ClubRunner

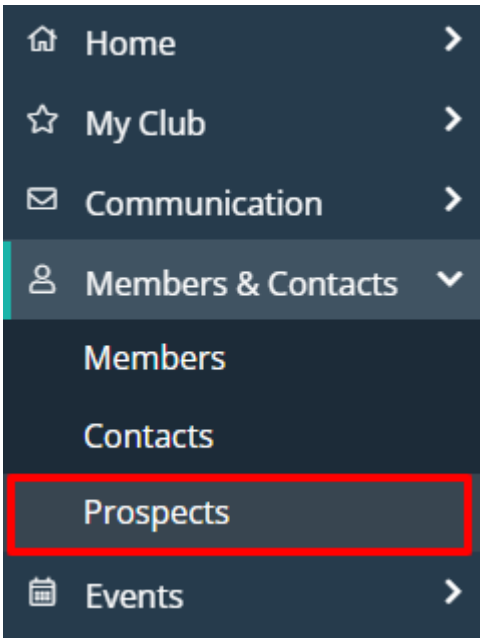
[NOVA] How do I change who is notified about new prospects?

Michael M. - 2026-04-08 - Membership Success

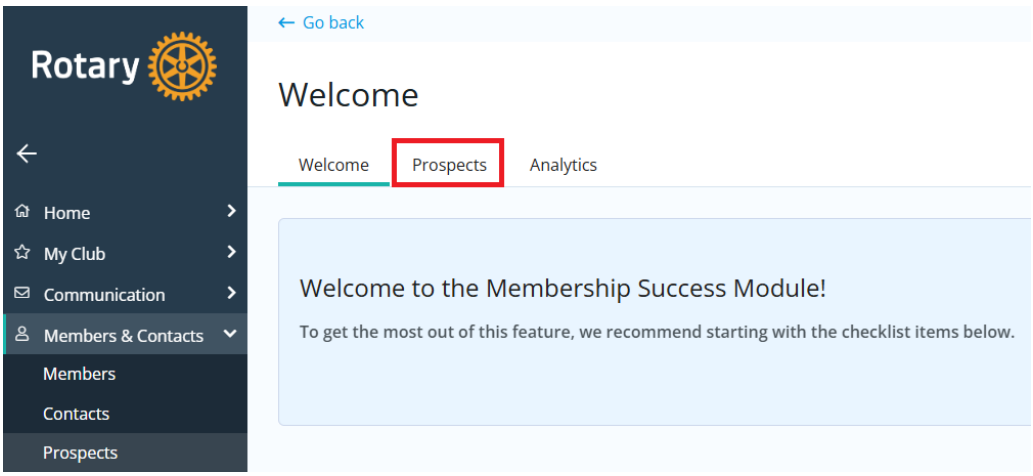
When a prospect submits the membership inquiry form or is referred to your club by one of your members, notifications are sent to the Membership Success Chair recipient profile. While this is typically the member who is your Membership Success Chair, it does not have to be. This support article will 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.**

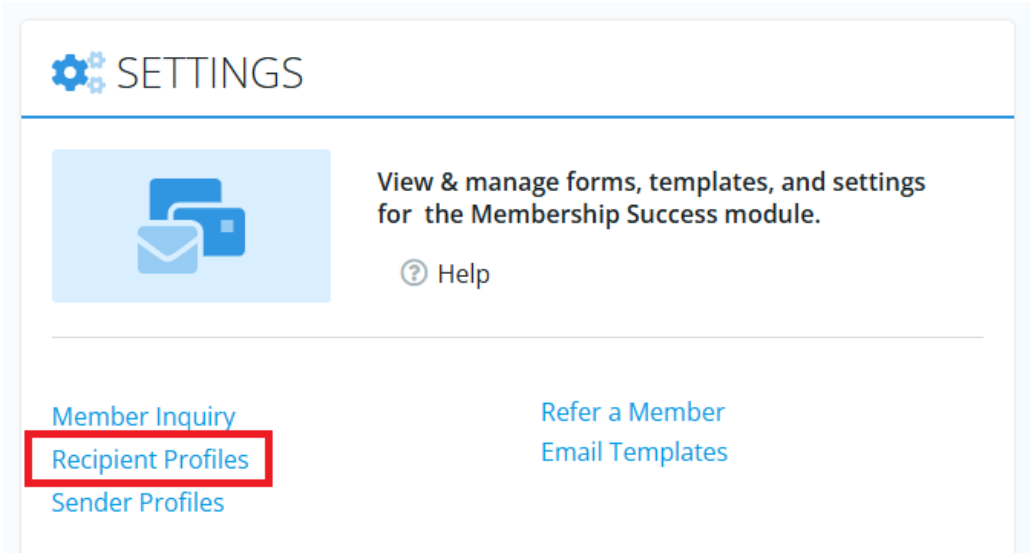
2. Once logged in, click on **Members & Contacts** in the left-hand side menu and select **Prospects**.



