

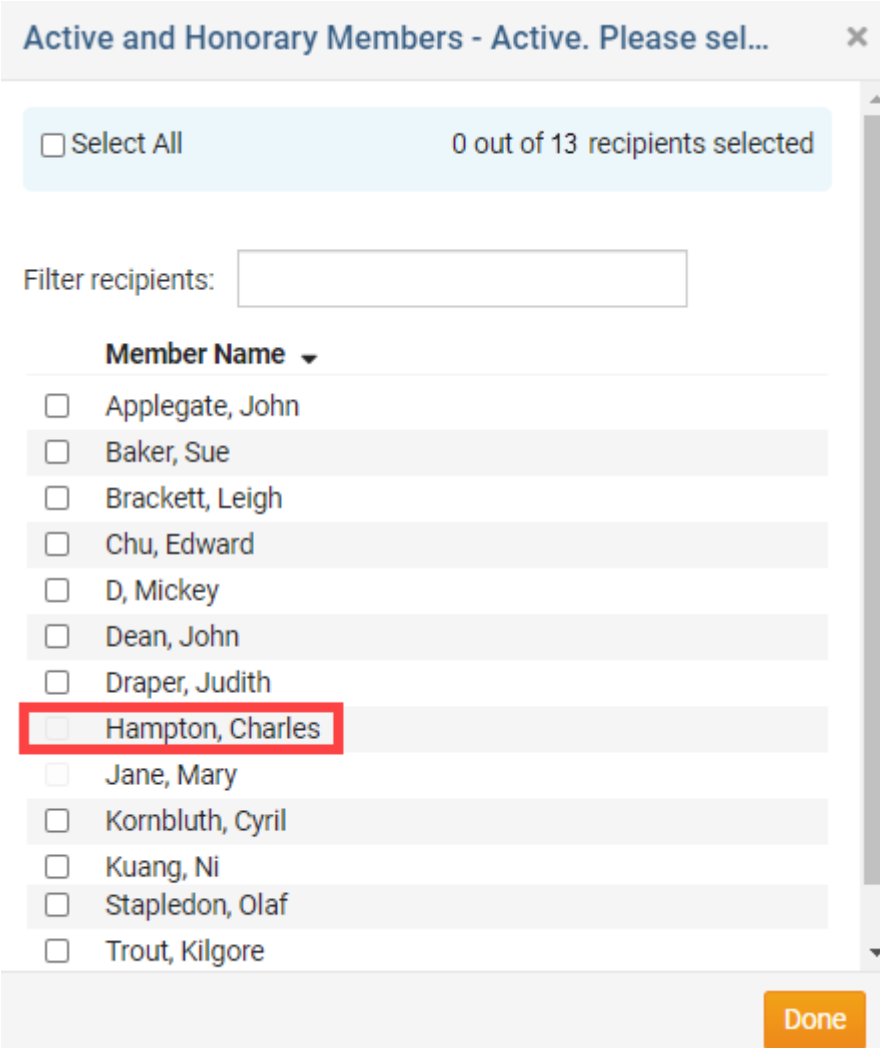
ClubRunner

Help Articles > Club Help > Club - Administration Guide > Communication > Why can't I email a given member?

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.



The screenshot shows a window titled "Active and Honorary Members - Active. Please sel...". At the top, there is a "Select All" checkbox and a status indicator "0 out of 13 recipients selected". Below this is a "Filter recipients:" search box. A list of members is displayed, each with a checkbox and a name. The member "Hampton, Charles" is highlighted with a red box. At the bottom right of the window is a "Done" button.

Member Name
<input type="checkbox"/> Applegate, John
<input type="checkbox"/> Baker, Sue
<input type="checkbox"/> Brackett, Leigh
<input type="checkbox"/> Chu, Edward
<input type="checkbox"/> D, Mickey
<input type="checkbox"/> Dean, John
<input type="checkbox"/> Draper, Judith
<input type="checkbox"/> Hampton, Charles
<input type="checkbox"/> Jane, Mary
<input type="checkbox"/> Kornbluth, Cyril
<input type="checkbox"/> Kuang, Ni
<input type="checkbox"/> Stapledon, Olaf
<input type="checkbox"/> Trout, Kilgore

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.

[Personal](#) [Rotary](#) [Biography](#) [Commitments](#) [Settings](#) [Privacy](#)

Communication Preferences

Club Emails	✘
Club Bulletin	✔
District Emails	✔
District Bulletin	✔
Zone Emails	✔
Zone Bulletin	✔
Inter Club Email	✔
Register Guest Confirmation Email	✔