

ClubRunner

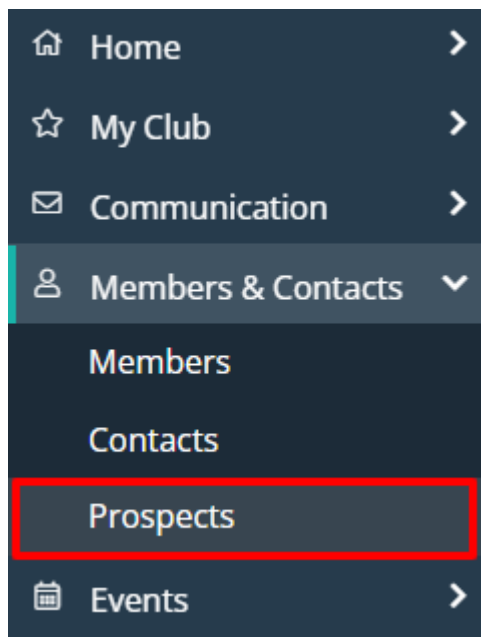
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[NOVA] How do I change who notifications come from in Membership Success?

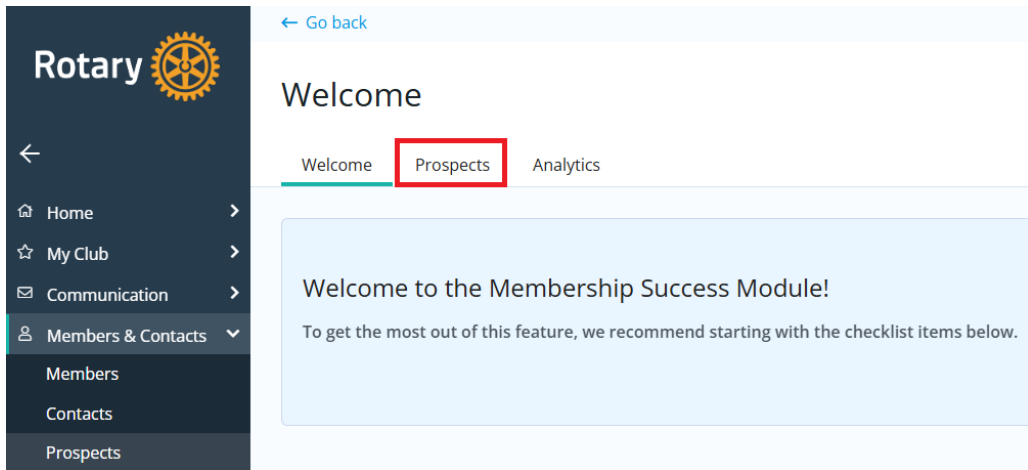
Michael M. - 2026-04-08 - [Membership Success](#)

You may change who notifications come from in the Membership Success module by editing the sender profile, which is a standardized "from" email address that can be re-used for any emails generated within the system. The profile includes the sender name and email address which will appear in the recipient's inbox when they receive a message from the club. This support article will show you how to edit the sender profile used for Membership Success notifications.

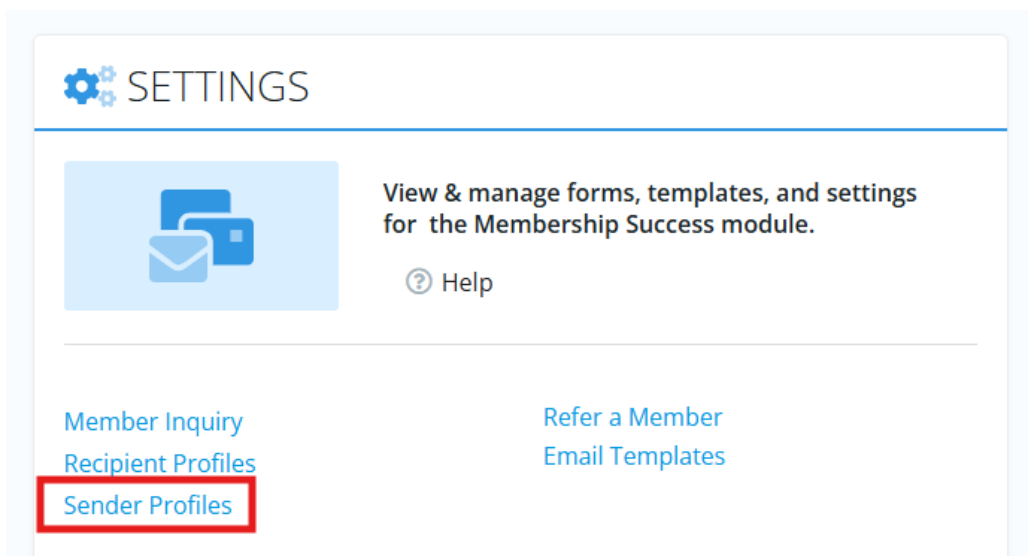
1. To begin, log in to your account through your club homepage, then click on **Member Area** on the top right-hand corner under your club banner. [Alternatively, click here to go directly to the ClubRunner login page.](#)
2. Once logged in, click on **Members & Contacts** in the left-hand side menu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



- In the Settings section, click **Sender Profiles**.



