

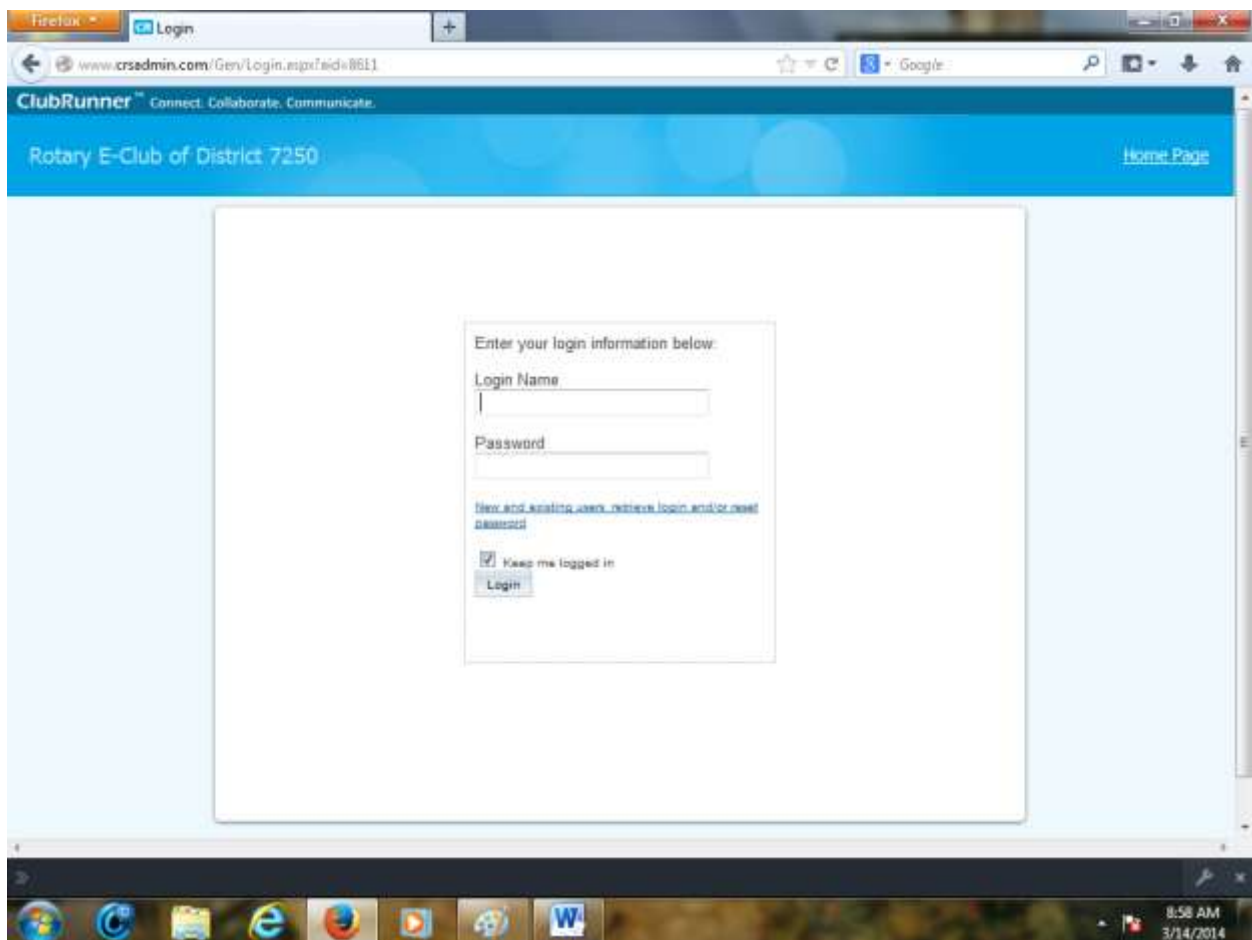
Rotary Club Web Site Login Tutorial

When you are asked to login to ClubRunner and you have your **“Login Name”** and **“Password”** memorized or written down in a safe and secure place then you should not experience any difficulties in signing in.

This help sheet has been developed by Rotarian Dr. Cornell Frank to demystifying the process to get your **“Login Name”** and reset your **“Password.”** Alternately you’re Rotary Club Administrator or Club Secretary can look up your assigned **“Login Name”** and assigned a new **“Password”** (the **“password”** cannot be retrieved, for security reasons by the web site administrator or club secretary.

