

ClubRunner

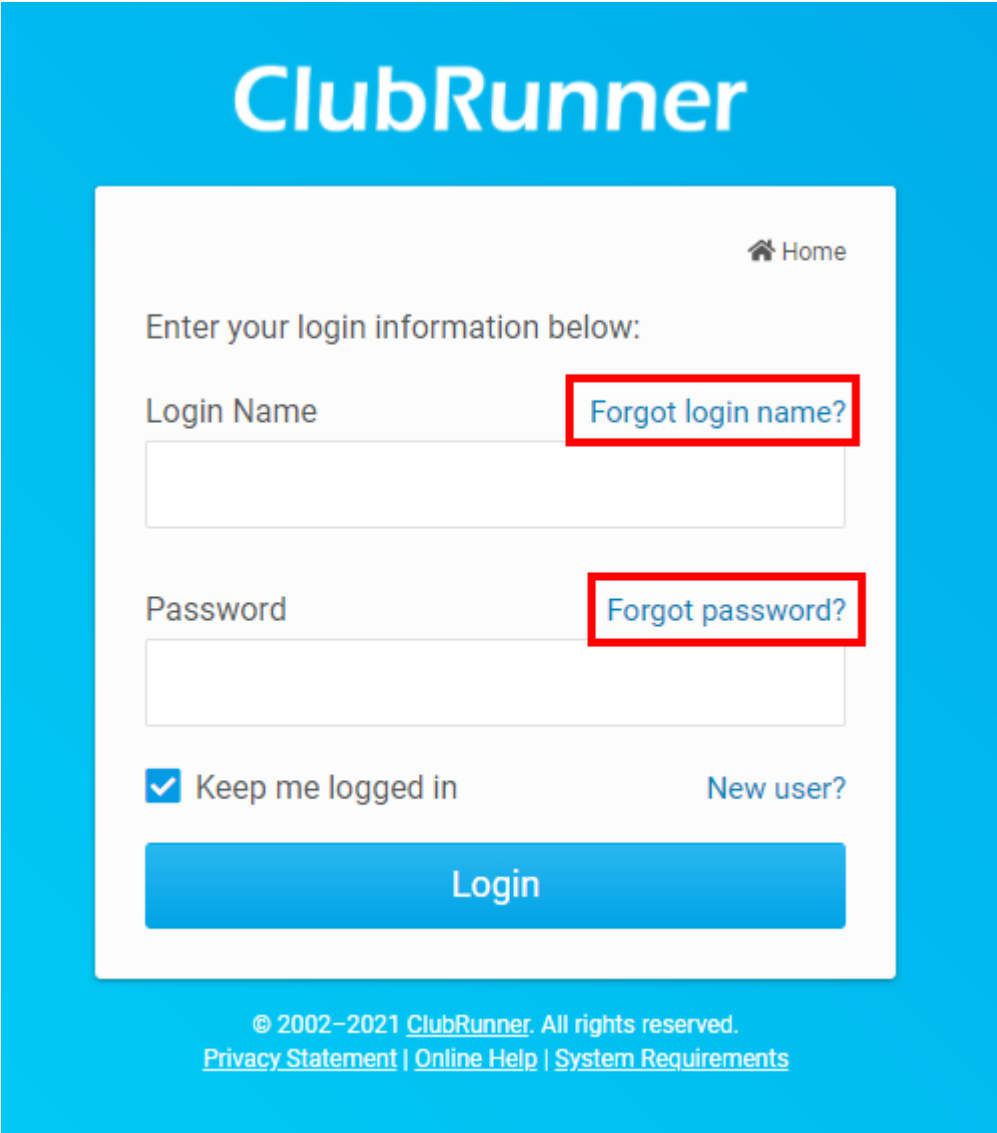
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How do I retrieve my login name and reset my password? (District)

Michael C. - 2021-11-26 - My ClubRunner

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

1. To start, go to the 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.



ClubRunner

Home

Enter your login information below:

Login Name [Forgot login name?](#)

Password [Forgot password?](#)

