ClubRunner

What is the Nova Member Profile?

Michael M. - 2025-05-09 - Members & Contacts

In ClubRunner Nova, all records share the full membership profile, increasing your ability to collect detailed information and maintain a complete history for each individual, whether they are a member, prospect, or contact. You can viiew communication history, financial records, or keep track of notes all within the profile without needing to load a separate module.

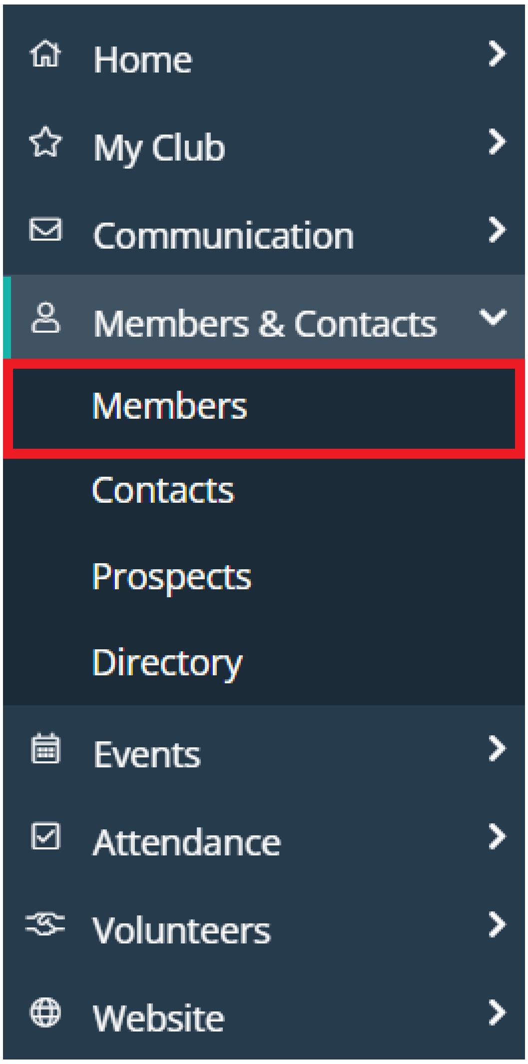
If you want to view or edit a member's profile, this article will help.

Navigating to Member Profile

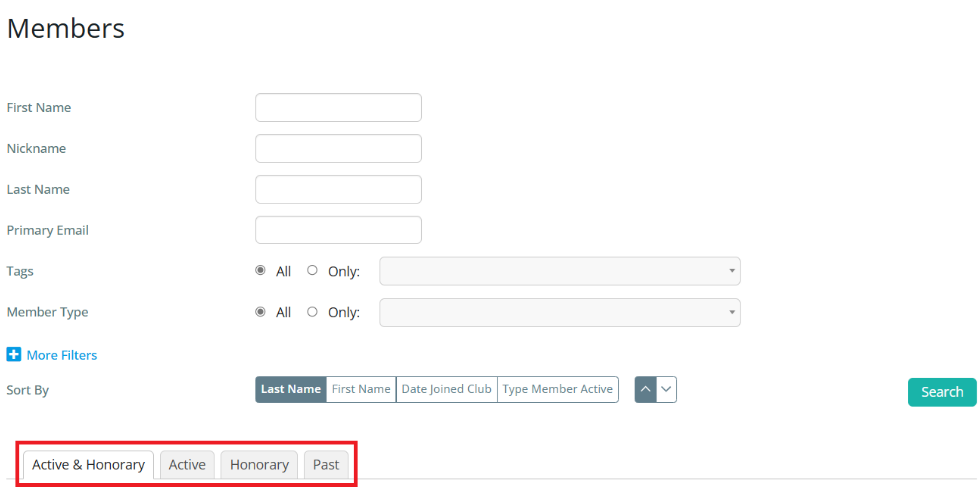
Note

Some options, such as sending account statements, will only be available to active members and not prospects or contacts. The following instructions are for the context of viewing member profiles.

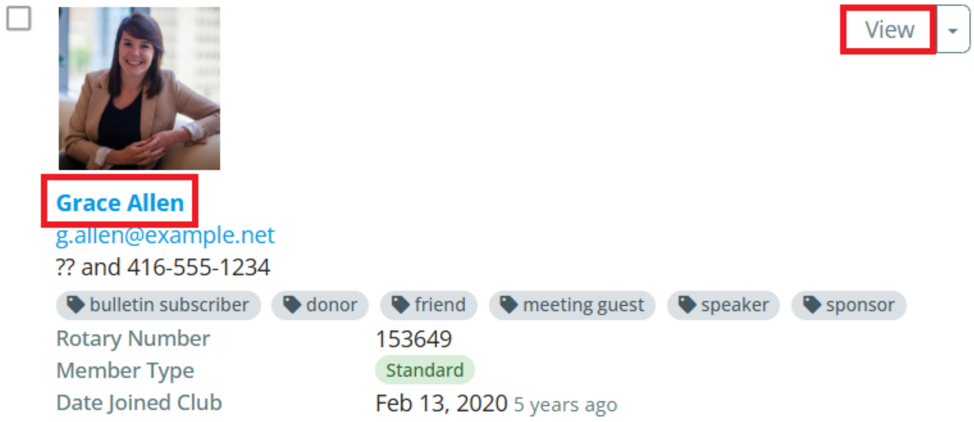
1. Log in to your account through your club homepage, then click on **Member Area** on the top right under your club banner. **Alternatively, click here to go directly to the ClubRunner login page.**
2. On the left hand menu, click the arrow to the right of **Members & Contacts**, then click on **Members**.



