

# ClubRunner

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## What is Multi-Factor Authentication (MFA)?

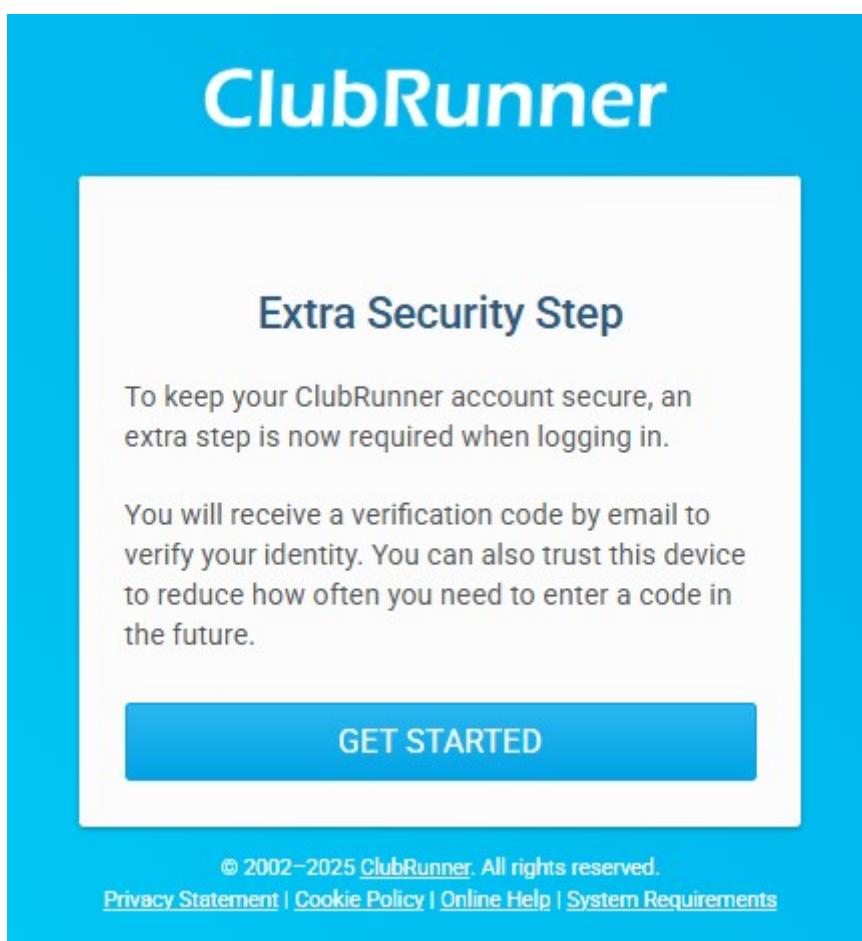
Marina N.B. - 2026-01-26 - [Support](#)

**Multi-Factor Authentication (MFA)** is a security method that requires you to prove your identity using and 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. Each of these websites have different access levels that, when assigned to a member profile, allow them the access to view and update sensitive information, send emails, add or terminate members etc. Therefore, the MFA step will help increase security and safety of each member's data.

When MFA is enabled for a role, all users in that role will be required to enter a verification code sent to their primary email.

