

# ClubRunner

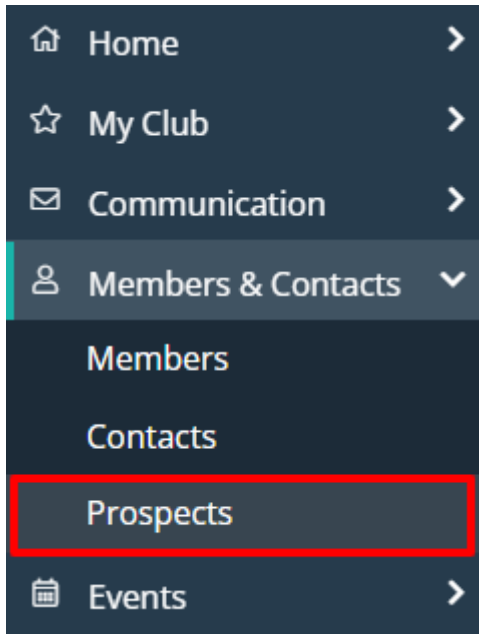
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## [NOVA] How do I change who is notified about new prospects?

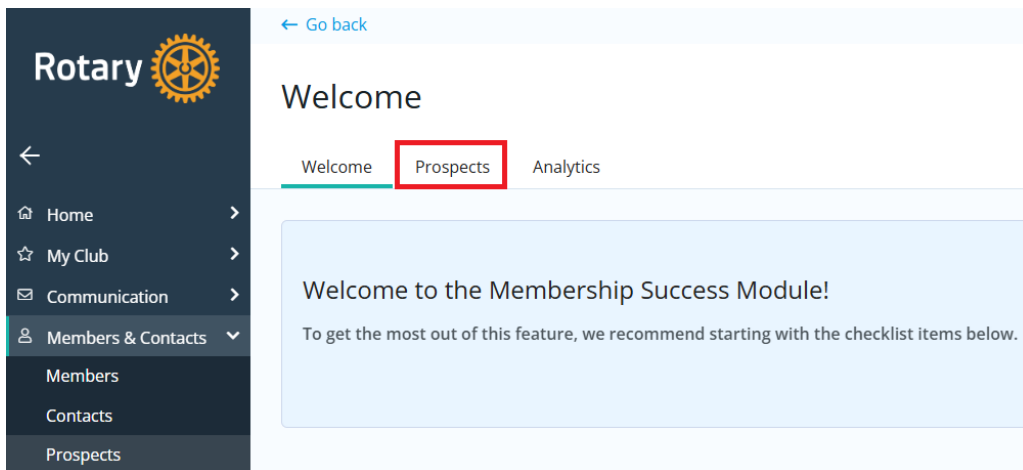
Michael M. - 2026-04-08 - [Membership Success](#)

When a prospect submits the membership inquiry form or is referred to your club by one of your members, notifications are sent to the Membership Success Chair recipient profile. While this is typically the member who is your Membership Success Chair, it does not have to be. This support article will show you how to edit the recipient profile and determine who is notified about new prospects in Membership Success.

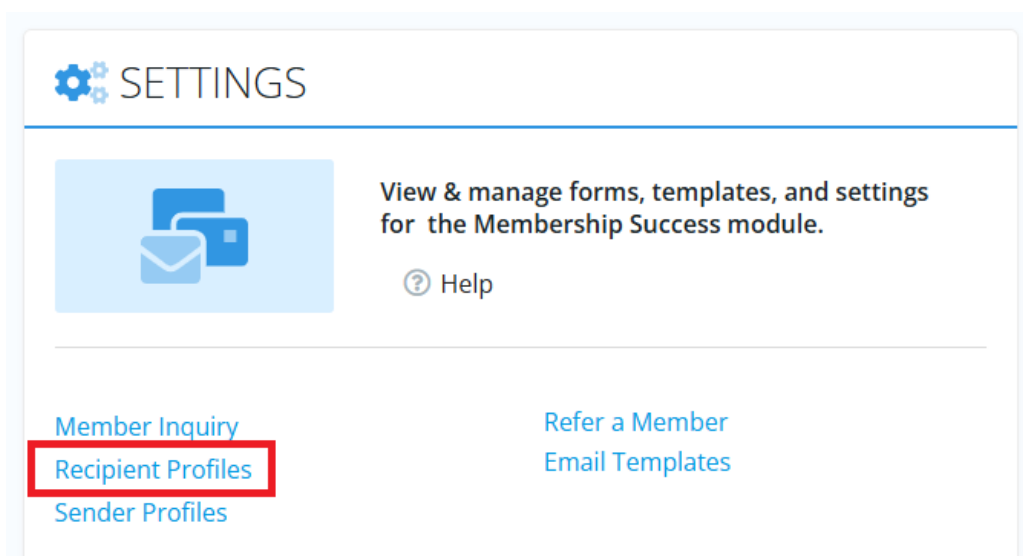
1. To begin, log in to your account through your club homepage, then click on **Member Area** on the top right-hand corner under your club banner. [Alternatively, click here to go directly to the ClubRunner login page.](#)
2. Once logged in, click on **Members & Contacts** in the left-hand side menu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



5. On the following page you will see the recipient profiles that are in use across different parts of your club members area. Locate the "Membership Success Chair" profile and click the **drop-down arrow** in the right-hand actions column, then click **View**.