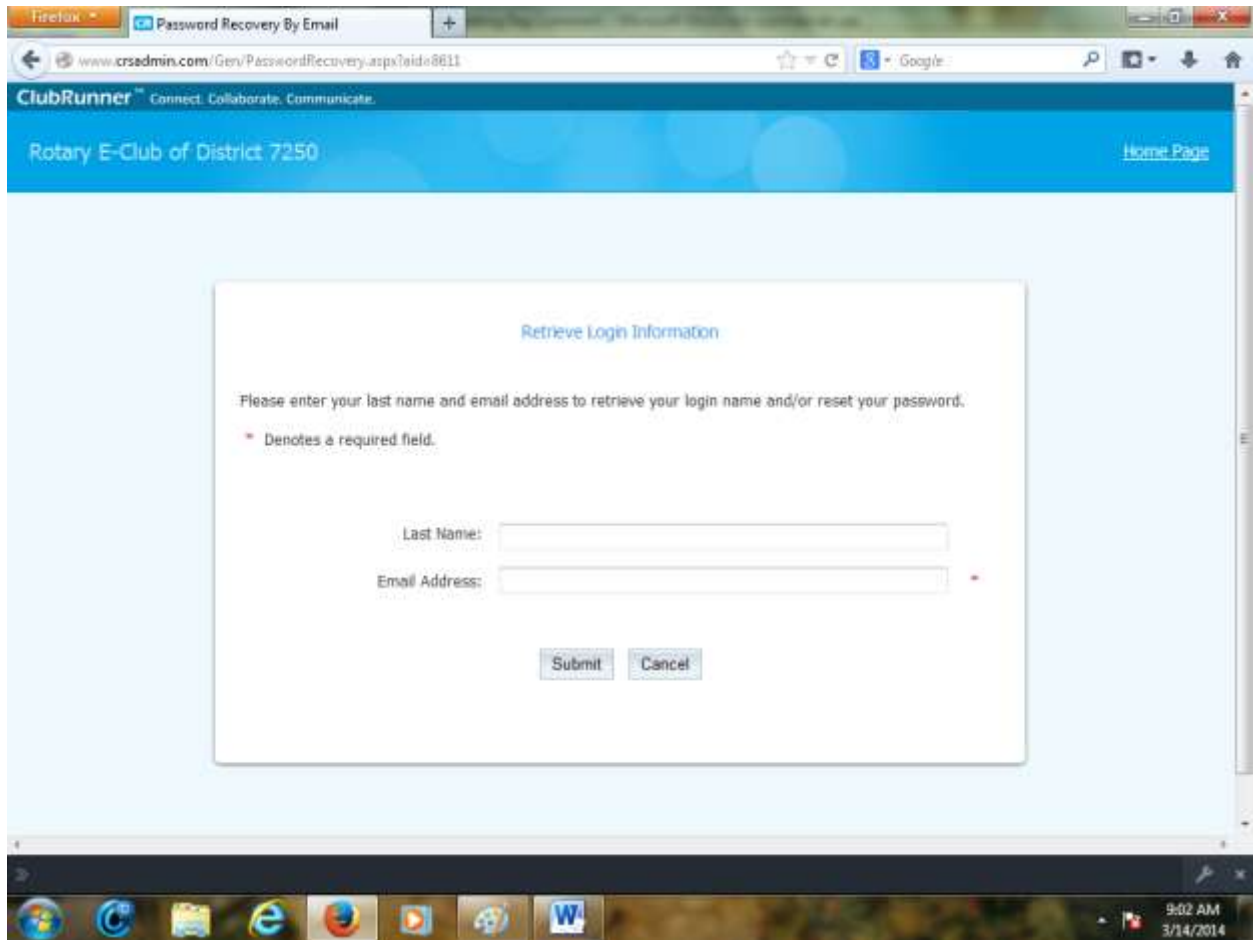
The following easy procedure is designed for you to help yourself any time 24 x 7.

