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2025-09-23 - Zach W. - [Service Issues](#)

ClubRunner App Issues Under Investigation

We're currently investigating two issues affecting some users' ability to access the app. Thanks to your reports, we've identified :

- After launching the app, it hangs on a loading screen and does not allow you to continue to login.
- After logging into the app, the login process does not complete.

Our team is actively working on diagnosing the root cause and will be releasing a series of updates to help resolve the issue. We're also collaborating directly with affected users to gather more data and accelerate the fix.

☐ **If you're experiencing this issue**, please reach out to our [support team](#) (or email support@clubrunner.ca) so we can keep you informed and work with you directly.

We'll continue to update this notice as we learn more. Thank you for your patience and for helping us improve.