

ClubRunner

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How do I set up Multi-Factor Authentication (MFA)?

Michael C. - 2026-05-28 - [Support](#)

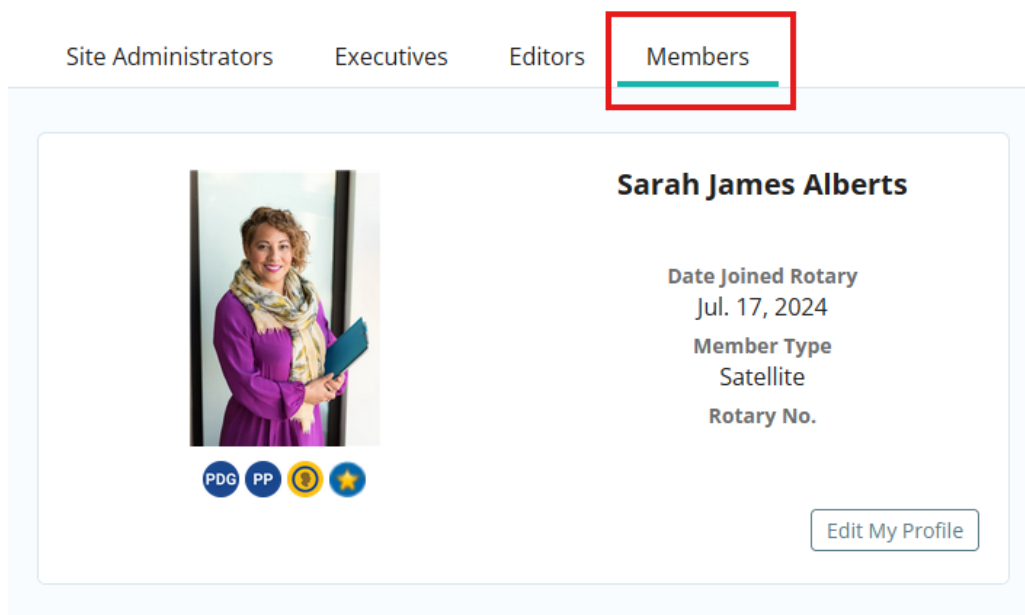
Multi-Factor Authentication (MFA) is a security method that requires you to prove your identity using additional pieces of evidence, not just a password. MFA is used as an additional layer of security for members and organizations, such as Clubs, Districts and Zones.

ClubRunner Nova

To access and manage your MFA Settings on ClubRunner Nova, please follow these steps:

1. You will first need to log in to your ClubRunner account. You can do this from your club home page, or using our universal login page here: <https://site.clubrunner.ca/login>
2. Ensure you are on the Members dashboard, by clicking on the **Members** tab at the top of the page.

Members



Site Administrators Executives Editors **Members**

Sarah James Alberts

Date Joined Rotary
Jul. 17, 2024

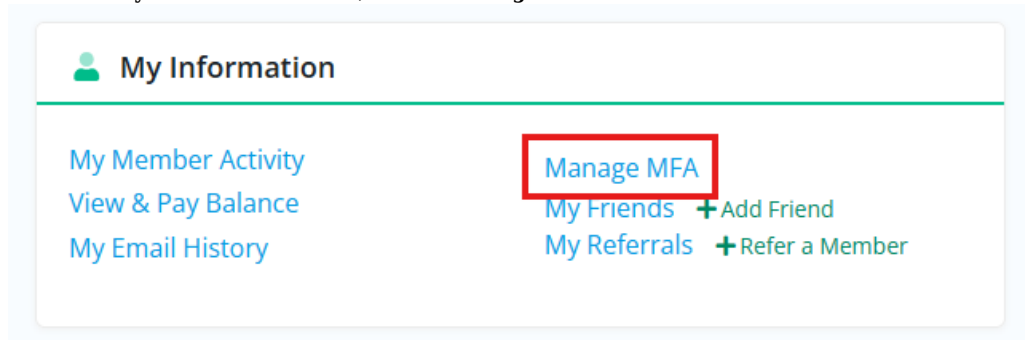
Member Type
Satellite

Rotary No.

PDG PP

Edit My Profile

3. Under the **My Information** section, click on **Manage MFA**.



My Information

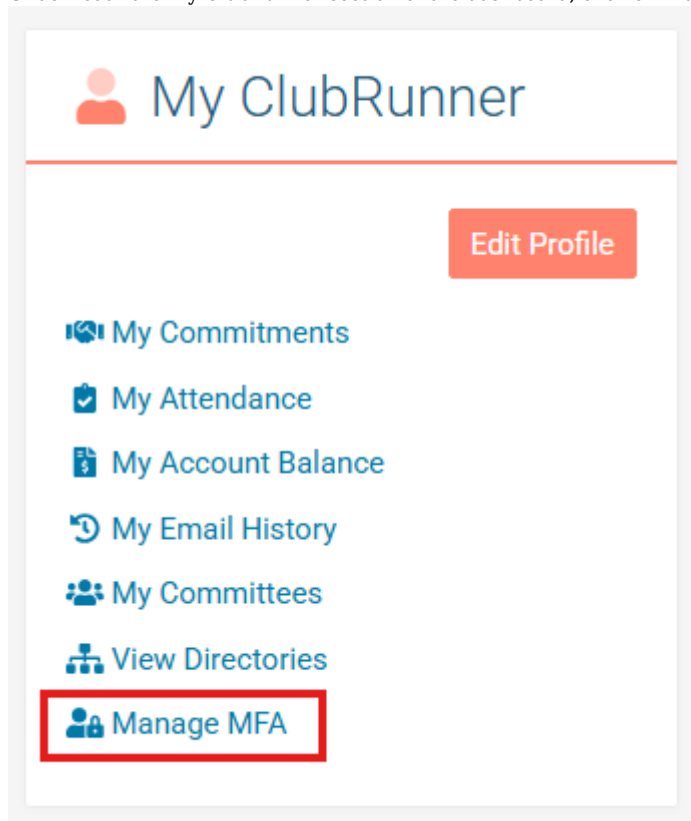
My Member Activity
View & Pay Balance
My Email History

