

ClubRunner

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Why can't I receive email from ClubRunner?

Michael C. - 2021-03-10 - Communication

There are a number of possible reasons you may be unable to receive mail from ClubRunner. This article will walk you through the steps needed to address some of the most common reasons for email delivery failure.

The possible reasons you may be unable to receive mail could be:

[Your ClubRunner Profile Privacy Settings Need To Be Changed](#)

[Your ClubRunner Profile Does Not Include A Valid Email Address](#)

[Your Email Client Identifies ClubRunner Mail as Spam](#)

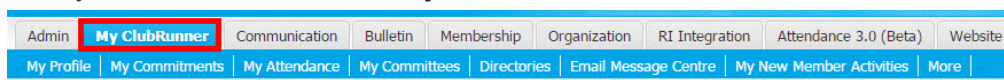
[Your Account Has Been Blocked By Our Email Sending Service](#)

[Your Email Client Blocks Unrecognized Domains](#)

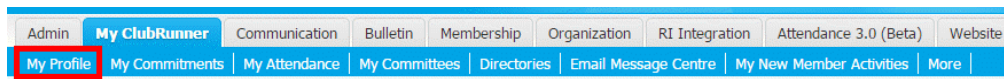
Your ClubRunner Profile Privacy Settings Need To Be Changed

ClubRunner allows you to determine what sort of email you receive from your organization through your Profile Privacy Settings. To change these settings, you'll need to log into your ClubRunner member site.

1. Once you are online, click on the **My ClubRunner** tab.



2. Next, click on the **My Profile** link.



3. Now, click on your profile **Privacy** tab.

Member Profile



Edward Smith

[Printable Version](#)

[Update](#)

Personal Rotary Biography Commitments Settings **Privacy**

Edit

Member Details

Title	Dr.	Gender	Male
First Name	Edward	Date of Birth	May 23 1945
Middle Name	Elmer	Anniversary	Jun 01 1970
Last Name	Smith	Spouse/Partner First Name	
Nickname		Spouse/Partner Last Name	
Suffix		Spouse/Partner Nick Name	
Preferred Address	Home	Spouse/Partner Date of Birth	

4. Under the heading **Communication Preferences** you will see a list of ClubRunner email sources. If you see a red X next to any of these items, it means you have chosen not to receive email from this source. Click on the **Edit** button to change these settings.

Personal Rotary Biography Commitments Settings **Privacy**

Edit

Communication Preferences

Club Emails	X
Club Bulletin	X
District Emails	X
District Bulletin	X
Zone Emails	X
Zone Bulletin	X
Register Guest Confirmation Email	X

5. Now, click the checkbox beside every ClubRunner source from which you wish to receive email.

Personal Rotary Biography Commitments Settings **Privacy**

Save Cancel

Fields marked in red are required.

Communication Preferences

Club Emails	<input checked="" type="checkbox"/>
Club Bulletin	<input checked="" type="checkbox"/>
District Emails	<input checked="" type="checkbox"/>
District Bulletin	<input checked="" type="checkbox"/>
Zone Emails	<input checked="" type="checkbox"/>
Zone Bulletins	<input checked="" type="checkbox"/>
Register Guest Confirmation Email	<input checked="" type="checkbox"/>

6. When you're finished, click **Save**.

Personal Rotary Biography Commitments Settings **Privacy**

Save Cancel

Fields marked in red are required.

Communication Preferences

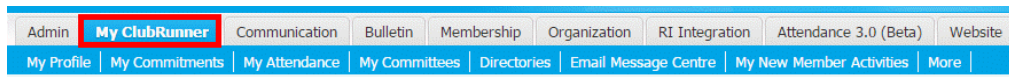
Club Emails	<input checked="" type="checkbox"/>
Club Bulletin	<input checked="" type="checkbox"/>
District Emails	<input checked="" type="checkbox"/>
District Bulletin	<input checked="" type="checkbox"/>
Zone Emails	<input checked="" type="checkbox"/>
Zone Bulletins	<input checked="" type="checkbox"/>
Register Guest Confirmation Email	<input checked="" type="checkbox"/>

7. You should now see a green check mark next to every approved ClubRunner email source.

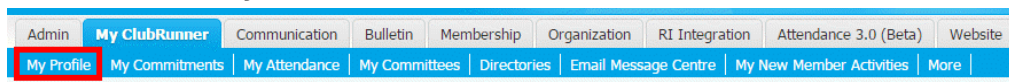
Your ClubRunner Profile Does Not Include A Valid Email Address

It is possible that your ClubRunner account does not have an email address associated with it, or that the email address you have provided contains a typo. This means that ClubRunner simply doesn't know where to send the message. To resolve this, you will need to login to your member account. Then, follow the steps below.

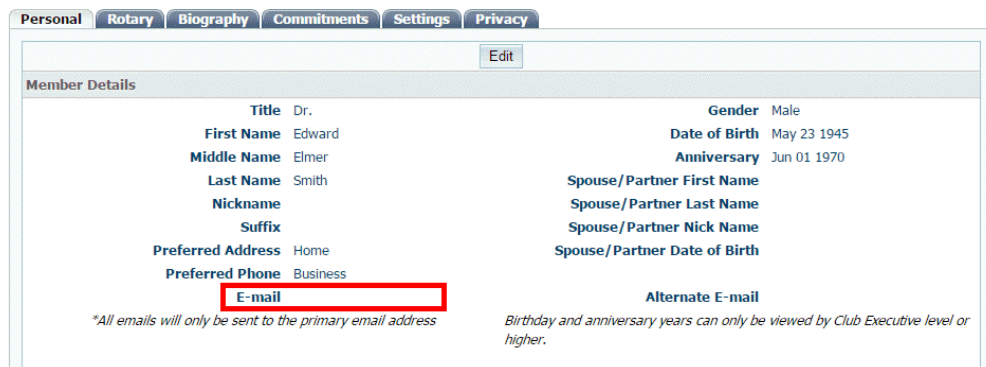
1. Once you are online, click on the **My ClubRunner** tab.



