

ClubRunner

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Why can't I email a given member?

Michael C. - 2021-01-20 - [Communication](#)

1. In certain situations, you may find you are unable to email a given member. You may find you cannot select their name in the recipient list when composing an email. There are two possible reasons for this.

Active and Honorary Members - Active. Please sel... x

☐ Select All 0 out of 13 recipients selected

Filter recipients:

Member Name ▼

- ☐ Applegate, John
- ☐ Baker, Sue
- ☐ Brackett, Leigh
- ☐ Chu, Edward
- ☐ D, Mickey
- ☐ Dean, John
- ☐ Draper, Judith
- ☐ Hampton, Charles
- ☐ Jane, Mary
- ☐ Kornbluth, Cyril
- ☐ Kuang, Ni
- ☐ Stapledon, Olaf
- ☐ Trout, Kilgore

Done

2. if you hover your cursor over the check box next to the member, a short message appears suggesting the reason for your inability to email the member. In this example, the member has either not defined their email address, or has provided an invalid email address.

Active and Honorary Members - Active. Please sel... ×

☐ Select All
0 out of 13 recipients selected

Filter recipients:

Member Name ▾

☐ Applegate, John
☐ Baker, Sue
☐ Brackett, Leigh
☐ Chu, Edward
☐ D, Mickey
☐ Dean, John
☐ Draper, Judith
☐ Hampton, Charles
☐ Email address for this recipient is missing or invalid.
☐ Kornbluth, Cyril
☐ Kuang, Ni
☐ Stapledon, Olaf
☐ Trout, Kilgore

Done

3. In this case, the member has not set an email account in his profile settings.

Member Details

| | |
|-------------------|----------------------|
| Title | |
| First Name | Charles |
| Middle Name | |
| Last Name | Hampton |
| Nickname | |
| Suffix | |
| Preferred Address | Home |
| Preferred Phone | Home |
| Email | <input type="text"/> |


*All emails will only be sent to the primary email address

4. Alternately, the member may have disallowed ClubRunner emails in their **Privacy** settings. In this instance, the member has elected to not receive any club emails.

Communication Preferences

Club Emails 

Club Bulletin 

District Emails 

District Bulletin 

Zone Emails 

Zone Bulletin 

Inter Club Email 

Register Guest Confirmation Email 