

ClubRunner

Help Articles > Club Help > Club - Members' Guide > My ClubRunner > How do I recover my login credentials (Universal Login)

How do I recover my login credentials (Universal Login)

Michael C. - 2024-09-19 - My ClubRunner

If you cannot login to ClubRunner or you happen to have forgotten your username or password, please follow the steps below to recover them!

1. In order to recover your login credentials, you will need to visit a ClubRunner website - either www.clubrunner.ca or www.clubrunnersupport.com.
2. Once on your selected ClubRunner website, click on the **Login to ClubRunner** or **Member Login** link in the top right corner of the page. [Alternatively, click here to go directly to the ClubRunner login page.](#)
3. Click on **Forgot Username** or **Forgot Password**.

Welcome!

Login to your account

Username

[Forgot username?](#)

Password

[Forgot password?](#)

☐ Keep me logged in

Login

1. Enter your email address into the Email Address field and click on the **Submit** button.

Next

Retrieve Login Information

Please enter your email address to retrieve your username and reset your password.

Email address *

* Denotes a required field.

1. The system will then send you an email to your email address. Open this email and click on **Reset Password**.

Hi ClubRunner Support,

Password Recovery



You recently requested to retrieve your username and/or password.

Your usernames can be viewed on the reset password page. Click the link below to continue:

[Reset Your Password](#)

1. If you have multiple ClubRunner profiles under the same email address, ensure that you select the account you wish to recover in the **Select Account** dropdown menu.

Reset Password

Please remember your username as you will need it to enter the site.
You can always change this by editing your profile.

Choose Account

ClubRunnerSupport



Username

ClubRunnerSupport

Enter New Password

Must be at least 8 characters long.

Begin Typing

Confirm New Password

Submit

1. Your username will then be displayed and a new password can be entered into the **Enter New Password** field.

Reset Password

Please remember your username as you will need it to enter the site.
You can always change this by editing your profile.

Choose Account

ClubRunnerSupport



Username

ClubRunnerSupport

Enter New Password

Must be at least 8 characters long.

Begin Typing

Confirm New Password

Submit

1. After entering your new password into the two password fields, click on the **Submit** button to reset your password.

Reset Password

Please remember your username as you will need it to enter the site.
You can always change this by editing your profile.

Choose Account

ClubRunnerSupport



Username

ClubRunnerSupport

Enter New Password

●●●●●●●●●●●●●●●●

Strong



Confirm New Password

●●●●●●●●●●●●●●●●

Submit

1. Congratulations, your username has been recovered and your password has been reset! [Click here to learn how to login to ClubRunner.](#)

Related Content

- [How do I log in to ClubRunner? \(Universal Login\)](#)