Manage MFA
My Friends + Add Friend
My Referrals + Refer a Member

ClubRunner Classic

To access and manage your MFA Settings on the Classic version of ClubRunner, please follow these steps:

1. You will first need to log in to your ClubRunner account. You can do this from your club home page, or using our universal login page here: <https://site.clubrunner.ca/login>
2. Underneath the My ClubRunner section of the dashboard, click on **Manage MFA**.

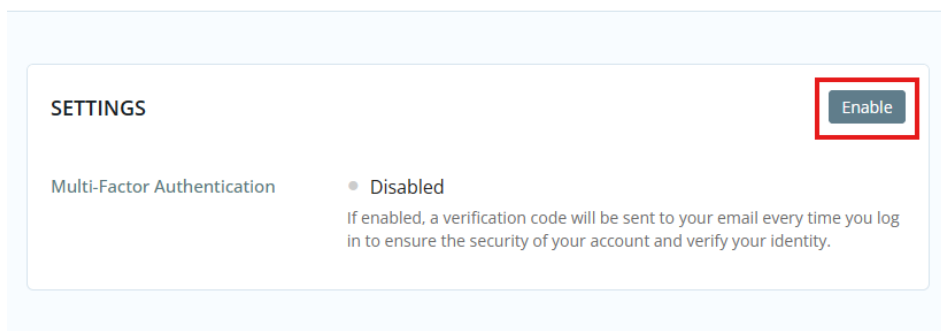


Setting up and Managing your MFA Settings

Once you have accessed your MFA Settings in either version, the following steps will then guide you through setting up both Email and Third-Party Authenticator App verification:

1. On the Manage Multi-Factor Authentication page, you will have access to two Multi-Factor Authentication options - Email, and Third-Party Authenticator Apps. Email verification will send a security code to your email address that must be entered when logging in to ClubRunner, while Authenticator Apps will instead generate this code for you within the Authenticator App itself.
2. If you'd like to enable **Email Verification**, click on the **Edit** button. Skip to step #3 to enable Third-Party Authenticator app verification.
 1. Under the Settings section, click on the **Enable** button.

Setup Multi-Factor Authentication (MFA)



2. Confirm that the email address listed on this page is correct. If not, please update your email address through your member profile.

3. Once you have confirmed your email address, click on the **Send Code** button under the Send Verification Code section to be emailed a verification code.

Setup Multi-Factor Authentication (MFA)

Get Started

CONFIRM YOUR EMAIL

Disable

To get started, we will need to send a verification code to your email.

The verification code will be sent to

Confirm that this email is correct. If it is not correct, go to your profile to update it.

SEND VERIFICATION CODE

Once you have confirmed your email, send the verification code. Make sure to check your spam folders if you do not see it in your inbox.

Send Code

4. Check your email for the verification code to arrive, enter it into the available field and click **Confirm Code**. If you did not receive a code, wait 60 seconds and click on the **Send New Code** button.

Setup Multi-Factor Authentication (MFA)

Authenticate Your Email

ENTER VERIFICATION CODE

Disable

Check your inbox and copy the code to confirm. Make sure to check your spam folder if you do not see it in your inbox. If you did not receive a code, try resending it.

616642

Confirm Code

Send New Code?

5. Email Verification Setup has now been complete! When logging in on a new device, you will now be automatically send a new code which must be entered during the log in process to complete your verification and log in.
3. If you prefer to set up MFA verification using **third-party authenticators** such as Google or Microsoft Authenticator, click on the **Edit** button for the Authenticator App section.

Manage Multi-Factor Authentication

AUTHENTICATOR APP

Edit

Status: Disabled

Get a code through an app such as Google or Microsoft Authenticator.

1. Under the Settings section, click on the **Enable** button.

Authenticator App Settings

SETTINGS

Enable

Multi-Factor Authentication

• Disabled

If enabled, you'll be prompted the 6-digit code generated by your authenticator app each time you log in to verify your identity and keep your account secure.

2. Open your authenticator app and use its **Scan QR Code** feature to scan the provided QR code. Once scanned and added to your authenticator app, type the generated 6-digit code into the highlighted field and click **Confirm Code**.

Authenticator App Settings

SCAN QR CODE

Disable

Open your authenticator app, select Add → Scan QR code, aim your phone's camera at the square, then type the generated 6-digit code below.



659079

Confirm Code

3. Your authenticator app has now been set up! You'll be able to select the authenticator app verification option when logging in moving forward!