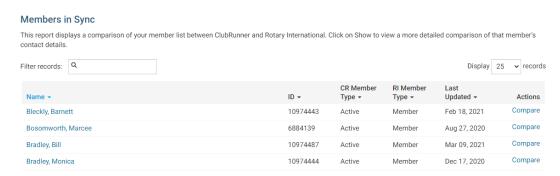# ClubRunner

How to fix members missing in ClubRunner and Rotary International in Compare and Synchronize

Michael C. - 2024-04-18 - Club Integration

Using the Compare and Synchronize tool in the RI Integration module, you are able to view the current synchronization status of each member of your club. Members who are currently connected to Rotary International will appear with in the Members in Sync chart at the top of the page.

This guide covers how to fix and match member records appearing in the Members Missing in RI and Members Missing in ClubRunner sections.

To learn more about how to use the Compare and Synchronize tool, please see the How do I use the Compare & Synchronize tool article.

Members Missing within ClubRunner and Rotary International
Within the Compare and Synchronize tool, a common issue that comes up is that a member will appear within two of the different Compare and Synchronize sections, namely:

- Members Missing in ClubRunner

- Members Missing in RI

Members Missing in RI

These members are active and honorary members in ClubRunner, but do not appear on the RI membership list. To add to RI, click on the link to the right.

Filter records: 🔍 [   ]

Name ▾	ID ▾	CR Member Type ▾	RI Member Type ▾	Date Added ▾	Actions
Francisco, Peter	418092	Active	-	Apr 29, 2020	Add Member To RI
Gates, William		Active	-	Apr 29, 2020	Add Member To RI
Sommers, Jonathan	63041	Active	-	Oct 28, 2020	Add Member To RI

Showing all 3 records

Members Missing in ClubRunner

These members are active and honorary members currently listed on the RI database, but do not appear in your ClubRunner list. To add to ClubRunner, click on the link to the right.

Filter records: 🔍 [   ]

Name ▾	ID ▾	CR Member Type ▾	RI Member Type ▾	Date Joined ▾	Actions
Francisco, Peter	630415	-	Member	Jan 01, 1963	Add Member To ClubRunner
Gates, William	10974490	-	Member	Dec 17, 2020	Add Member To ClubRunner
Sommers, Jonathan	630412	-	Member	Apr 01, 1969	Add Member To ClubRunner

This situation occurs when a club member is correctly listed as an active member of the club within both the Rotary Database and within ClubRunner - however, the ClubRunner system is unable to connect the records for the member within both systems, typically due to a missing or invalid Rotary membership ID within their ClubRunner member profile.

The Rotary ID, member full name, and membership type are used to connect the two records and ensures changes made to the member's ClubRunner profile are integrated to their Rotary International profile successfully. Without a matching Rotary ID for the member, the information is unable to flow between ClubRunner and Rotary International.

This can be resolved by copying the Rotary ID from the Members Missing in ClubRunner section of the Compare & Synchronize page, and pasting the Rotary ID into the Rotary Member No. field, located within the Rotary tab of the member's ClubRunner profile.

For information on how to edit a member's profile, see the What is the member profile, and how do it edit it? article on the Knowledgebase.

Related Content

- How do I use the Compare & Synchronize tool?
- What is the member profile, and how do I edit it?