ClubRunner

ClubRunner Release Notes (2024)

2026-06-18 - Michael M. - Product Updates

We are constantly working to improve the ClubRunner experience. Here is a look back at the key features, improvements, and updates we rolled out to your platform over the course of 2024.

Security & Login

- Introduced multi-factor authentication (MFA) via email when logging into Clubs, Districts, or Zones, allowing members to secure their accounts with a verification code sent to their inbox. MFA is a security feature that requires two steps to verify your identity, adding an extra layer of protection beyond just a password.

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- Launched a universal login page so members with multiple club or district accounts can sign in once and choose which account to access.

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- Enabled password resets from the universal login page, with clear options for accounts tied to the same email address.

- We've added extra security checks to the password reset process. This helps to prevent unwanted password reset requests.

- Introduced "magic link" login, letting members sign in securely via a one-time link sent to their email.

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- Removed the mandatory last name requirement from the password reset page. Users now only need to provide their email address to reset their password.

Mobile App

- The in-app event list now combines club, area, and zone events into a single view with easy, one-tap filtering.

- Members can now view and join volunteer signup lists for EVP events directly from the mobile Event Details page.

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- Members can now update their profile details directly in the app, including their name, contact info, home or work address, birthday, gender, partner details (name, nickname, and birthday), and more.

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- Added support for uploading or taking a new profile photo in the app.

- Cloud Events and donation campaigns are now accessible from the mobile app, with direct links to event details and donation pages.

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- Full multi-language support is now available across the app, ensuring all text can be seamlessly translated for international clubs.

- Event times display in the user's preferred format and time zone.

- Rotary Foundation recognition details are now visible in the app for members who meet Rotary International’s recognition eligibility requirements.

- Districts can now send targeted, high-impact alerts right to members' smartphones, or target specific leadership groups across both the **current and upcoming years**, including:

  - District Org Chart Members
  - Area & Assistant Governors
  - Club Presidents & President-Elects
  - Club Secretaries & Treasurers

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- Resolved an issue that prevented scrolling through long stories on iOS devices.

- Added Multi-Factor Authentication (MFA) support to the mobile app login flow, providing an extra layer of protection for your account.

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- Resolved sorting issues for Cloud Events in the event list.

Events & Registration

- Fixed a bug that prevents Events from being saved if the short description was too long. The system now correctly allows up to 30,000 characters.

- Added a maximum height of 300px for Cloud Event cover images to ensure a consistent look.

- Updated Zoom integration including

  - Strict Ticket & Pricing Rules: Zoom registrations now automatically respect your chosen ticket limits, cutoff dates, and member vs. public pricing.
  - Accurate Guest Details: Registrations now properly capture required custom questions and ensure accurate order creation in ClubRunner.
  - Smoother Event Setup: We’ve improved time-zone syncing and fixed a glitch that caused data mix-ups when copying past events.

    - More Control: Easily connect or unlink Zoom meetings from your events at any time to keep your calendar organized.

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- Added filtering controls to the public event calendar by date and event type.
- Introduced the option to pass payment processing fees to registrants, configurable per event.
- Resolved event creation issues for non-English accounts related to Date Formatting.
- You can now set an end time for an event without needing to select a separate end date. The system will automatically treat it as a same-day event.
- Fixed a bug relating to how Event dates are displayed to respect daylight savings time.
- Fixed an issue that prevented **Event Planner name tags** from generating correctly. They will now create and display as expected.

Email & Communication

- Outgoing emails now include a Unsubscribe link in the header for easier opt-out and improved deliverability.
- Custom email signatures are now supported everywhere emails are sent across the platform. This includes the new email interface, as well as all direct and bulk emails sent from Orders, Invoices, Subscriptions, Donations, and Event management.

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- Displayed a warning banner when there are blocked email addresses on the account, with a link to manage them.

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- Order-related emails are now always sent, even if the recipient has opted out of marketing emails.
- Updated email footers to include the Club name and to clarify why members are receiving communications.
- Committee emails now use the modern email system for improved templates and tracking.

Member Management & Profiles

- Added new profile elements to ClubRunner Nova, including attendance, volunteer tasks, committees, new member program, communication preferences, Rotary Foundation recognition, custom fields, designations, and privacy settings.

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- Streamlined email opt-out preferences by merging separate email and bulletin choices into a single option for each level (Club, District, etc.). This ensures that opting out completely and reliably stops all emails.

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- Updated Member Designations icons and and added them to member listings and dashboards in a new, compact view.

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- Improved sorting in member listings to be case-insensitive.

- Improved import contacts to only check for duplicates across active contacts in the same district.

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- Ensured eDirectory reports respect member privacy flags.

- Updated how officer position dates are displayed for clarity.

- Added **Leave of Absence** as a standard, official membership type available to all Rotary and Rotaract clubs.