- On the following page you will see the sender 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**.

Sender Profiles

Sender profiles are standardized "from" email addresses that can be re-used for any emails generated within the system. The profile includes the sender name and email address which will appear in the recipient's inbox.

Search Add Sender Profile

NAME	DESCRIPTION	SENDER	EMAIL	IS DEFAULT	ACTIONS
Club Fundraising Team		Rotary club of Kipling	youremail@example.com	False	⌵
Club President	Emails send with the club president's name, but all replies go to the club secretary.	Cad Huckabe	cad.huck@sink.sendgrid.net	True	⊕
Membership Success Chair	This sender profile is used in the Membership Success module. We suggest using the Membership Chair's, or the users details who will manage the module.	Rotary Club of Kipling	aaaronson@sink.sendgrid.net	False	System ⌵
Research Project Chair		Kipling Research Project Chair	reasearchproject@sink.sendgrid.net	False	⌵

- ✓ Set As Default
- 🔍 View
- 🔄 Restore System Values

- Click **Edit** in the Sender Profiles Details section to make changes to this sender profile.

SENDER PROFILE DETAILS

 Edit

Name	Membership Success Chair
Description	This sender profile is used in the Membership Success module. We suggest using the Membership Chair's, or the users details who will manage the module.
Sender Name	Rotary Club of Kipling
Sender Email	aaaronson@sink.sendgrid.net
Reply-To same as sender	Yes
Default	No

Fill in the details and select the member or custom address you wish to use as the sender for Membership Success notifications. You may choose to make the reply-to a different person than the sender. For example, you may wish to make emails come from the club president, but when the recipient replies it will go to the club Membership Success chair. Click **Save** to save your changes.

Edit Sender Profile Details

This sender profile is used in the Membership Success module. We suggest using the Membership Chair's, or the users details who will manage the module.

Select Sender Type Member Name and Email

Sender Name *

Sender Email *

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. *

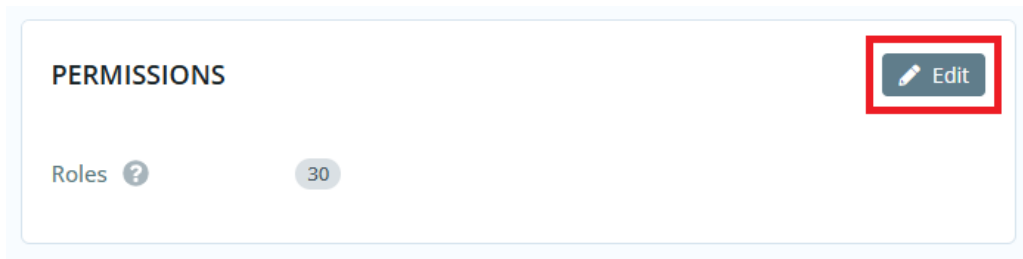
Reply-To same as sender

Set as Default

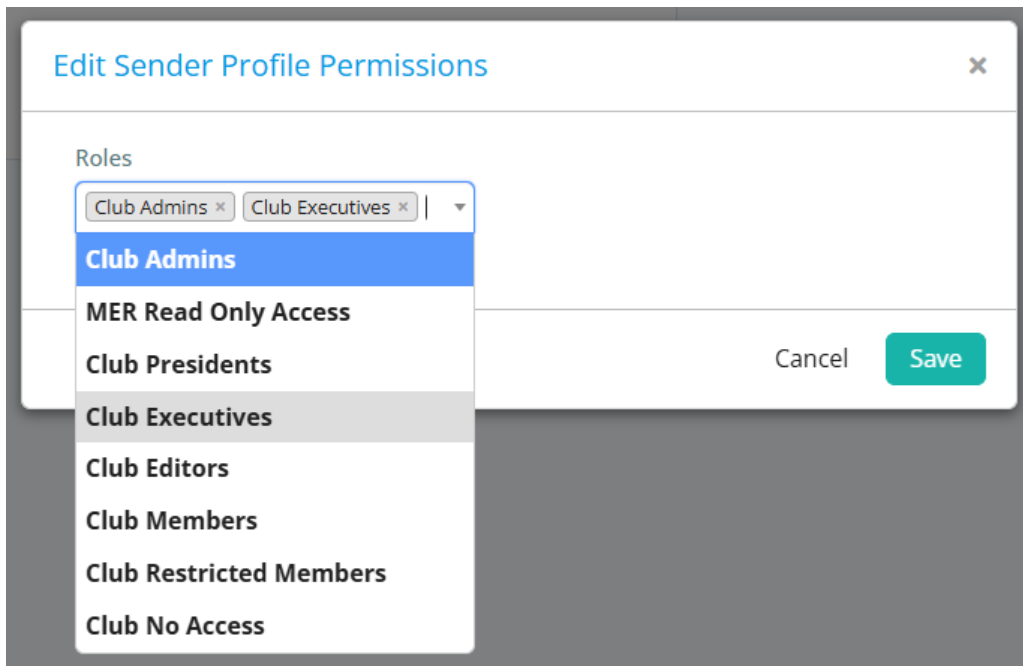
Cancel

7. You may also click **Edit** in the Permissions section to select which access levels are able to use this

sender profile in other modules.



Click **Save** when finished.



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