When asked to **“Login”** the following screen appears on your computer:

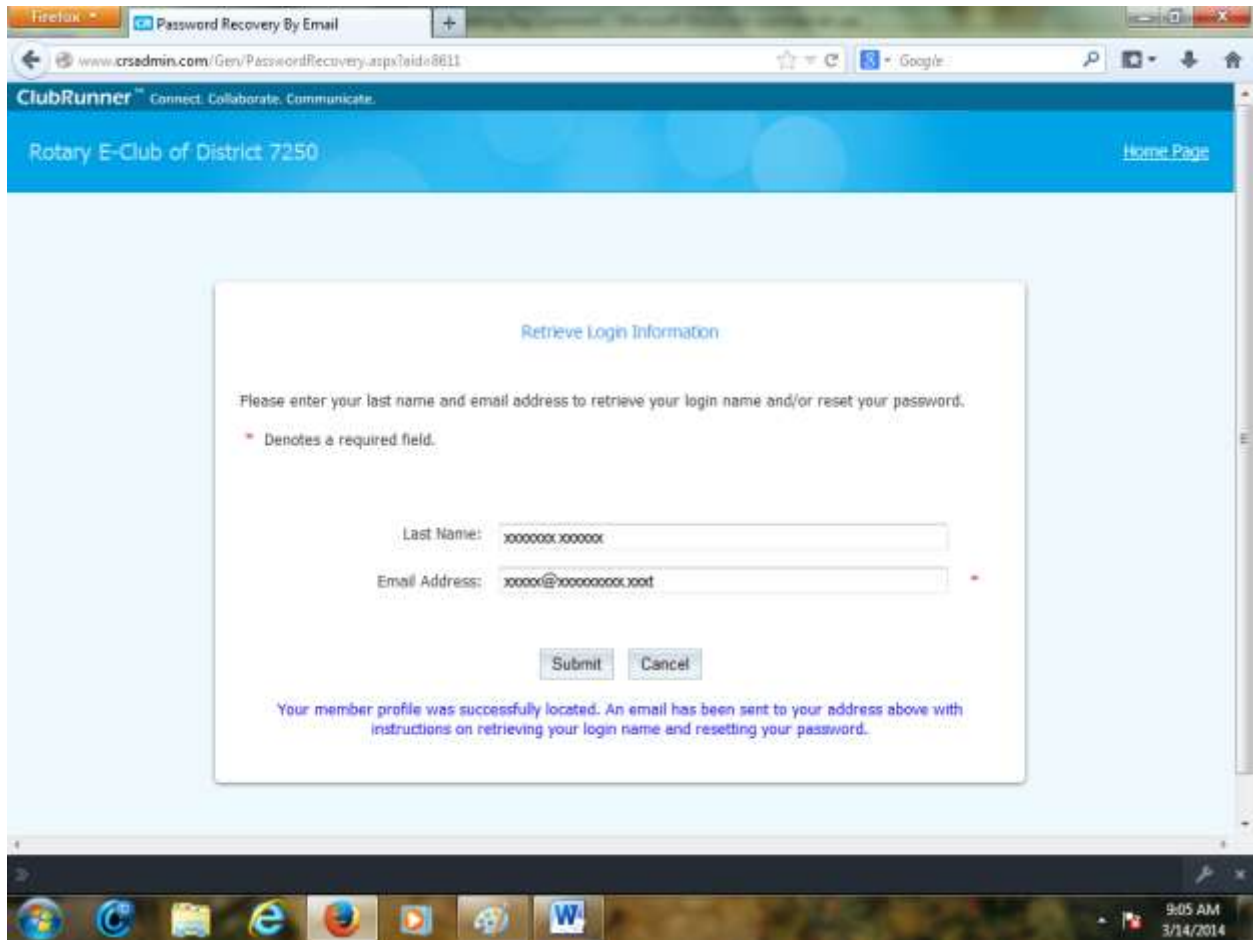


If you know your correct information you can easily enter it above. If the information you provide does not work then please press on **“[New and existing users: retrieve login and/or reset password](#)”** above.

In the screen that appears enter you "Last Name" and your "Email Address." The click on "submit"



This screen shown below will appear.



As indicated by the screen above an e-mail will be forwarded to you. Please retrieve this e-mail.

The message will look like the following information. Press on "[Reset Password Link.](#)"

From: "xxxx xxxxx" <mailservice@clubrunner.ca>
To: xxxxxxxx@xxxxxxx.xxx
Date: 03/14/2014 09:06:59 AM
Subject: ClubRunner Login for Rotary Club of xxxxxx Website

Hello xxxxxxx xxxxxxxxx,

You have requested to retrieve your Login Name and/or reset your password for the Rotary Club of xxxxxxxx website. Please click on the link below to continue:

