

Welcome to the ClubRunner Network!



As a new District subscriber to the ClubRunner platform, we are happy to work with you to transition your District quickly and flawlessly with ClubRunner.

In order to efficiently work with you to setup and launch your site, once you submit your order form please note that as long as all information is provided promptly, it will take approximately **2-3 weeks** to complete.

The following checklist outlines everything needed to get your district up and running in a timely manner. Note that items marked with an asterisk (*) are optional and can be omitted from this stage as you can update them manually through the site at a later date.

MEMBERSHIP DATA & ACCESS

- DG Email to RI Requesting Data** The first step is to email RI requesting an Excel file of your District's database. This must be done by the current District Governor. Email RI Data Services at data@rotary.org
- Supplementary Contact Details in Excel or CSV format** If you have any additional information for various members in your district in Excel or CSV formats, we can use this to supplement the member profiles downloaded from RI. This can include email lists, phone numbers, etc. Data should be in a table format with one row per member and one column per contact detail. Multiple files can be supplied.
- Club Listing** To build the official list of clubs and their meeting date, time and location, please provide us with this information in any file format, such as Excel, Word or PDF, or a link to a page on your website.
- Club Presidents & Secretaries List (Optional)*** To build the executive listings for all clubs, and to grant the access level that will allow those members to update their club data. Any file format, or a link to a webpage.
- District Executives, Officers & Directors (Optional)*** To build the organization chart and to grant the access levels that will allow those members to receive automatic access to District level functions.
- AGs and their Clubs (Optional)*** To build the organization chart and grant the access levels for those AGs to their respective club information.
- List of Site Administrators and Other Access Rights (Optional)*** To set up the access levels for all the members that will work on the ClubRunner system, please provide us with your list of Site Administrators, Home Page Editors, Membership Information editors, District Bulletin Editors, and Event Registration chairs. These access roles can be adjusted through the system by any Site Administrator.

NOTE ON CLUBRUNNER CLUB SUBSCRIBERS: For clubs within your district that are already online with ClubRunner, their data will automatically appear within the District site, so there is no need to provide their information as it will not be uploaded.

NOTE ON PHOTOS: All photos will need to be uploaded by the Site Administrator, club executives, or the individual member once the records have been uploaded. This process cannot be automated due to the resizing and compression needed for each photo.

DOMAIN NAME

During the setup of your ClubRunner site, you will be given a domain name where you can access the system in parallel with your existing site. If you have a domain name (web site address) that you would like to point to your ClubRunner site, you will need to transfer the domain name to our management. To do so, you will need to:



- Order a Domain Transfer** Specify this on your order form or contact us
- Change the Administration Contact Email** Login to your domain registration account and change the Admin contact email to domains@clubrunner.ca. If you are unsure of your domain details, contact us or search for your WHOIS record at the following link: <http://www.internic.net/whois.html>
- Request the Authorization (EPP) Code** If you have a .org domain name, you will need to request this code from your registrar either by logging in to your account or by contacting their customer service (this depends upon your registrar, e.g. GoDaddy, Network Solutions, etc.)

If you don't have a domain name, but would like to register one, provide us with your requested name (typically the format used is www.rotary#####.org) and we will register it on your behalf for \$29.95 per year for a minimum term of 3 years.

SUPPORT & TRAINING

During the entire setup process you have access to unlimited technical support. Visit our **eSupport Center** at <http://www.ClubRunnerSupport.com> to submit a support ticket, search the Knowledgebase, download helpful "how-to" documents and provide feedback. You can also contact our support team at **1-877-469-2582** Monday to Friday, from 9 am to 5 pm EST or by emailing districtsupport@clubrunner.ca.

Once your setup is complete, you will receive a welcome email with **login information** to access your site and begin personalizing it.

Online Webinars

Specialized training sessions are available for your district to introduce and launch ClubRunner to your clubs and district executives. Please contact a member of the [ClubRunner Team](#) to set up a time and date that is convenient for you. We will work with you to customize the content of the session, provide the invitation text and outline, and setup a registration page for interested members to sign up. We recommend the following to effectively launch ClubRunner within your District and increase adoption:

- Announcement Email to District officers and Club President & Secretaries** Introduce the site, outline the benefits to each party, and how they can login and begin updating their information.
- District Executive Training Session** How to use the site from a District officer perspective
- Club Secretary Training Session** How clubs can update their information through the District site
- Optional Club Version Demo** Introduce clubs to the club version of ClubRunner

For further information, contact us at **1-877-469-2582**. We look forward to serving your District!