ClubRunner

[NOVA] How do I change an active member to an other user?

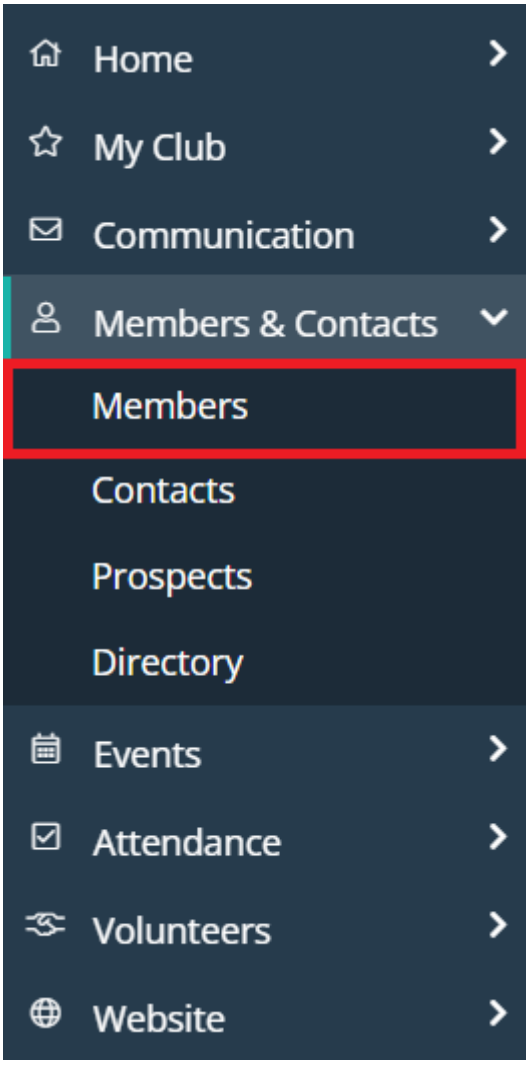
Michael M. - 2025-12-18 - Members & Contacts

In some circumstances, a member may need to leave the club but still need to log in and access member resources. For example, if someone is no longer a member of the club but is still involved with managing the website, or needs to be able to register for events, it may be beneficial to change their member account into an other user.

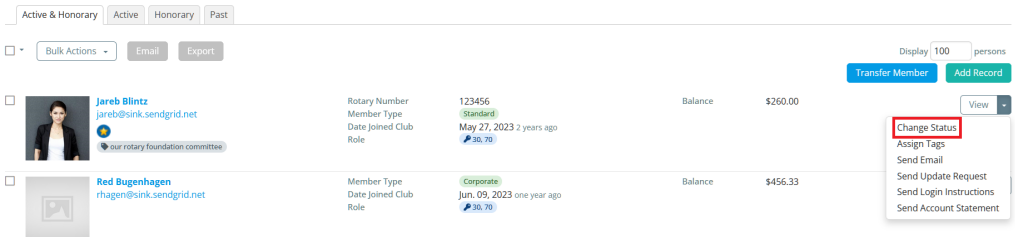
In order to convert an active member to an other user, you will first need to terminate their active membership, which will allow you to convert the inactive member into an other user.

1. To begin, log in to your account through your club homepage, then click on **Member Area** on the top right under your club banner. **Alternatively, click here to go directly to the ClubRunner login page.**

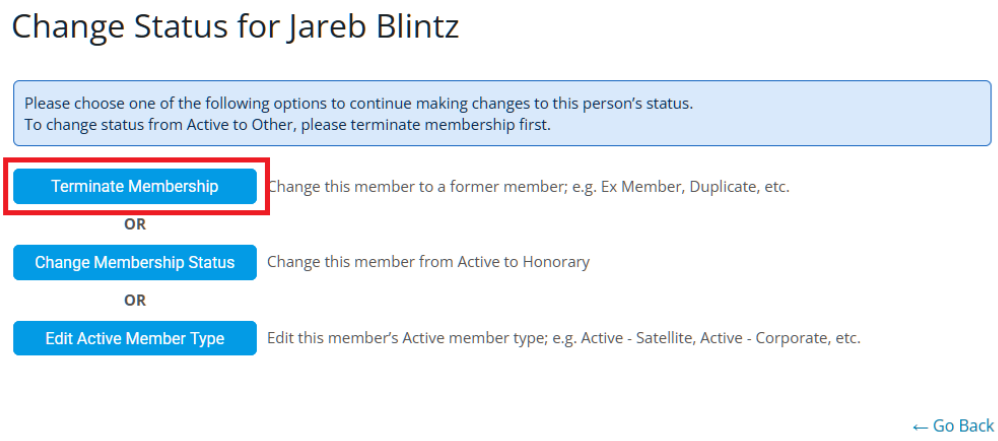
2. Click **Members & Contacts** in the left-hand menu navigation, then click **Members**.



