ClubRunner

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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 <u>support team</u> (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.