

ClubRunner

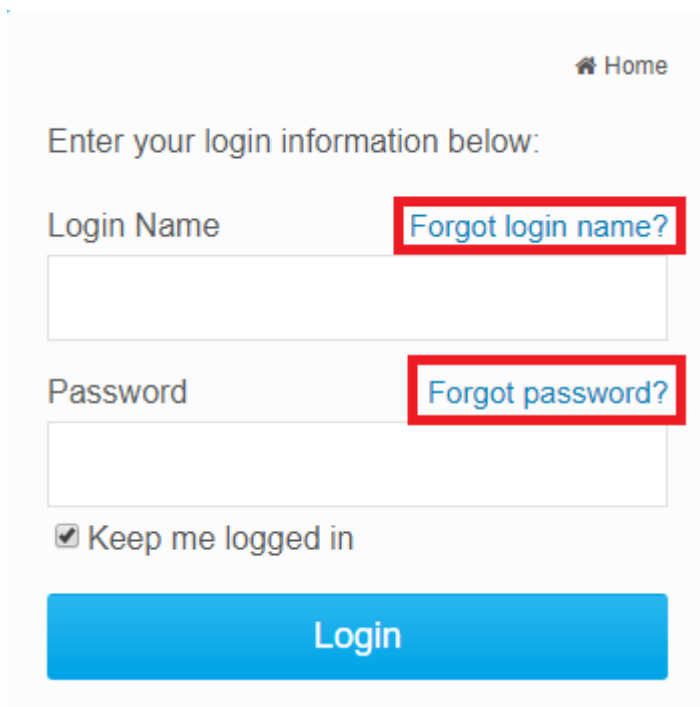
Help Articles > Club Help > Club - Members' Guide > My ClubRunner > How do I recover my login information?

How do I recover my login information?

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If you cannot login to ClubRunner or you forgot your password this guide will help you.

1. To start, go to the Club or District website you want to login to. At the top right of the screen, Click on **Member Login**.
2. Click the **Forgot login name?** or **Forgot password?** link.



The screenshot shows a login form with the following elements:

- A "Home" link with a house icon in the top right corner.
- The instruction "Enter your login information below:"
- A "Login Name" label next to a text input field. To the right of the input field is a blue link "Forgot login name?" enclosed in a red rectangular box.
- A "Password" label next to a text input field. To the right of the input field is a blue link "Forgot password?" enclosed in a red rectangular box.
- A checked checkbox labeled "Keep me logged in".
- A large blue "Login" button at the bottom.

- 3a. If you are trying to login to your Club, it will ask you to enter your **Last Name** and **Email Address**. Click **Submit** when done.

Retrieve Login Information

Please enter your last name and email address to retrieve your login name and/or reset your password.

* Denotes a required field.

Last Name:

Email Address:

*

Submit

Cancel

3b. If you are trying to login to the District, it will ask you for your **Club, Last Name** and **Email Address**. Click **Submit** when done.

Retrieve Login Information

All members in the District have login accounts in the system. If you cannot retrieve your login information through this page, please contact your Club President, or email logins@clubrunner.ca.

Please select your club, then enter your last name and email address to retrieve your login name and/or reset your password.

* Denotes a required field.

Select Club:	<input type="text" value="--- Select Club ---"/>	*
Last Name:	<input type="text"/>	
Email Address:	<input type="text"/>	*

Submit

Cancel

4. If your name and email are found, an email will be sent to you containing instructions on resetting your login name and password. A message will display with this information.



5. Open the email that was sent and click on the **Reset Password** link or copy and paste the URL into the address bar of your internet browser. Please note this link will only remain valid for **24 hours!**

Hello,

You recently requested to retrieve your login name and/or password for the Rotary Club of Green Town website. Please click on the link below to continue:

[Reset Password Link](#)

<https://www.crsadmin.com/Gen/PasswordReset.aspx?eaid=fLLgN6zilKQkHH8Dh1BVig%3d%3d&emid=WynlJRdoXOycqLOFSs%2fbpg%3d%3d&etoken=4BVHnZU%2bvZtfrwGaisbv%2f9fnpKZjCx2ftO4kulpfd4%3d>

If the link above does not work, copy and paste it into the address bar of your browser. Please note that this link is only valid for **24 hours**, after which you will need to retrieve your login information again.

For assistance or technical support, please visit www.ClubRunnerSupport.com.

6. You should now be taken to the Reset Password Page. Section 1: contains your **Login Name**; please make note of your login name. Section 2: contains the reset **password** fields.

Reset Password for

1 **Login Name:**

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

2 Enter New Password: Begin Typing

Confirm New Password:

7. Enter and confirm your new password and click the Submit button.

Note: the bar is to help you get an idea of how secure your password is. Using a combination of letters and numbers, six characters long or more is recommended.

Enter New Password: Strong

Confirm New Password:

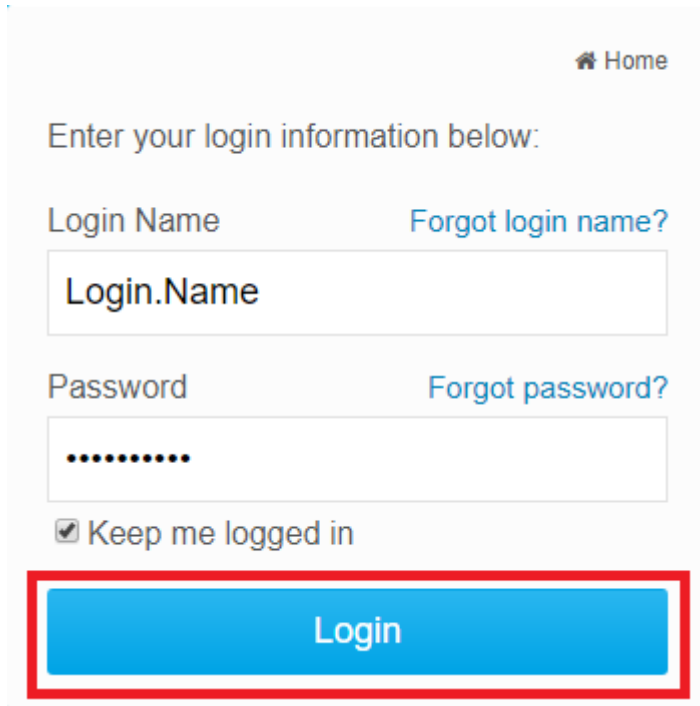
8. If your password reset is successful, you will receive a confirmation message. Click the **Return** to go back to the login page.

Reset Password for

Your password has been successfully reset. Click on the Return button to go to the Login page.

[Return](#)

9. Enter you **Login Name** (the name provided in Step 6) and your new **Password**. Once done, click **Login**.

A screenshot of a login form. At the top right is a 'Home' link with a house icon. Below it is the instruction 'Enter your login information below:'. There are two input fields: 'Login Name' with a value of 'Login.Name' and 'Forgot login name?' link; and 'Password' with masked characters and a 'Forgot password?' link. A 'Keep me logged in' checkbox is checked. At the bottom is a large blue 'Login' button, which is highlighted with a red border.

Home

Enter your login information below:

Login Name [Forgot login name?](#)

Login.Name

Password [Forgot password?](#)

.....

Keep me logged in

Login

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