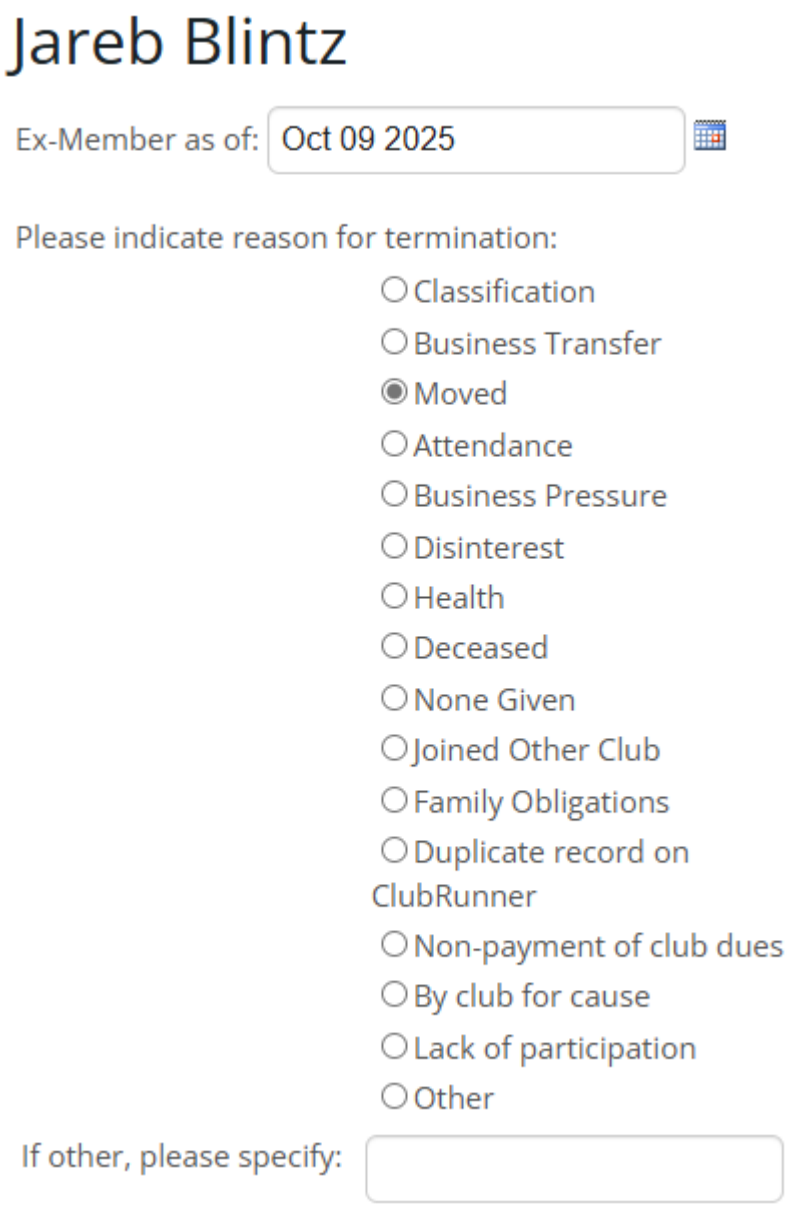
3. Navigate to the member you wish to edit and click the **drop-down arrow** to the right-hand side of their information next to the View button, then click **Change Status**.