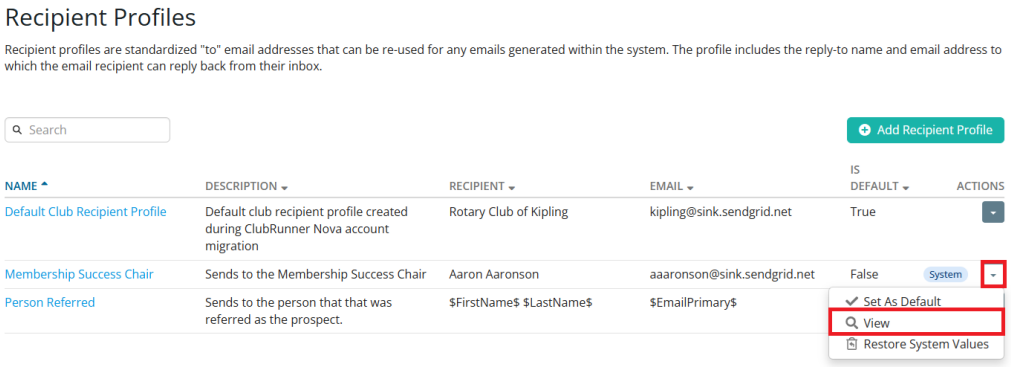
3. If you see the Membership Success Welcome page below, click **Prospects**. If you do not see this page, move on to the next step.



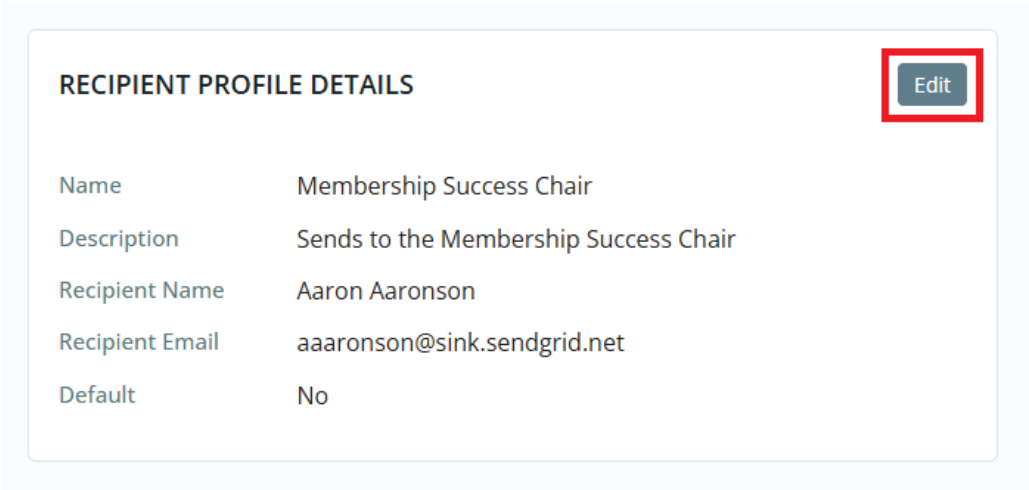
4. In the Settings section, click **Recipient Profiles**.



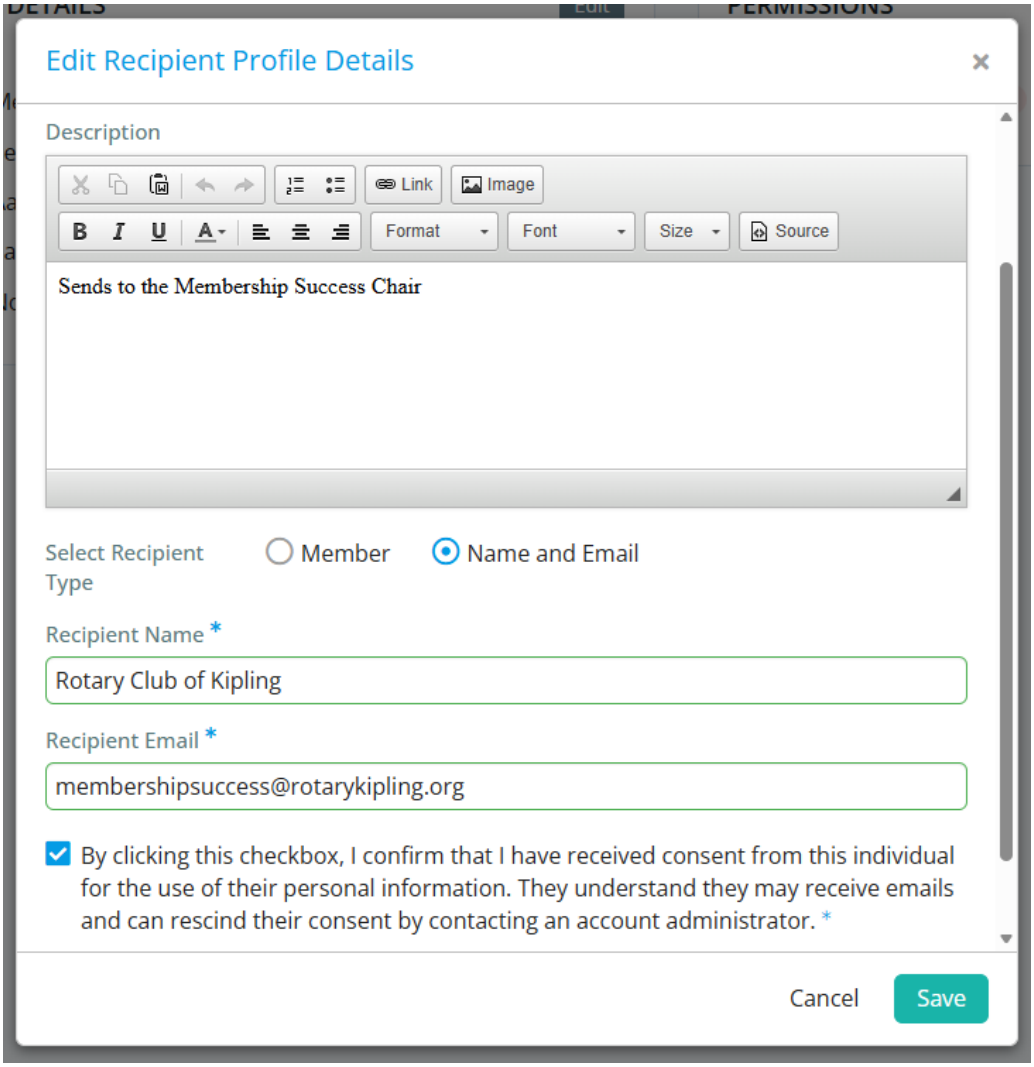
5. On the following page you will see the recipient profiles that are in use across different parts of your club members area. Locate the "Membership Success Chair" profile and click the **drop-down arrow** in the right-hand actions column, then click **View**.



