

ClubRunner

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I replied to an @clubrunner.email address, why is it invalid?

Michael C. - 2021-02-11 - [Support](#)

If you are reading this help document, you likely tried to send a reply email to an @clubrunner.email email address. These email addresses are used to identify the individual who sent you the email. If an email is sent to one of these email addresses it will not be received. To find the sender's correct email address please review the email message. You should be able to see the sender's information, here is an example:



Dear Charles Edwards,

Please respond to this email and let us know if you have any food allergies!

Thank you!
John Wick
Club Executive

Here we can see that it was John who sent us the email. ClubRunner includes a field in all outgoing emails called **reply-to** which tells email programs who the reply email should go to. Most email clients will respect this field. When you choose to reply the email to the To: field should update and you should no longer see the @clubrunner.email address, but the sender's real address.

A screenshot of an email client's 'Send' dialog box. On the left is a 'Send' button. To its right are three input fields: 'To...', 'Cc...', and 'Bcc...'. The 'To...' field is highlighted with a red box and contains the text 'John Wick <john.wick.10663@example.com>'. Below these fields is a 'Subject' field containing the text 'RE: Club Meeting Announcement'.

From: John Wick [mailto:john.wick.10663.example.com@clubrunner.email]
Sent: Monday, October 23, 2017 3:52 PM
To: Charles Edwards <cedwards@example.com>
Subject: Club Meeting Announcement

Dear Charles Edwards,

Please respond to this email and let us know if you have any food allergies!

Thank you!
John Wick
Club Executive

If the email shows up as the @clubrunner.email address, you should change it manually. If you know their email address, type it in correctly to allow your response to be sent properly.

If you do not know their email address you can use the following resources:

- ClubRunner Member Search: Use your Club's website member search to locate their contact information.
- ClubRunner District Member Search: Use your District's website member search to locate their contact information.
- ClubRunner Mobile App: Use the app to find the individuals contact information.