### Recipient Profiles

Recipient profiles are standardized "to" email addresses that can be re-used for any emails generated within the system. The profile includes the reply-to name and email address to which the email recipient can reply back from their inbox.

Search

[Add Recipient Profile](#)

NAME	DESCRIPTION	RECIPIENT	EMAIL	IS DEFAULT	ACTIONS
Default Club Recipient Profile	Default club recipient profile created during ClubRunner Nova account migration	Rotary Club of Kipling	kipling@sink.sendgrid.net	True	
Membership Success Chair	Sends to the Membership Success Chair	Aaron Aaronson	aaaronson@sink.sendgrid.net	False	System <span style="border: 1px solid red; padding: 2px;">-</span>
Person Referred	Sends to the person that that was referred as the prospect.	\$FirstName\$ \$LastName\$	\$EmailPrimary\$		<div style="border: 1px solid red; padding: 2px;"> <span>Set As Default</span>  <span>View</span>  <span>Restore System Values</span> </div>

6. Click **Edit** in the Recipient Profiles Details section to make changes to this recipient profile.

RECIPIENT PROFILE DETAILS	
Name	Membership Success Chair
Description	Sends to the Membership Success Chair
Recipient Name	Aaron Aaronson
Recipient Email	aaaronson@sink.sendgrid.net
Default	No

Fill in the details and select the member or custom address you wish to use as the recipient for Membership Success notifications. Click **Save** to save your changes.

### Edit Recipient Profile Details

Description

Sends to the Membership Success Chair

Select Recipient Type  Member  Name and Email

Recipient Name \*

Rotary Club of Kipling

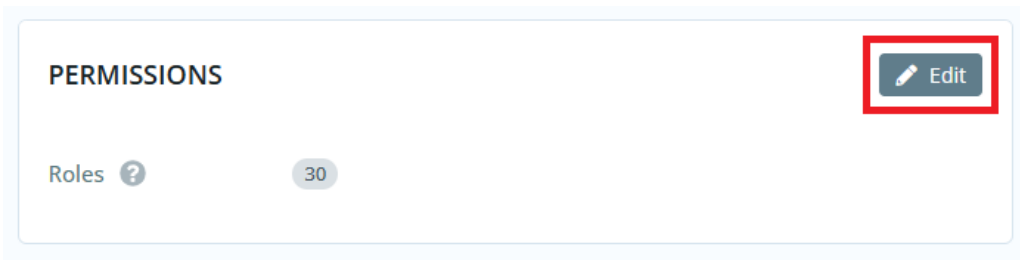
Recipient Email \*

membershipsucces@rotarykipling.org

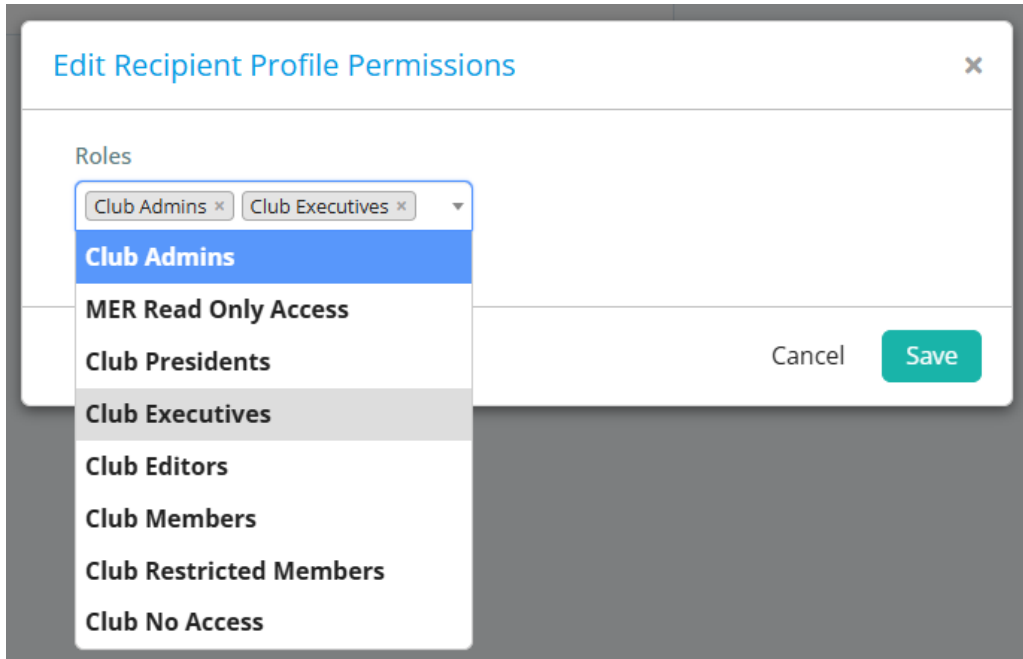
By clicking this checkbox, I confirm that I have received consent from this individual for the use of their personal information. They understand they may receive emails and can rescind their consent by contacting an account administrator. \*

Cancel Save

- You may also click **Edit** in the Permissions section to select which access levels are able to use this recipient profile in other modules.



Click **Save** when finished.



## Related Content

- [\[NOVA\] How does a prospect go through Membership Success?](#)
- [\[NOVA\] 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?](#)
- [\[NOVA\] What is Membership Success?](#)