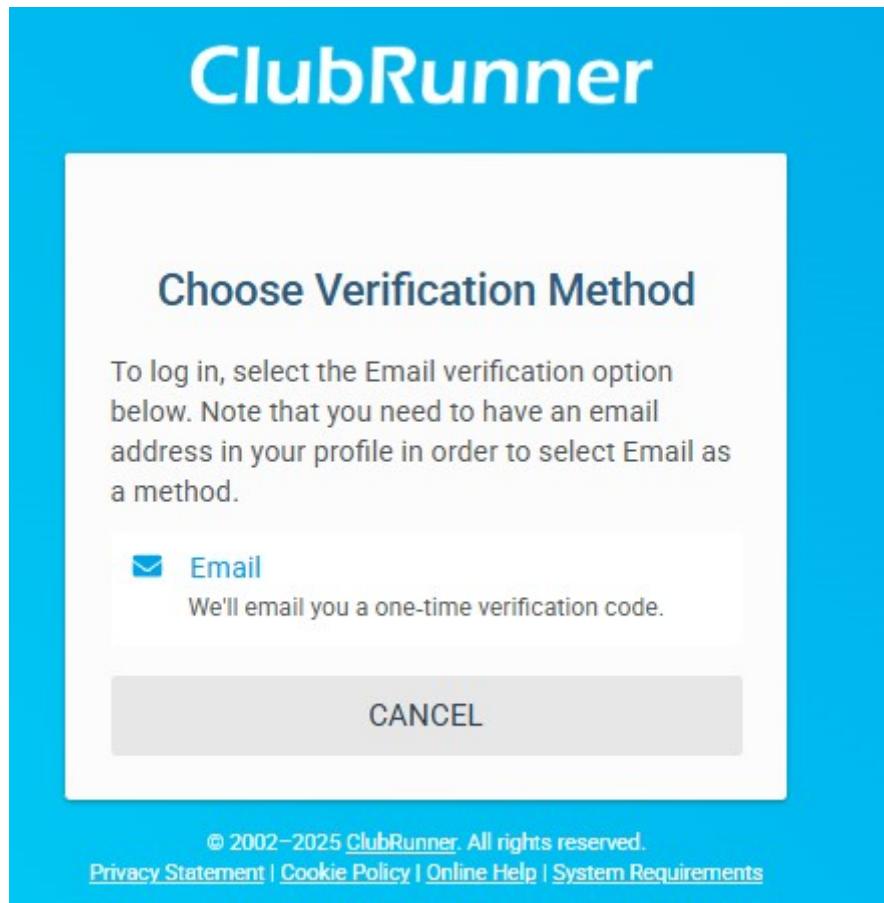
### How is MFA used?

1. After typing in your username and password on the login page, and clicking on **Login**, you will be presented with this message. Please click on **Get Started**:



1. Afterwards, click on the "Email" option. This action will send an email with a **six-digit code** to your primary email address listed in your member profile. Please allow 10-15 seconds for the email to arrive.

The code received via email expires after fifteen minutes, so there is plenty of time to enter the code before requesting a new one. If you request a new code via email, please note that the code that was sent the first time will not work. 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.



1. Enter the verification code in the dialog box, and click **Verify & Sign In**. You can also check the box to **Remember this device**, as it will reduce the number of times the MFA needs to be completed. If you are **not** receiving the email with the code, it is possible the email ended up in the Spam or Junk folder. If you are still not receiving the code to your inbox, [this article](#) will help you address the issue. At the bottom of the message, you will see the countdown for requesting the code to be sent again to your email.

## Confirm it's you

We've sent a one-time code to your email.

To finish signing in, check your email ([Ellery-Kiffe@sink.sendgrid.net](mailto:Ellery-Kiffe@sink.sendgrid.net)) and enter the code below:

Verification code

Codes expire after a few minutes.

Remember this device. You'll be asked to verify less often if selected.

**VERIFY & SIGN IN**

**Didn't receive a code?**

You can request a new one in 20 seconds.

Requesting a new code or restarting sign-in will replace the previous one.

PLEASE WAIT BEFORE RESENDING (8)

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## What access levels are affected?

The MFA is enabled automatically if a member has any of these **access levels** assigned to their profile:

- **On the Club level**, following access levels:

- 30 - Site Administrator
- 40 - Club President
- 50 - Club Executive
- 60 - Editor

- **On the District level**, affected access levels are:

- 11 - District Administrator
- 12 - District Website Content Editor
- 13 - District Attendance Editor
- 14 - District Membership Editor
- 15 - District Club Information Editor
- 16 - District Communication - Email Executives Only
- 17 - District Event
- 26 - District Communication - Email All Members
- 29 - Download Member Data

- **On the Zone level**, affected access levels are:

- 18 - Zone Administrator
- 19 - Zone Home Page Editor
- 20 - Zone Communication
- 21 - Zone Event
- 22 - Zone Organization Chart
- 23 - Zone Membership
- 24 - District Membership
- 25 - Club Membership

If you want to find out more about access levels in **Club** version, click [here](#).

To see what access rights are available on the **District** version, click [here](#).