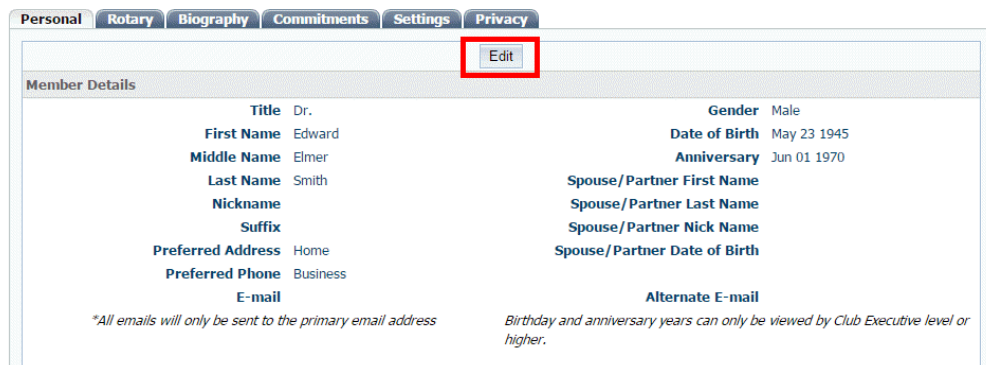
2. Next, click on the **My Profile** link.



3. Under the **Personal** tab, you will see an **E-Mail** field. Check that your email address is accurate. If it is wrong, you will need to re-enter it. If this field is empty (as in the example below), you have not set an email address.

A screenshot of the ClubRunner 'Personal' profile page. The 'Personal' tab is selected. The 'E-mail' field is highlighted with a red box. The page shows member details for Edward Elmer Smith, including title, first name, middle name, last name, nickname, suffix, preferred address, preferred phone, gender, date of birth, anniversary, spouse/partner information, and alternate email. A note at the bottom states: '*All emails will only be sent to the primary email address'.

4. To enter your email, or correct your address, click on the **Edit** button.

A screenshot of the ClubRunner 'Personal' profile page. The 'Edit' button is highlighted with a red box. The page shows the same member details as the previous screenshot, but the 'E-mail' field is now empty.

5. Now, enter your correct email address in the **Email** field.

6. When you are finished, click **Save**.

Fields marked in red are required.

Member Details

Title	<input type="text" value="Dr."/>	Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
First Name	<input type="text" value="Edward"/>	Date of Birth	<input type="text" value="May 23 1945"/>
Middle Name	<input type="text" value="Elmer"/>	Anniversary	<input type="text" value="Jun 01 1970"/>
Last Name	<input type="text" value="Smith"/>	Spouse/Partner First Name	<input type="text"/>
Nickname	<input type="text"/>	Spouse/Partner Last Name	<input type="text"/>
Suffix	<input type="text"/>	Spouse/Partner Nick Name	<input type="text"/>
Preferred Address	<input type="radio"/> Home <input type="radio"/> Work	Spouse/Partner Date of Birth	<input type="text"/>
Preferred Phone	<input type="radio"/> Business <input type="radio"/> Home <input type="radio"/> Cell	Alternate E-mail	<input type="text"/>
E-mail	<input type="text" value="eesmith@example.com"/>	<small>Birthdays and anniversary years can only be viewed by Club Executive level or higher.</small>	

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

Your Email Client Identifies ClubRunner Mail as Spam

Most email inboxes feature a Spam or Junk mail folder. These are used to hold messages the email system identifies as unwanted ads. If your ClubRunner messages are being identified as spam, you will most likely be able to find them within the Spam or Junk mail folder. Your email client may have automatically identified ClubRunner mail as spam. It is also possible that you may have inadvertently identified a ClubRunner mail as spam, causing all future ClubRunner emails to be sent to the spam folder.

In order to fix this, you will need to add mailservice@clubrunner.ca and @clubrunner.email to your email's safe sender or contact list. Once this is done, emails and bulletins should be received properly. The procedure varies according to the email client you are using. Please consult your email provider's documentation or support staff if you need more help.

Your Account Has Been Blocked By Our Email Sending Service

It is possible for your account to be blocked by ClubRunner's email service provider. This can occur if messages to your email address have resulted in failed deliveries. Contact your organization's system administrator to find out if your email account has been blocked. If it is, they will need to contact us to remove your email from the blocked list.

Your Email Client Blocks Unrecognized Domains

Your email provider may not recognize the ClubRunner domain. This means that all email from ClubRunner is being blocked. ClubRunner has thousands of clients around the world, and our clients generate a great deal of email. This traffic pattern can lead some email providers to identify ClubRunner as a spammer. You may be able to fix this by adding mailservice@clubrunner.ca and @clubrunner.email to your safe sender or contacts list. This procedure varies according to the client you are using. Please consult your email provider's documentation or support staff if you need more help.

If adding ClubRunner to the safe sender list does not resolve the problem, you will need to contact your email provider to resolve the issue. Alternately, you may wish to make use of another email service. Webmail services (such as Gmail, Live Mail or Yahoo! Mail) can provide you with a reliable, free email account.

Related Content

- [Why are some members not receiving emails? \(Blocked List\)](#)
- [How do I handle blocked bulletins?](#)