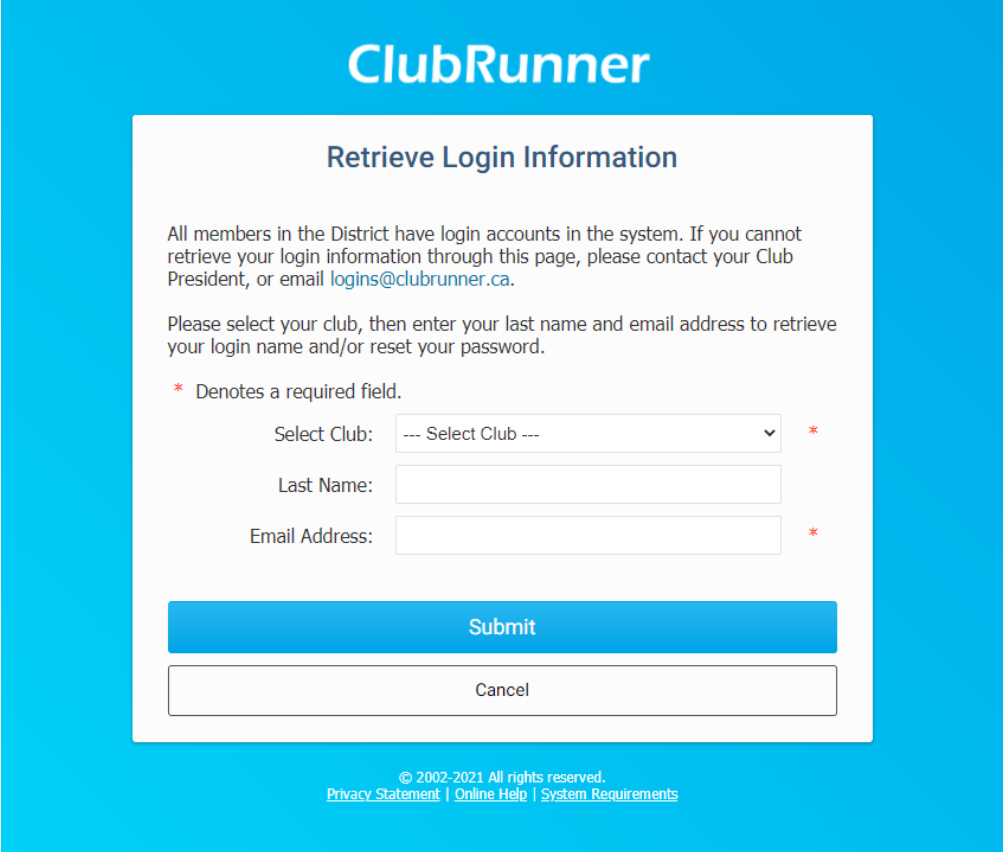
☒ Keep me logged in [New user?](#)

Login

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3. It will ask you for your **Club**, **Last Name**, and **Email Address**. Click **Submit** when

done.

The image shows a web form titled "ClubRunner" with a sub-header "Retrieve Login Information". The form is set against a blue background. It contains a paragraph of text explaining that all members have login accounts and providing contact information for those who cannot retrieve their login info. Below this is another paragraph instructing users to select their club, enter their last name, and email address to retrieve their login name and/or reset their password. A red asterisk indicates required fields. The form includes a dropdown menu for "Select Club", and text input fields for "Last Name" and "Email Address". At the bottom are "Submit" and "Cancel" buttons. A footer contains copyright information and links to Privacy Statement, Online Help, and System Requirements.