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- Introduced the **Club Young Leaders Contact** and **Rotaract Young Leaders Contact** roles across the platform, both roles feature full **RI Integration**.

- Rolled out **Zone-Wide Search** for select districts, allowing members to search across their entire zone. This feature is built to expand: our internal team can now activate the **"Allow Search Zone Member"** setting for any zone upon request.

Financial & Payments

- Added General Ledger account codes as a column and filter on all financial reports.

- Introduced a dedicated report for payment processing fees.

- Added Invoice due dates to the email invoice template and PDF, Donations, Events, account settings, and custom orders.

- Extended Stripe payment support to Dues & Billing and Donations.

- Added support for many new currencies throughout the year:

  - Bangladeshi Taka (BDT)

  - Belarusian Ruble (BYN)

  - Bulgarian Lev (BGN)

  - Chinese Yuan (CNY)

  - Czech koruna (CZK)

    - Hong Kong dollar (HKD)
    - Indian Rupee (INR)
    - Jamaican dollar (JMD)
    - Japanese Yen (JPY)
    - Kazakhstan Tenge (KZT)
    - Kenyan Shilling (KES)
    - Mexican Peso (MXN)
    - Pakistani Rupee (PKR)
    - Peruvian Nuevo Sol (PEN)
    - Philippine Peso (PHP)
    - Romanian Leu (RON)
    - Russian Rouble (RUB)
    - Singapore Dollar (SGD)
    - Thai Baht (THB)
    - Turkish Lira (TRY)
    - Ukraine Hryvnia (UAH)
    - West African CFA franc (Franc CFA)
- Standardized sort order for all financial exports.
- Improved performance of invoice and payment list pages with server-side pagination.
- Enhanced the donation dashboard to include donations from all places in the system with better navigation, analytics and reporting.

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- Promo codes now properly update the total price and balance on the order details page, and buyer names will now correctly display on the orders list page.

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Website & Content Management

- Widget titles on websites and bulletins are now customizable for better organization.

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- Added 24 new page templates and 130 new Bulletin templates available for all customers.

- Implemented a new cookie consent system and dedicated Cookie Policy page for compliance.

- Added a privacy option when uploading documents (both single and mass uploads) to prevent Google and other search engines from finding or indexing them.

- Fixed display issues for special characters on download pages and logo image caching.

- Added 8 new brand-compliant color schemes across our Cloud, Community, Elegant, and Vision themes. Clubs can now select **"Rotary Gold & Azure"** or **"Rotary Azure & Gold"** to proudly display official Rotary colors.

- Fully retired the Classic Designer. Users will now automatically be directed to the modern **Live Designer** for a faster, more consistent editing experience.

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- Resolved an issue where some images would fail to appear or load correctly as you scrolled down the page. Images will now load smoothly and reliably.

Reports & Dashboards

- Added new dashboard widgets for age and gender distribution, years of service, login activity, commitments, committees, and designations for better visibility of member activity.

- Fixed calculation issues in district activity reports to display accurate member data.

- Corrected a bug on the District Activity report to ensure all Area information is accurately pulled into the report layout.

- Added the ability to export the **Volunteer Hours** report to Excel.

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- District Administrators now have access to a central dashboard displaying key integration statistics. Quickly see which Rotary and Rotaract clubs are fully synced, audit specific data opt-in preferences, track the volume of data changes over the last 30 days, and spot inactive integrations that require attention.

- Zone administrators now have direct access to **District Reports**, providing deeper insights and better data visibility across their regions.

API & Integrations

- Improved the accuracy of data syncing across Club, District, and Zone levels to ensure that new club creations, member terminations, and officer changes update correctly everywhere.
- Fixed a bug where membership statuses did not always update correctly following a termination. The system now reliably processes current and future-dated terminations, including special cases like deceased members, ensuring the correct status is reflected on the member's profile.
- New members are now automatically linked to prior event registrations or donations based on email address.
- Improved the success rate of email updates syncing to Rotary International and added automatic user notifications for sign-in email failures to reduce admin workload.
- Expanded **Rotary True Sync** to handle both membership updates and club information. The system will now automatically sync changes to your club's Mailing Address, Phone Number, Email, and Meeting Details.
- Added a direct login to the Membership Action Plan (MAP) website via ClubRunner. Rotary clubs can now easily access their performance statistics to help target and plan for future growth.

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- Updated the integration settings page to clearly show which specific data points are shared with Rotary International, giving your club full control over what information you choose to opt-in or opt-out of syncing.

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General Improvements

- Renamed the data export buttons on listing pages to include the word "Export" (e.g., **"Export Contact info"** instead of just **"Contact info"**).

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- Extended Field Set and Export Preset functionality with proper role-based access controls.
- Added a time component to the add/edit note form.
- Introduced role-based security for sender and recipient profiles. Users will now only see the specific recipient profiles that match their permission level, hiding any profiles they don't need access to.
- Improved web accessibility for embedded maps.