

ClubRunner

Help Articles > District Help > District - Members' Guide > My ClubRunner > How do I retrieve my login name and reset my password? (District)

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?](#)

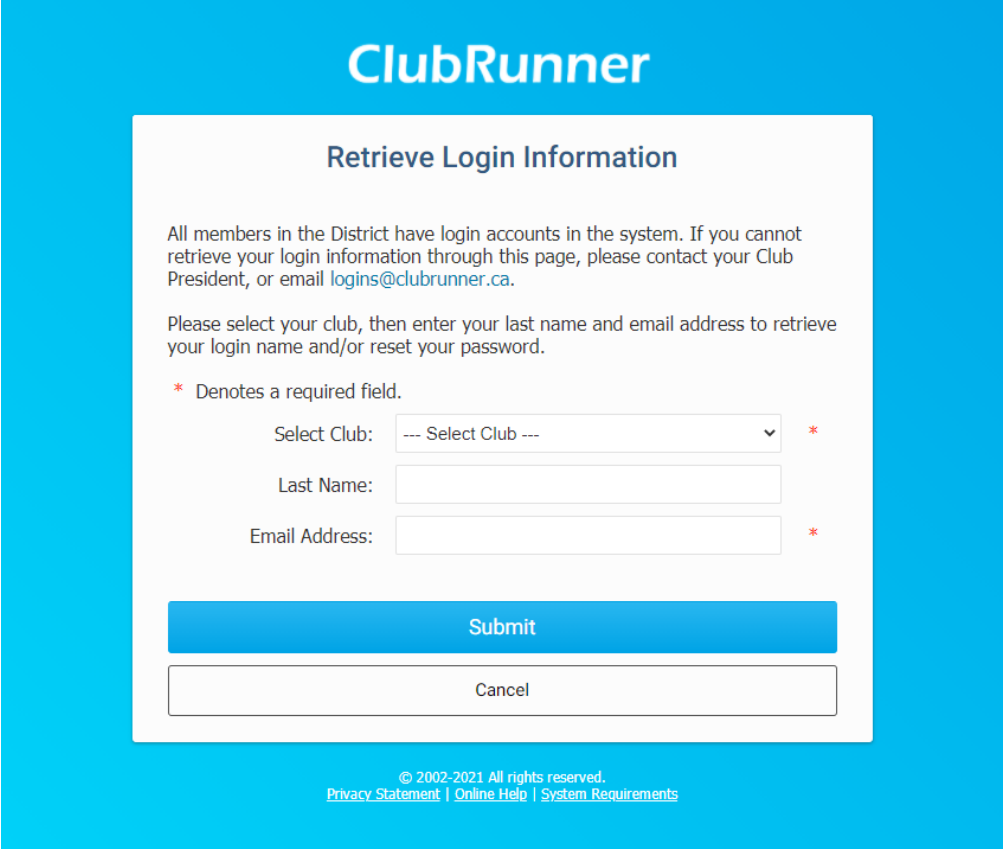
☒ Keep me logged in [New user?](#)

Login

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[Privacy Statement](#) | [Online Help](#) | [System Requirements](#)

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 subtitle "Retrieve Login Information". The form is set against a blue background. It contains a paragraph explaining that all members have login accounts and providing contact information for those who cannot retrieve their login info. Below this is a second paragraph asking the user 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", text input fields for "Last Name" and "Email Address", and "Submit" and "Cancel" buttons. At the bottom, there is a copyright notice 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:

