

ClubRunner

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How to fix members missing in ClubRunner and Rotary International in Compare and Synchronize

Michael C. - 2026-02-06 - [Club Integration](#)

Using the Compare and Synchronize tool in the RI Integration module, you are able to view the current synchronization status of each member of your club. Members who are currently connected to Rotary International will appear with in the Members in Sync chart at the top of the page.

This guide covers how to fix and match member records appearing in the Members Missing in RI and Members Missing in ClubRunner sections.

To learn more about how to use the Compare and Synchronize tool, please see the [How do I use the Compare & Synchronize tool](#) article.

Members in Sync

This report displays a comparison of your member list between ClubRunner and Rotary International. Click on Show to view a more detailed comparison of that member's contact details.

Filter records:		Display 25 records			
Name	ID	CR Member Type	RI Member Type	Last Updated	Actions
Bleckly, Barnett	10974443	Active	Member	Feb 18, 2021	Compare
Bosomworth, Marcee	6884139	Active	Member	Aug 27, 2020	Compare
Bradley, Bill	10974487	Active	Member	Mar 09, 2021	Compare
Bradley, Monica	10974444	Active	Member	Dec 17, 2020	Compare

Members Missing within ClubRunner and Rotary International

Within the Compare and Synchronize tool, a common issue that comes up is that a member will appear within one of the different Compare and Synchronize sections, namely:

- Members Missing in ClubRunner
- Members Missing in RI

Members Missing in RI

These members are active and honorary members in ClubRunner, but do not appear on the RI membership list. To add to RI, click on the link to the right.

<input type="text" value="Search"/>					
Name	ID	CR Member Type	RI Member Type	Date Added	Actions
Baker, Jane	8922348	Active	-	Feb. 07, 2022	<input type="button" value=""/>
Grichukhin, Elle		Active	-	Oct. 29, 2025	<input type="button" value=""/>
Kamen, Obed		Active	-		<input type="button" value="Add Member To RI"/>
MacGillespie, Derry		Active	-		<input type="button" value="Add Rotary Member ID"/>

Members Missing in ClubRunner

These members are active and honorary members currently listed on the RI database, but do not appear in your ClubRunner list. To add to ClubRunner, click on the link to the right.

<input type="text" value="Search"/>					
Name	ID	CR Member Type	RI Member Type	Date Joined	Actions
Burke, Denise	12172114	-	Member	Sep. 09, 2024	<input type="button" value="Add Member To ClubRunner"/>
Lawani, Godwin	12245908	-	Member	Jan. 13, 2025	<input type="button" value="Add Member To ClubRunner"/>

This situation occurs when a club member is correctly listed as an active member of the club within both the Rotary Database and within ClubRunner - however, the ClubRunner system is unable to connect the records for the member within both systems, typically due to a missing or invalid Rotary membership ID within their ClubRunner member profile.

The Rotary ID, member full name, and membership type are used to connect the two records and ensures changes made to the member's ClubRunner profile are integrated to their Rotary International profile successfully. Without a matching Rotary ID for the member, the information is unable to flow between ClubRunner and Rotary International.

If a member is new to Rotary and has not been assigned a Rotary ID, they will appear in the "Members Missing in RI" section and can be synced by clicking the actions drop-down and selecting the **Add Member To RI** option. This will add the member to the RI synchronization queue, and within 24 hours they should be assigned a Rotary ID and synced to RI.

If the member has an established history with RI, they are likely missing the Rotary ID in their member profile. You may add this by clicking the actions drop-down and selecting the **Add Rotary Member ID** option to confirm the Rotary ID and sync the account to RI.

If a member is listed in the "Members Missing in ClubRunner" section, you may click **Add Member to ClubRunner** to create a member record for your club.

For information on how to edit a member's profile, see the [What is the member profile, and how do I edit it?](#) article on the Knowledgebase.

Related Content

- [How do I use the Compare & Synchronize tool?](#)
- [What is the member profile, and how do I edit it?](#)