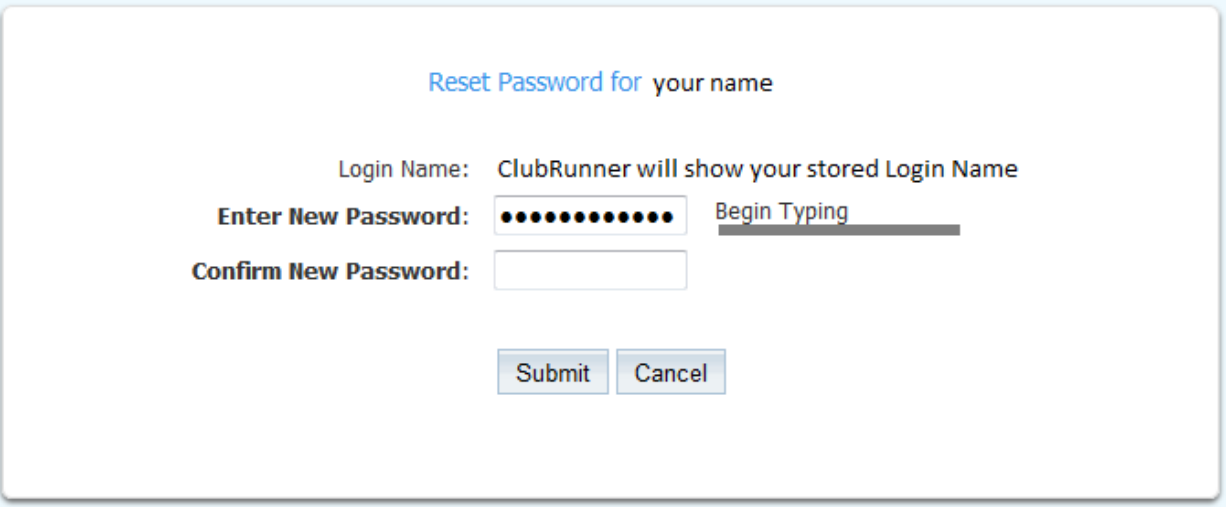
[Reset Password Link](#)

If the link above does not work, copy and paste it into the address bar of your browser. Please note that this link is only valid for **eight hours**, after which you will need to retrieve your login information again.

For assistance or technical support, please go to www.clubrunnersupport.com.

This message was automatically generated by [ClubRunner](#) for [xxxxxxx Club](#).

The system responds with:



Reset Password for your name

Login Name: ClubRunner will show your stored Login Name

Enter New Password: ●●●●●●●●●● Begin Typing

Confirm New Password:

Very important – write in a safe and secure place (perhaps on a business card sized heavier paper stock:

My Login Name for my Rotary Club is: [xxxxxx@xxxxxxxxx.xxx](#) (what appears above).

Now you have your “Login Name.” Please don’t loose it or you will have to repeat the process.

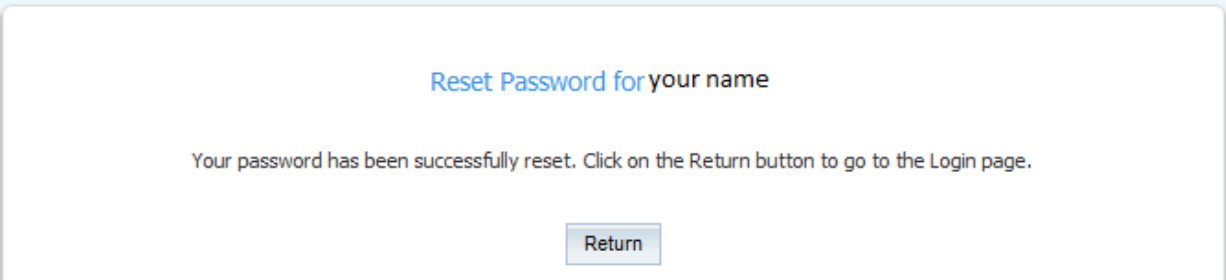
Then enter a new Password in the first box above.

Then repeat to confirm, your new Password in the second box.

If you **did not** type the same new password the system will prompt you to retype the new password

Now you have your “Password.” Please don’t loose it or you will have to repeat the process.

The depress “Submit”



Reset Password for your name

Your password has been successfully reset. Click on the Return button to go to the Login page.

Now you should be able to login without any difficulties. If you memproze or keep the “Lofin Name” and “password” in a safe and accesible place, you will never experience login difficulties again. If you do you will need to repeat the entire process again.

Enter your login information below:

Login Name
Your RC Login Name appears

Password
Enter your provided RC Password here

[New and existing users: retrieve login and/or reset password](#)

Please check this box

Keep me logged in

Login

Please don't forget to enter your Password and Login Name on the business card size reminder card. Make a few copies and keep them in a safe but always available place, i.e., wallet and a personal safe, or other appropriate places.