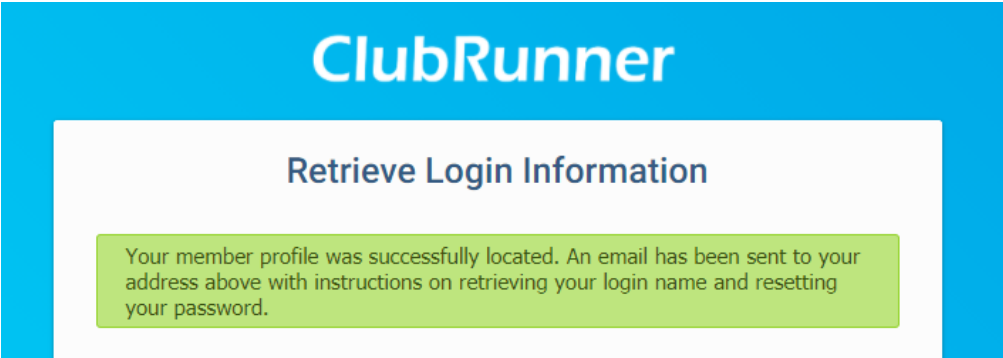
Email Address: *

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 displayed on the "ClubRunner" website. The message is contained within a green box with a white border. It states that the member profile was successfully located and that an email has been sent to the user's address with instructions on retrieving their login name and resetting their password. The background is blue, and the title "ClubRunner" is visible at the top.

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.

The screenshot shows a web form titled "Reset Password for Aaron Aaronson" on a blue background. At the top, the "ClubRunner" logo is displayed. Below the title, a yellow box contains a reminder: "Please remember your Login Name as you will need it to enter the site. You can always change this by editing your profile." The form includes a "Login Name:" field with the value "Aaron.Aaronson.1234". Below this are two password fields: "Enter New Password:" and "Confirm New Password:". The "Enter New Password:" field has a strength indicator bar below it that is currently grey and labeled "Begin Typing". At the bottom of the form are two buttons: a blue "Submit" button and a white "Cancel" button. A footer at the very bottom contains copyright information: "© 2002-2021 All rights reserved." and links to "Privacy Statement", "Online Help", and "System Requirements".

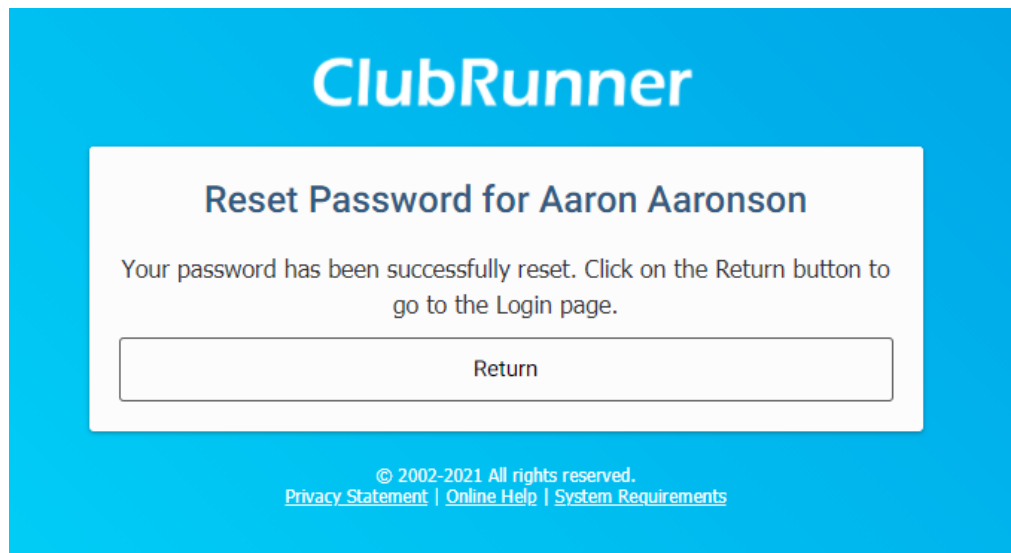
7. Enter and confirm your new password and click the Submit button.

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.

This close-up shows the "Enter New Password:" field with a strength indicator bar. The bar is partially green and labeled "Strong". Below it is the "Confirm New Password:" field, which is currently empty.

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? \(District\)](#)