

ClubRunner

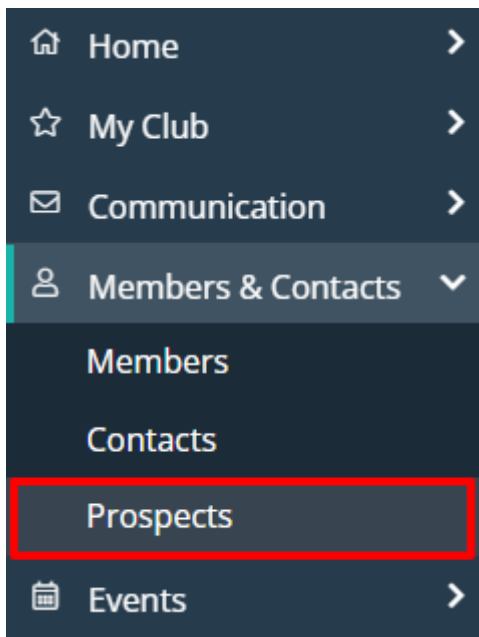
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[NOVA] How can I ask for more details from a prospect through Membership Success?

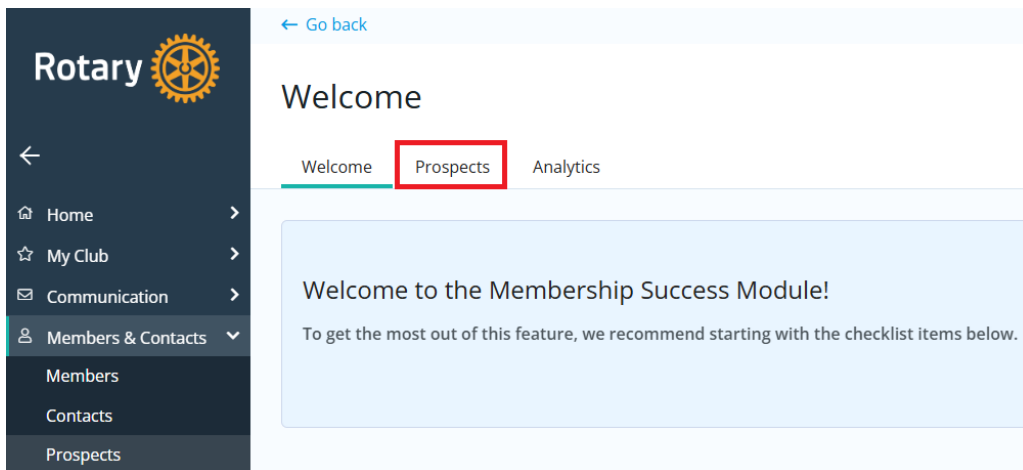
Michael M. - 2026-04-08 - [Membership Success](#)

After a prospect has submitted their membership inquiry, you may need additional information to determine if the prospect is a good fit for your club. This article will show you how to send the Tell Us More form to a prospect to collect additional data for their membership application.

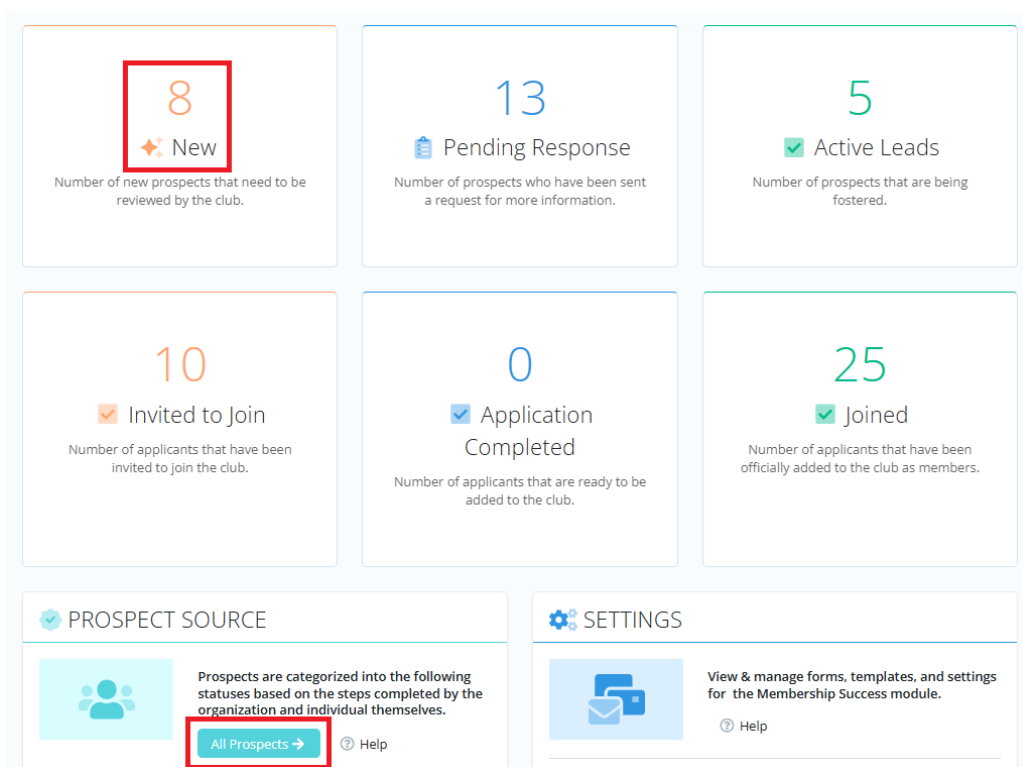
1. To begin, log in to your account through your club homepage, then click on **Member Area** on the top right-hand corner under your club banner. [Alternatively, click here to go directly to the ClubRunner login page.](#)
2. Once logged in, click on **Members & Contacts** in the left-hand side menu and select **Prospects**.



