

ClubRunner

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[Mobile] How can I recover my login information?

Michael C. - 2026-01-26 - [ClubRunner Mobile App](#)

In order to log in 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, tap the ClubRunner mobile app.
2. On the login page, tap the **Retrieve login / reset password** link, which will bring you to the Reset Password screen.

The screenshot shows the ClubRunner login interface. At the top, there is a language selection dropdown menu set to 'English (Canada)'. Below this is the ClubRunner logo. The login form consists of two input fields: 'Username' and 'Password'. The 'Password' field has a lock icon and a visibility toggle icon. Below the input fields is a teal 'Log In' button. A red box highlights the link 'Forgot username or password?' located below the 'Log In' button. Below this link is a horizontal line with 'OR' in the center. Underneath the line is a dark grey button labeled 'Log in via email' with an envelope icon. At the bottom of the screen, there is a note: 'No password needed - we'll email you a link to log in.'

3. On the Reset Password screen, enter your email address and tap the **Send an Email** button to proceed.

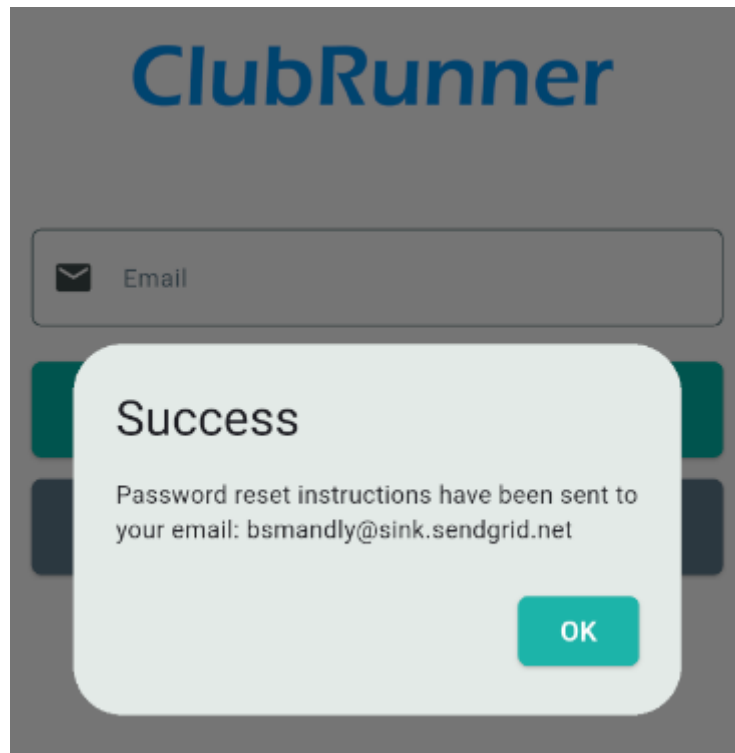
ClubRunner

✉ Email

Send An Email

✉ Log in via email

4. If your email address is associated with an account, a message will be sent to you containing instructions on resetting your login name and password. A message will display with this information.



Note


If you do not see the email, please check your spam/junk folders and ensure that your whitelist or safe senders list includes @auth.clubrunner.ca.

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 tap 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=UXH3YsppzVgTnbOrK40sJhNVrt3%2bsFeg5OED7JX6FpE%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.

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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, eight 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.