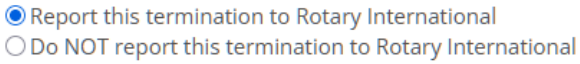
4. Click **Terminate Membership**.



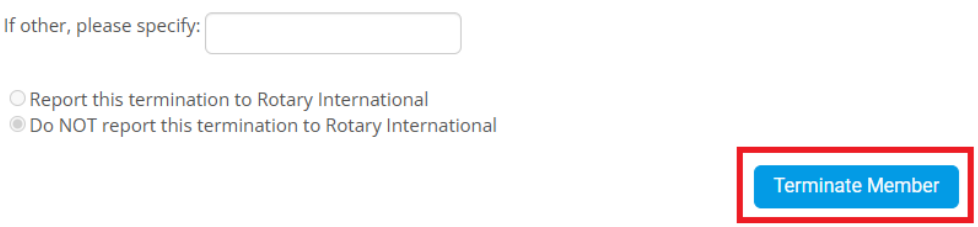
5. Enter the date of termination using the date selector, then select the termination reason from the available list. If none of the available options are valid, you can enter a custom reason using the Other field.



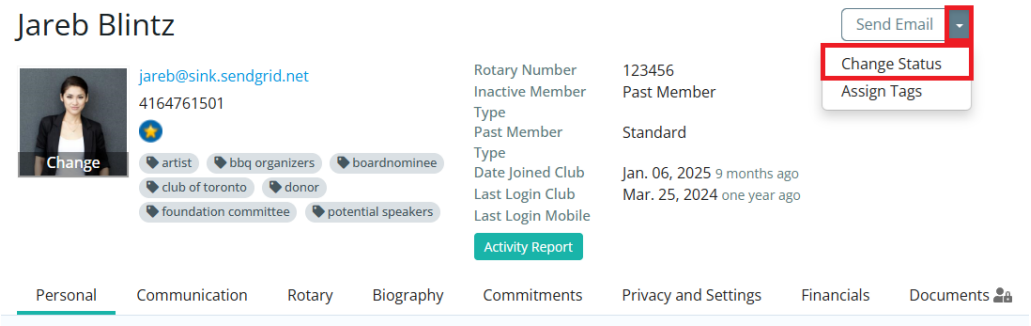
6. Rotary clubs can then determine whether or not to report the termination to Rotary International.



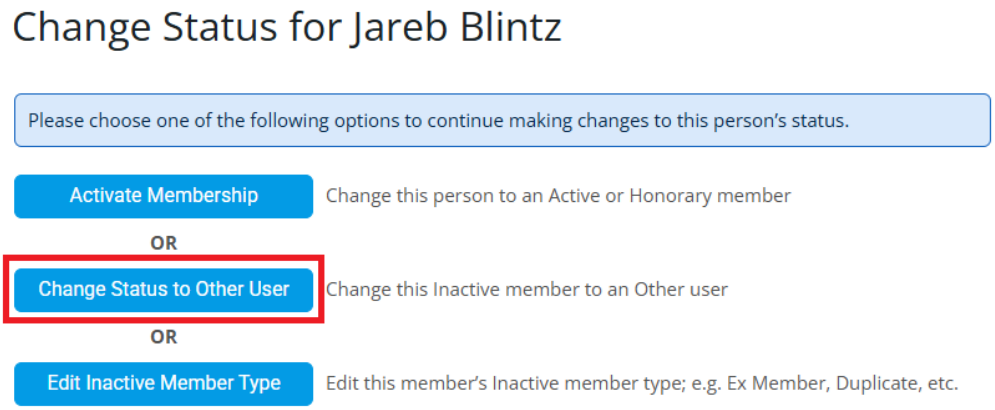
7. Once you are ready, click on the **Terminate Member** button to complete the status change for the selected member.



8. Now that the active membership has been terminated, we can change this inactive member to an Other User. You will automatically be brought to the inactive member's profile. From here, click the **drop-down arrow** to the right-hand side of their information next to the View button, then click **Change Status**.



9. Click **Change Status to Other User**.



10. Select the appropriate membership type from the drop-down menu, then click **Save**.