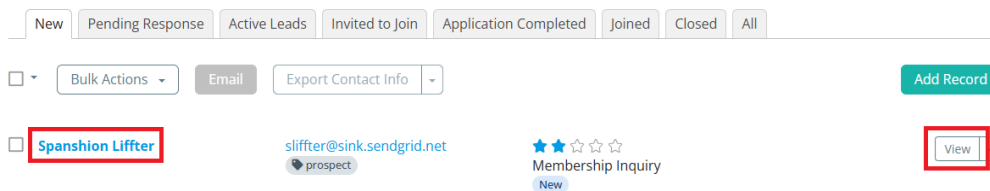
3. If you see the Membership Success Welcome page below, click **Prospects**. If you do not see this page, move on to the next step.



4. Click **New** in the Membership Success categories, or **All Prospects**.



5. Locate the prospect's record in the list and click their name or **View** to open their profile.



6. In the top right-hand corner of the profile page, click **Request More Information**, then click **OK** in the confirmation window that appears.

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Request More Information



sliffter@sink.sendgrid.net

prospect

Prospect Status **New**
Prospect Score ★★☆☆☆
Prospect Source Membership Inquiry

- Personal
- Prospect Details
- Communication
- Biography
- Commitments
- Privacy and Settings
- Financials
- Documents
- Notes

7. This will send the Tell Us More form to the prospect to be filled out and submitted, and will move the prospect record to the "Pending Response" stage of the Membership Success process.

Tell Us About Yourself

- Interest Areas
- Community Service
 - Fellowship and Friendships
 - Global Service and Humanitarianism
 - Leadership Development

Job Title *

Share a brief biography about yourself for us to get to know you better. *

Limit: 2,000 Characters

Past Services

Please elaborate on your Rotary history, and any positions or committees you served in. *

Limit: 2,000 Characters

Please tell us a little bit about your experiences as a Rotary Alumni. *

Limit: 2,000 Characters

Questions/Comments

Do you have any questions or comments for the club?

Limit: 2,000 Characters

- New
- Pending Response
- Active Leads
- Invited to Join
- Application Completed
- Joined
- Closed
- All

Bulk Actions

Email

Export Contact Info

Add Record

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prospect

★★★☆☆
Membership Inquiry
Pending Response

View

8. Once the prospect has submitted the form, the Membership Success Chair will be notified via email and the prospect will be moved to the "Active Leads" stage of the Membership Success process.

- New
- Pending Response
- Active Leads
- Invited to Join
- Application Completed
- Joined
- Closed
- All

Bulk Actions

Email

Export Contact Info

Add Record

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prospect

★★★★☆
Membership Inquiry
Active Lead

View

9. You may view the responses to the form by navigating to the prospect's profile and clicking the **Prospect Details** tab.

PROSPECT DETAILS

Change Prospect Status Edit

Prospect Status: Active Lead
Prospect Source: Membership Inquiry
Prospect Score: ★★★★★☆
Interest Areas: Leadership Development

INQUIRY DETAILS

Edit

How Heard: Friends or Family

QUESTIONS/COMMENTS

Edit

Questions/Comments

I'd love to learn more about the club's current service priorities and any ongoing projects where my architectural or planning experience might be useful. I'm also interested in understanding how the club engages younger professionals and families, as I'd like to involve my children in volunteering when appropriate. Lastly, I'm curious about the mentorship culture within the club—Rotary has always offered such rich opportunities for learning, and I'm eager to see how I can both benefit from and contribute to that environment.

ROTARY DETAILS

Edit

Alumni Details

Being part of Interact and Rotaract shaped my understanding of leadership more than any classroom ever did. Through Rotary service projects, I learned how to work across cultures, coordinate volunteers, and listen to community members before proposing solutions—skills that ended up being invaluable in architecture. I've always admired Rotary's long-term, relationship-driven approach to service, and as an alumnus, I've carried that ethos into my career. Many of the values I try to embed in my designs—accessibility, sustainability, and community impact—are ones that Rotary helped instill in me.

Past Membership Details

I became involved with Rotary in my late teens through Interact and later joined Rotaract during college. During my Rotaract years, I served as Membership Chair and later as Community Service Director, helping organize volunteer days with local nonprofits and coordinating joint events with nearby clubs. While my early career demanded a lot of travel and time on construction sites, I stayed connected informally by supporting club service projects and attending occasional meetings as a guest. Now that my professional life has stabilized, I'm excited to return to Rotary in a more committed and consistent way.

Related Content

- [\[NOVA\] How does a prospect go through Membership Success?](#)
- [\[NOVA\] How do I change who is notified about new prospects?](#)
- [\[NOVA\] How do I change who notifications come from in Membership Success?](#)
- [\[NOVA\] How do I add a prospect to Membership Success?](#)
- [\[NOVA\] How do I change a prospect into a member?](#)
- [\[NOVA\] How do I include prospects in emails?](#)
- [\[NOVA\] How do I share the application form with prospects?](#)
- [\[NOVA\] How can members refer a prospect?](#)