ClubRunner

[Resolved] Service Interruption - Email statistics not reporting "Opened" status for Gmail users

2023-09-07 - Omar S. - Service Issues

On Aug 22nd, 2023 our team first started to observe that the "Opened" status in our email stats was not being reported if the recipient was using Gmail.

Our Development team has since resolved the issue on September 6th, 2023. Gmail clients opening ClubRunner emails will report their email delivery stats back to ClubRunner. **No action is required to ensure Gmail users report their email stats back to ClubRunner.**

We are continuing to closely monitor the performance of email stats, and are marking this issue as resolved.

Should you observe any further issues, please let our team know.

We appreciate your patience and understanding while we worked to resolve this issue.