



[Help Articles](#) > [ClubRunner Mobile App](#) > [How to recover your login information using the mobile app](#)

How to recover your login information using the mobile app

Michael C. - 2023-06-29 - [ClubRunner Mobile App](#)

In order to login to the ClubRunner mobile app and access your club's information, you will first need to sign in using your login information. If you do not know your login information, please follow the steps below.

1. From your device's app list, click on the ClubRunner mobile app.
2. On the login page, click on the **Retrieve login / reset password** link, which will bring you to the Reset Password screen.

CR

Username

Password

SIGN IN

Retrieve login / reset password

3. On the Reset Password screen, enter your email address and last name into their respective fields. Click on the **Send an Email** button to proceed.

Reset Password

CR

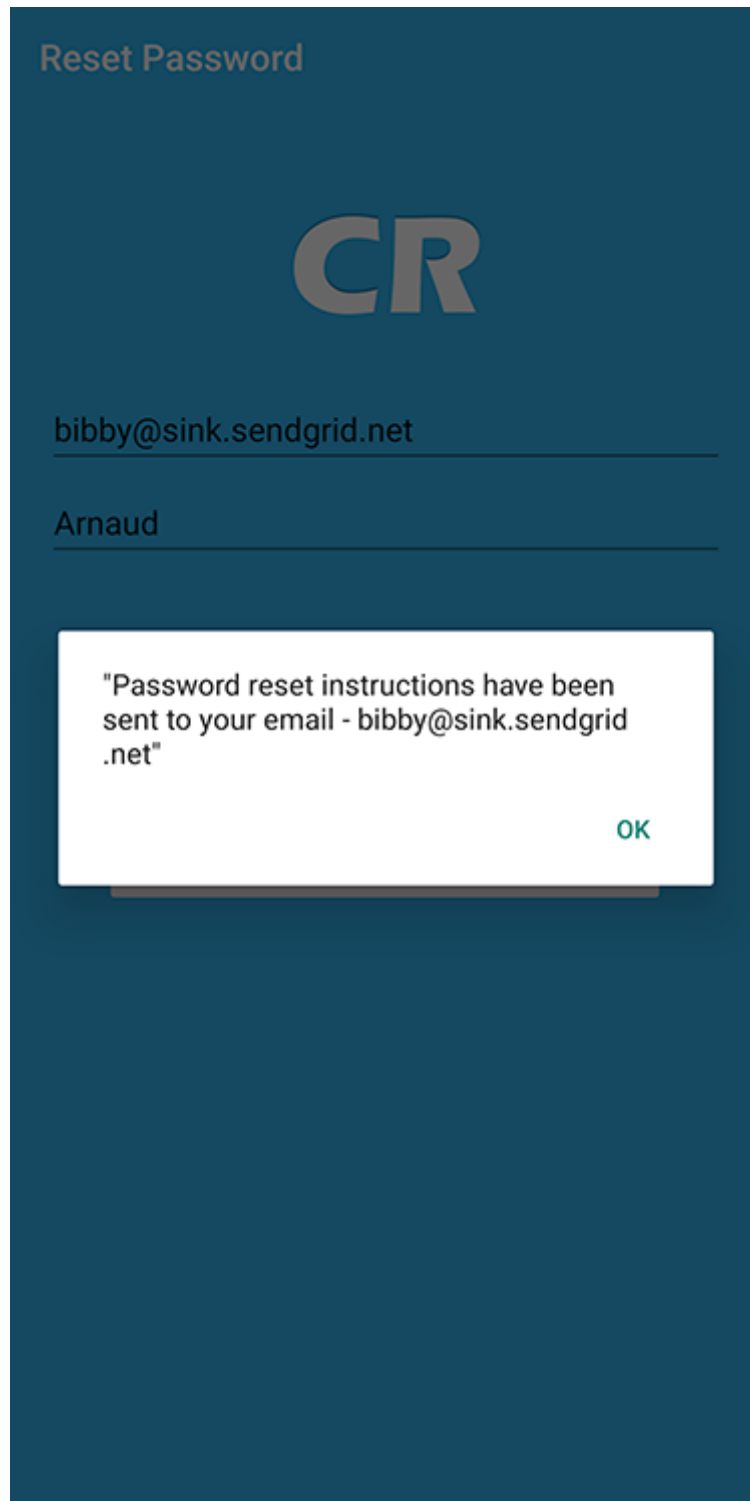
Email

Last Name

SEND AN EMAIL

GO BACK

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.



Note

In the event that two records contain the same email address, you may receive a message that says, "There are more than one active members with the same email address". If this occurs, please reach out to our ClubRunner support team at support@clubrunner.ca or fill out the [contact form here](#).

5. Open the email that was sent and click on the **Reset Password** button 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!**

Hi Bibby Arnaud,
Password Recovery



You recently requested to retrieve your username and/or password for the Kipling Rotary Club's website. Please click on the button below to continue:

Reset Your Password

If the button above does not work, copy and paste the link below into the address bar of your browser:

<https://portal.clubrunner.ca/XXXX/Password/Reset?eaid=l4qn9TYbjLPH6jY3Vhf6gA%3d%3d&emid=sz9PHlk6N1Az6cu%2bqpF8Ew%3d%3d&etoken=UXH3YsppzVgTnbOrK40sJhNVt3%2bsFeg5QED7JX6FpE%3d>

Please note that this link is only valid for **one hour**, after which you will need to request your password again.

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

Sincerely,
The ClubRunner Team
support@ClubRunner.com

6. You should now be taken to the Reset Password page, which will confirm your login name and allow you to enter a new password.

ClubRunner

Reset Password for John Doe

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

Username:

Enter New Password:

Begin Typing

Confirm New Password:

Submit

Cancel

7. Enter and confirm your new password using the provided fields. You will see a bar below Enter New Password field which will indicate how strong your entered password is. Using a combination of letters and numbers, six characters long or more is recommended. Once you have entered your strong password, click on the **Submit** button to continue.

ClubRunner

Reset Password for John Doe

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

Username:

Enter New Password:

Strong

Confirm New Password:

Submit

Cancel

8. If your password reset is successful, you will receive a confirmation message and will be able to login using your new password.