ClubRunner

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: --- Select Club --- *

Last Name:

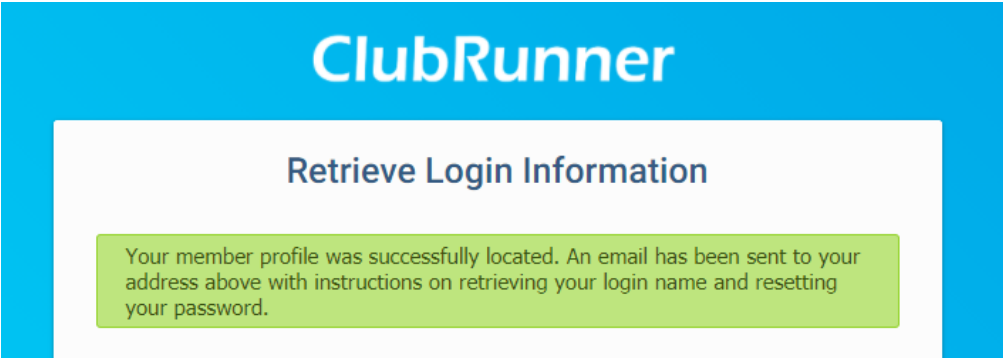
Email Address: *

Submit

Cancel

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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.

The image shows a success message on the ClubRunner website. It features the "ClubRunner" logo at the top. Below it, the heading "Retrieve Login Information" is displayed. A green box contains the message: "Your member profile was successfully located. An email has been sent to your address above with instructions on retrieving your login name and resetting your password." The background is blue.

ClubRunner

Retrieve Login Information

Your member profile was successfully located. An email has been sent to your address above with instructions on retrieving your login name and resetting your password.

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.

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=hYmo5C3WXflZPtnWKWW%2f2A%3d%3d&emid=6rKnZ0IVdQH8U5Sc1V5rw%3d%3d&etoken=sIPcd6v46%2b%2b%2b6XdHJTktCr4F9d8CGQYdm48wIEc254%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.

Sincerely,

The ClubRunner Team

toll-free: 1-877-469-2582

int'l/local: +1-905-829-5299

support@clubrunner.ca

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.

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Reset Password for Aaron Aaronson

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

Login Name: Aaron.Aaronson.1234

Enter New Password: Begin Typing

Confirm New Password:

Submit

Cancel

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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.

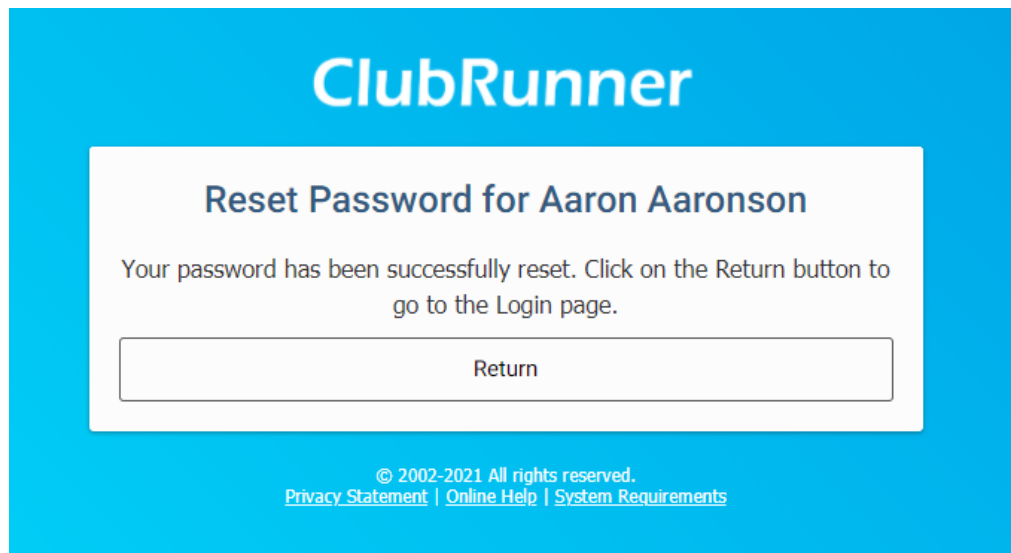
Enter New Password:

Strong

Confirm New Password:

Note: if you are using a password manager application such as Dashlane, LastPass, etc., sometimes our system cannot accept the application generated password. This could be due to how the application injects the password into our page. In such a case please **copy/paste the password** your application generates instead of allowing your program to automatically fill it in. If you continue to have issues generating a password please [contact our team](#).

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



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

Related Content

- [How do I log in? \(District\)](#)