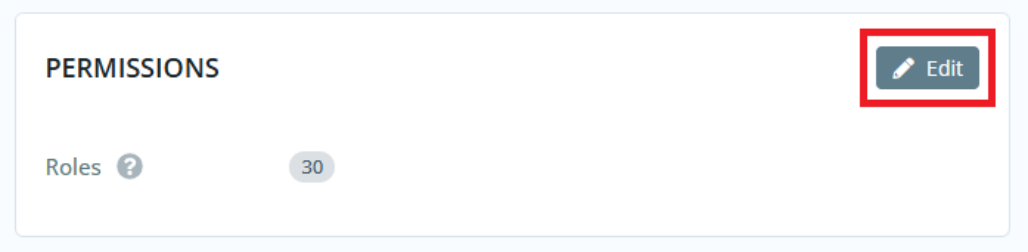
6. Click **Edit** in the Recipient Profiles Details section to make changes to this recipient profile.



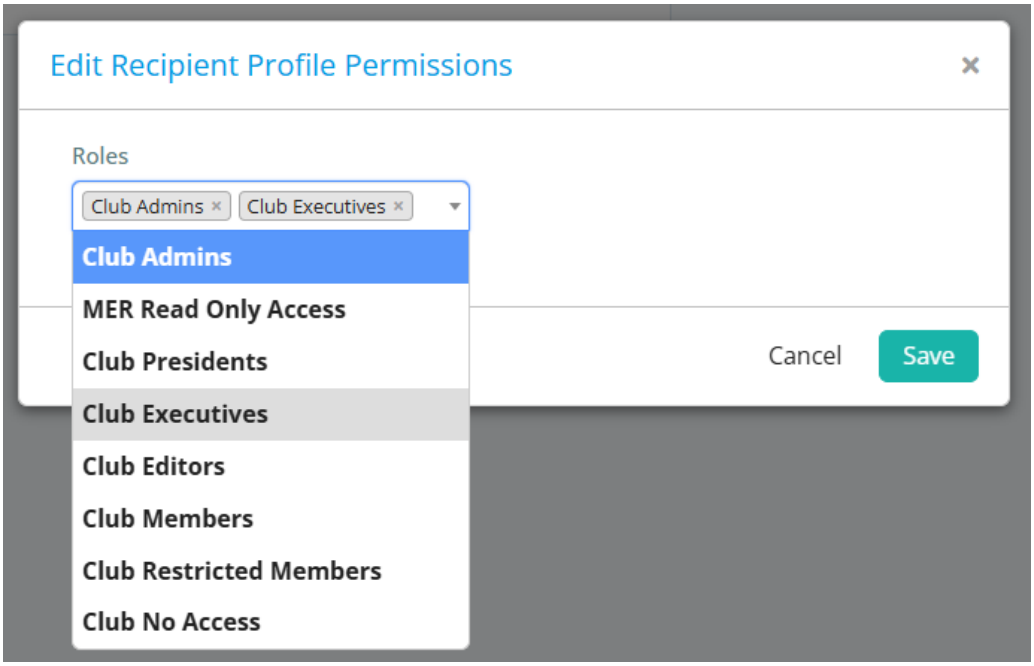
Fill in the details and select the member or custom address you wish to use as the recipient for Membership Success notifications. Click **Save** to save your changes.



7. 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?