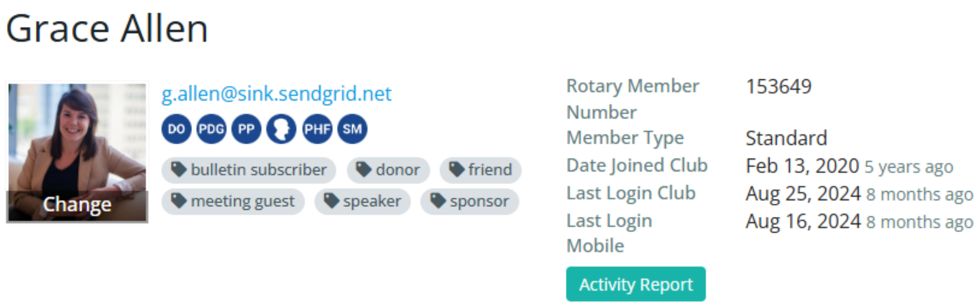
3. This will take you to the **Active & Honorary Member List**. Under the search and filter options, you will find tabs to view the **Active**, **Honorary**, or **Past Members Lists**.



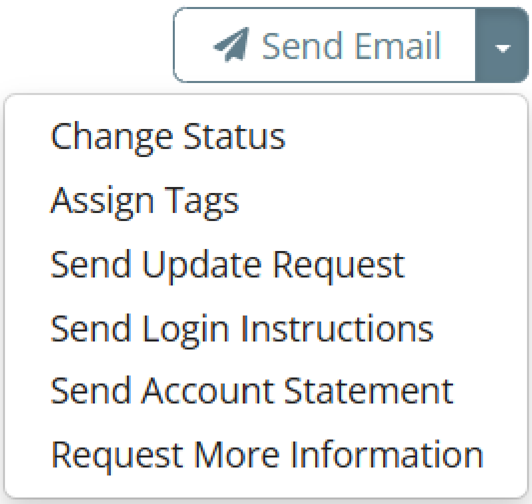
4. Click on a member name, or click **View** on the right-hand side, to view their profile.



5. At the top of the page you will see a brief summary including the member's profile picture, email, designations, club history, login activity and more.

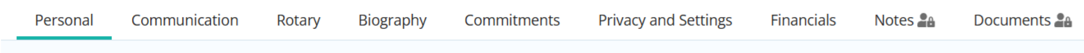


6. In the top-right corner, you can click **Send Email** to compose an email directly to this member. Click the drop-down arrow to the right of this button to see other options, such as changing the member's status, assigning tags to their profile, or sending login instructions.



Profile Information

You can click the tab options for additional profile information for this member, detailed below.



Personal

This page displays personal information about the member and will be the first tab you see when you load the member profile. This area will contain details such as the member's **Contact Information**, **Social Media** links, **Home** and **Work** address, and **Custom Fields** of data that were created by your club. The Personal tab is useful for members to see if their profile is up to date.

Communication

This page displays information regarding the member's email preferences and communication history. Members or club staff can edit the **Email Preferences** and **Custom Email Signature**, or view a breakdown of the member's **Email History**.

Rotary

This page displays information about the member's Rotary International details, such as their **Rotary Membership Details**, **Member Designations**, and **Club Attendance**.

Note

Members with level 70 access will not be able to edit the information on this page. If your Rotary Membership information is incorrect or out of date, please reach out to your club staff to have it updated.

Biography

This page displays the biography of the member. Members or club staff can edit the biography of the member for how it will appear in the context of the **District** or **Club**.

Commitments

This page displays information regarding various member commitments and responsibilities, and serves as a summary of the member's interactions with club activities. This tab may contain the member's **Club Events**, **Volunteer Tasks**, **Current Committees**, **Meeting Responsibilities**, and **New Member Tasks**.

Privacy and Settings

This page displays the member's account information and privacy settings in various contexts. Members can use this page to update their **Username**, as well as what personal information is displayed in their **District** or **Club Profile**. As an admin, you can **Send Password Reset Emails** for members, view **System Details** such as their last login information, or specify which fields you would like to update at Rotary International's database.

Financials

This page displays information regarding the member's financial interactions with the club.

Here you will find the member's **Saved Credit Cards**, **Financial History** of invoices and payments, and their **Order History** which may include membership dues, products, or donations. You may click on an Order Number to view more details regarding the order.

Notes

This page is for tracking additional information regarding the member that is not covered on the other information tabs, or for capturing updates to the activity of the member of their account. Club staff may click **Add** to create a new note and include an associated date and search tag to track notes more easily. Examples of notes you may wish to keep track of include updates to the member's access level, involvement in club activities, or other special administrative notes about specific members.

Note

Notes are only accessible to members with access levels of 30, 40, or 50. Regular members will not be able to view this tab.

Documents

This page allows club staff to upload and manage files relating to specific members, easily accessible from their profile. You may use this section to store relevant documents such as forms submitted by the member.

Note

Documents are only accessible to members with access levels of 30, 40, or 50. Regular members will not be able to view this tab.

Prospect Details

This page will only appear on prospect profiles, and will contain information regarding the prospect's journey in Membership Success. Here you will find details regarding the **Prospect Status**, **Inquiries**, and **Rotary Alumni** or **Past Membership Details**.

For more information on how to find and view prospects, please read the article called: **How do I find and view Prospects?**