



[News](#) > [Service Issues](#) > [\[Updated\] ClubRunner Service Disruption - Email Sending Delays](#)

[Updated] ClubRunner Service Disruption - Email Sending Delays

2025-12-23 - Zach W. - [Service Issues](#)

Starting last night around 5pm Toronto time, we started observing emails being queued and not being sent and delivered. We are currently investigating to identify the underlying issue and working to resolve it as soon as possible.

No action is required for emails that are currently in queue to be sent. Please rest assured that any queued emails will be sent once the email disruption is over.

We'll continue to provide updates as we are able to.

We appreciate your patience while we work to resolve this issue.

[2025 Dec 24 9:30 AM]

We've identified the root cause of the recent email delays and are working closely with our primary email service provider to resolve it. We understand how critical email delivery is and have taken steps to restore service as quickly as possible.

Our team worked through the night to bring our backup email provider online. Starting at 11:50 PM NAEST on December 23, emails began processing and by approximately 2:00 AM NAEST on December 24, the backlog from 11:00 AM NAEST on December 23 was cleared.

While most emails are now sending successfully please note that a backlog from 5:00 PM NAEST December 22 until 11:00 AM NAEST December 23 remains with our primary provider that will be processed once the issue is resolved.

Please note the following items while our backup provider is in use:

- **Email statistics** may be delayed or unavailable.
- **Click tracking** will not be available.
- **Magic Links** are not supported, so you'll need to log in manually.
- Emails like: **Request Member Updates** and **Dues and Billing statements** are not sending through the backup provider.

We'll continue to provide updates as more information becomes available.

Thank you for your continued patience and understanding while we work to fully resolve this disruption.