ClubRunner

ClubRunner Support is updating its Helpdesk software

2021-03-22 - Mickey D. - Announcements

We are updating our Helpdesk software beginning on Tuesday, March 23rd. This update should take 24 hours to complete. This new software will allow us to better serve all our customers, including better integration with ClubRunnerCommunity.com, as well as the ability to offer inbound live phone support.

There will be no change for our users as we transition. You can continue to email [support@clubrunner.ca] any time you have any issues or questions during this period. Any bookmarks you currently have to our Help articles will continue to work.

However, please note there may be a delay in responding to your email and callback requests for the duration of our transition as we finalize all our changes. If you don't receive a response from our team within 3 business days, please email us again.

Thank you for your patience and continued support, and contact us if you have any questions.