ClubRunner

Multi-Factor Authentication (MFA) Enabled for Higher Access Levels

2025-12-30 - Omar S. - Product Updates

As part of our ongoing commitment to protecting your data and strengthening platform security, **multi-factor authentication (MFA) has been enabled for all user accounts with access to personal member data**. This applies to the following access roles:

Club: **30** - Site Administrator, **40** - Club President, **50** - Club Executive, **60** - Editor

District: **11** - District Administrator, **12** - District Website Content Editor, **13** - District Attendance Editor, 14 - District Membership Editor, **15** - Club Officers , **16** - District Basic Communication , **17** - District Events, **26** - District Communications - Email All Members, **27** - District Club Access Right, **28** - District Beta Tester, **29** - Download Member Data.

Zone: **18** - Zone Administrator, **19** - Zone Homepage Editor, **20** - Zone Communication, **21** - Zone Events, **22** - Zone Organization Chart, **23** - Zone Membership Editor, **24 -** Zone District Membership Editor , **25** - Zone Club Membership Editor

What is MFA?

MFA is a simple, added security step during sign-in. In addition to your password, you'll be asked to confirm your identity using a second method, such as a one-time code sent to your email or generated by an authenticator app. This helps ensure that only authorized users can access sensitive member information. Please refer to our Knowledgebase article for more details:

https://www.clubrunnersupport.com/kb/articles/mfa-multi-factor-authentication

For most users, this change will mean a quick extra step when logging in. You'll also have the option to trust your device for 30 days, allowing you to skip the extra verification step during that period, making the process both secure and convenient.

This update reflects our responsibility to safeguard member data and the trust clubs place in ClubRunner. No action is required beyond completing the verification step when prompted.

If you have questions or need help with MFA, our support team is always happy to assist.

Thank you for your continued trust in ClubRunner.