[Resolved] ClubRunner Service Interruption - Volunteer Information Not Loading

2022-06-02 - Zach W. - Service Issues

[Jun 02 1:00 PM]

Our team was able to identify and resolve the cause of the "Volunteer Info Not Found" error message, and have applied an update to the platform to address it.

Customers should no longer see issues with Volunteer information not loading.

Should you continue to have any issues, please contact the support team.

[Jun 02 2022 11:00 AM]

During our maintenance window, thanks to customer reports, our team confirmed an issue impacting the club volunteer's module. Volunteer lists which have a signed up user display an error "Volunteer Info Not Found" instead of displaying the user who has signed up.

We are working to identify the root cause and resolve the matter as soon as possible.

As soon as the issue has been resolved or we have more information to share, this post will be updated.