

# ClubRunner

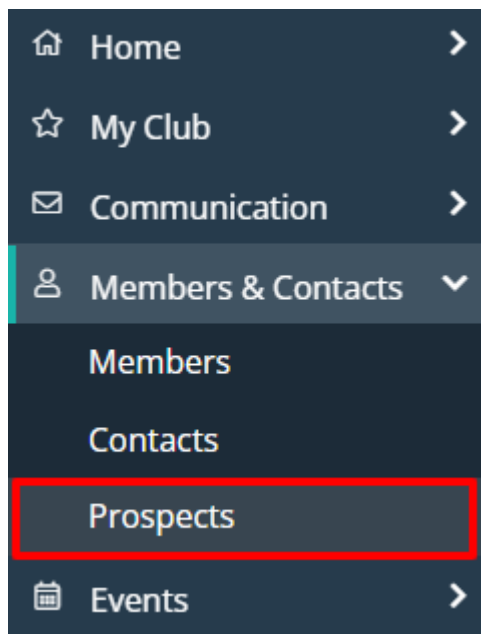
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## [NOVA] How do I change a prospect into a member?

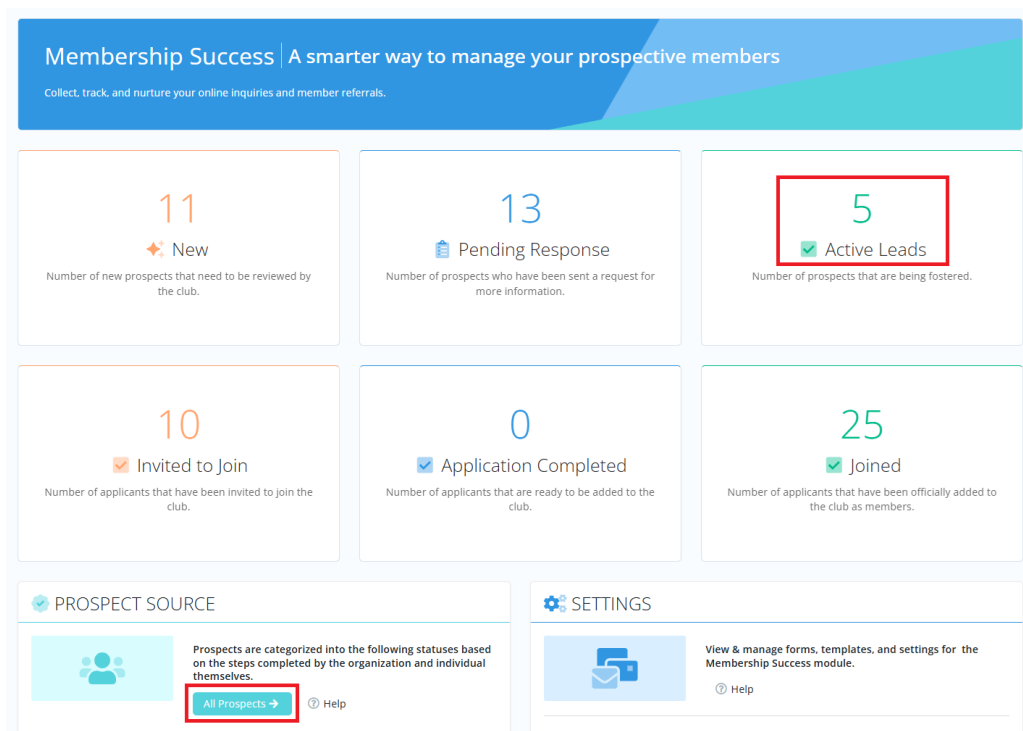
Michael M. - 2025-12-19 - [Membership Success](#)

Once a prospect has gone through the applicant process and looks to be a good fit for your club, they may be converted from a prospect record into an active member of your club. This article will show you how to turn a prospect into a member.

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. Click **Active Leads** in the Membership Success categories, or **All Prospects**.



- Locate the prospect's record in the list and click the **drop-down arrow** in the right-hand actions column next to View, then click **Send Invitation to Club**.

New Pending Response Active Leads Invited to Join Application Completed Joined Closed All				
<input type="checkbox"/>	Bulk Actions	Email	Export Contact Info	<a href="#">Add Record</a>
<input type="checkbox"/>	Elvin Froom	efroomc@sink.sendgrid.net prospect	★★★★★ Membership Inquiry Active Lead	View <span>⌵</span>
<input type="checkbox"/>	Rutherford Babb	rbabb7@sink.sendgrid.net prospect	★★★☆☆ Membership Inquiry Active Lead	<span>⌵</span>
<input type="checkbox"/>	Valentina Shama	vshama@sink.sendgrid.net prospect	★★★★☆ Membership Inquiry Active Lead	<span>⌵</span>

Send Email

Assign Tags

Change Prospect Status

**Send Invitation to Club**

Close Prospect

- You'll see a window informing you that this action will send the prospect the Membership Application form. This form allows them to confirm their contact and other information, as shown below.

Contact Details

This form is being completed for: **Elvin Froom**

Preferred Phone \*
☒ Home
☐ Work
☐ Mobile

Home Phone Country Code
Canada +1

Home Phone \*
491-941-7984

Preferred Address \*
☐ Home
☐ Work

Facebook
Must begin with https:// (lowercase).

LinkedIn
Must begin with https:// (lowercase).

Instagram
Must begin with https:// (lowercase).

X
Must begin with https:// (lowercase).

Personal Details

Birthday

Gender \*
Prefer not to identify

Share a brief biography about yourself for us to get to know you better
Limit: 2,000 Characters

Professional Information

Rotary Member Number

Company Name

Job Title

6. Once the prospect submits the Membership Application form, they will be moved to the Application Completed tab in the Membership Success module.

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

☐
Bulk Actions
Email
Export Contact Info

☐
**Elvin Froom**
efroomc@sink.sendgrid.net
prospect
★★★★★
Membership Inquiry
Application Completed

7. Locate the member and click the **drop-down arrow** on the right-hand side of their information, then click **Add Prospect to Club**. In the window that appears, click **OK** to continue to the Add Member form.

☐
**Elvin Froom**
efroomc@sink.sendgrid.net
prospect
★★★★★
Membership Inquiry
Application Completed
View

Send Email
Assign Tags
Change Prospect Status
Add Prospect to Club
Close Prospect

8. You will now see the standard Add Member form. Fill in the required information, then click **Add Member** to finish converting this prospect into an active member.

## Address

Preferred Address	<input checked="" type="radio"/> Home <input type="radio"/> Work
Address Line 1 *	<input type="text" value="Carmine Street"/>
Address Line 2	<input type="text"/>
City *	<input type="text" value="Ottawa"/>
Country *	<input type="text" value="Canada"/>
Province/Territory: *	<input type="text" value="Ontario"/>
Postal Code *	<input type="text" value="n2n2n2"/>

## ClubRunner Account

Username *	<input type="text" value="Elvin.Froom.17649"/>
Temporary Password *	<input type="text" value="51kab2kwfc"/>
Send email notification to this member?	<input checked="" type="checkbox"/> <input type="text" value="System"/> <input type="text" value="Welcome New Member"/>

Add Member

## Related Content

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- [\[NOVA\] How can I ask for more details from a prospect through Membership Success?](#)
- [\[NOVA\] How do I include prospects in emails?](#)
- [\[NOVA\] How do I share the application form with prospects?](#)
- [\[NOVA\] How can members refer a prospect?](#)
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