go with the standard system generated message.

Related Content

- [How do I view and edit a member's profile? (District)](#)