ClubRunner

Domain Masking now incompatible with ClubRunner

2019-12-18 - Zach W. - Announcements

As part of our renovation process we have continued to improve the overall security of the platform. As a result of these improvements we no longer allow any part of the member's area or login pages to be hosted through frames. When your domain is masked to ClubRunner it uses a frame to do so, which means that anyone using the masked domain can still access the public portion of your website. However, if the user attempts to visit a members only part of ClubRunner, the browser will block them.

As a workaround, you can choose to open these links in a new window or tab. Using the New Window or New Tab method breaks the domain masking, allowing you to access the site correctly.

To fully resolve the issue, the person who owns the domain should do one of the following things:

1. Update the domain to forward to your account's real ClubRunner address, instead of masking it.
2. Update the domain's DNS settings to directly connect and alias your domain to your account. Click here for a guide that will help you with the domain aliasing process. You can see examples of domain aliasing in action at the following sites:
    - https://www.rotarytoronto.com
    - https://royalrosarians.com/
    - https://www.rotary7080.org

Additionally, you can choose to transfer your domain to ClubRunner, and we can manage the domain aliasing on your behalf. Click here for a guide that will help transfer the domain.

If you have any additional questions or concerns, please contact the support team.