

ClubRunner

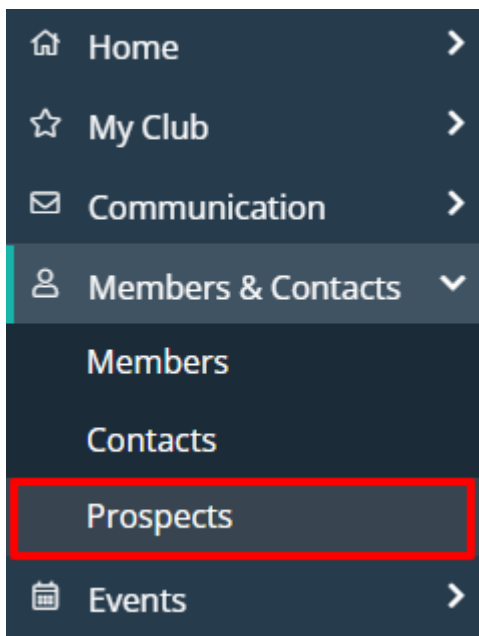
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[NOVA] How do I change a prospect into a member?

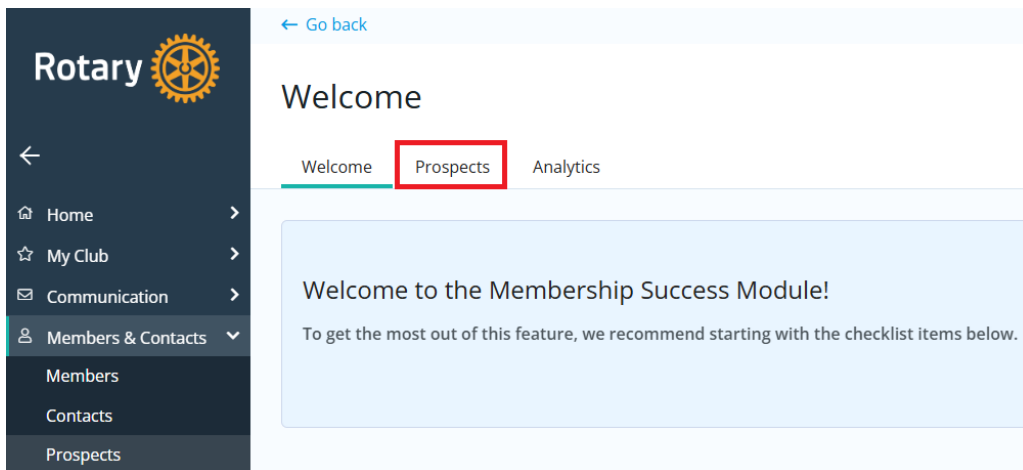
Michael M. - 2026-04-08 - [Membership Success](#)

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.

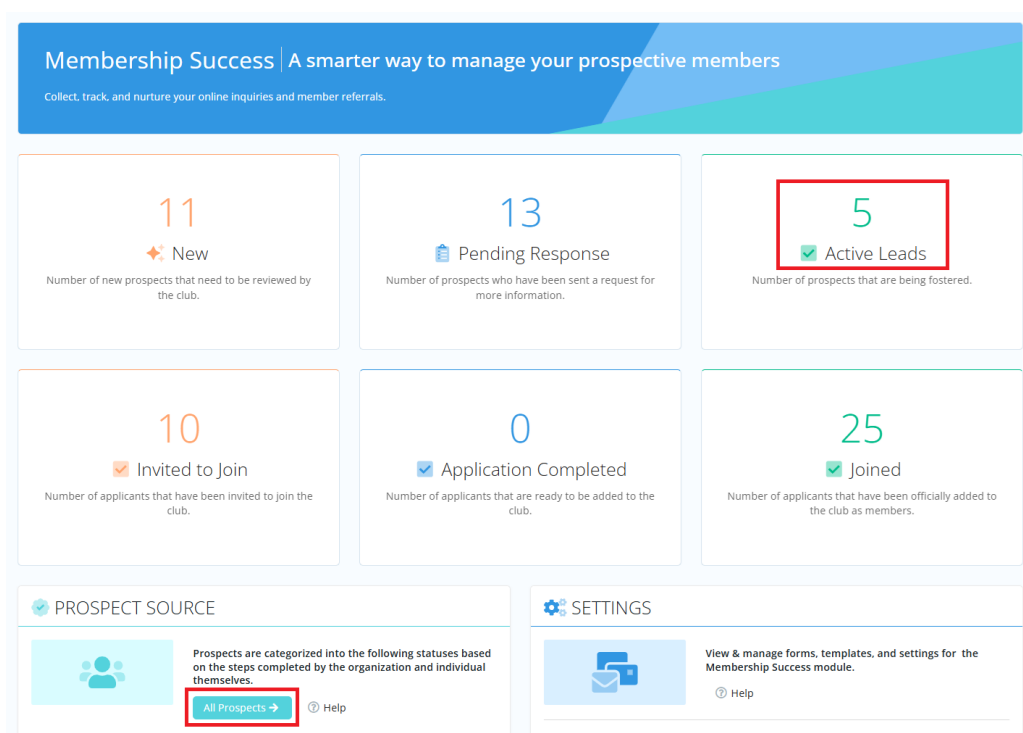
1. To begin, log in to your account through your club homepage, then click on **Member Area** on the top right-hand corner under your club banner. [Alternatively, click here to go directly to the ClubRunner login page.](#)
2. Once logged in, click on **Members & Contacts** in the left-hand side menu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



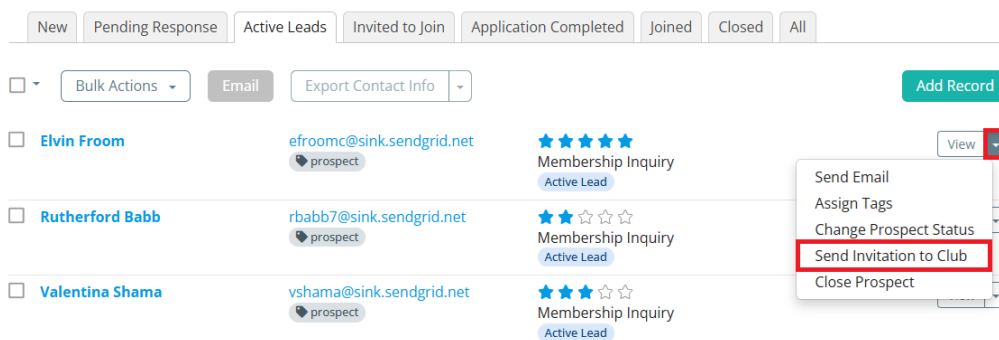
3. If you see the Membership Success Welcome page below, click **Prospects**. If you do not see this page, move on to the next step.



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



5. 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**.



6. 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

Home Phone*

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*

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

7. 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

<input type="checkbox"/>	Elvin Froom	efroomc@sink.sendgrid.net prospect	★★★★★ Membership Inquiry Application Completed
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8. 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.

<input type="checkbox"/>	Elvin Froom	efroomc@sink.sendgrid.net prospect	★★★★★ Membership Inquiry Application Completed
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- Send Email
- Assign Tags
- Change Prospect Status
- Add Prospect to Club
- Close Prospect

9. 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 Home Work

Address Line 1*

Address Line 2

City*

Country*

Province/Territory*

Postal Code*

ClubRunner Account

Username*

Temporary Password*

Send email notification to this member?

Add Member

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