

ClubRunner

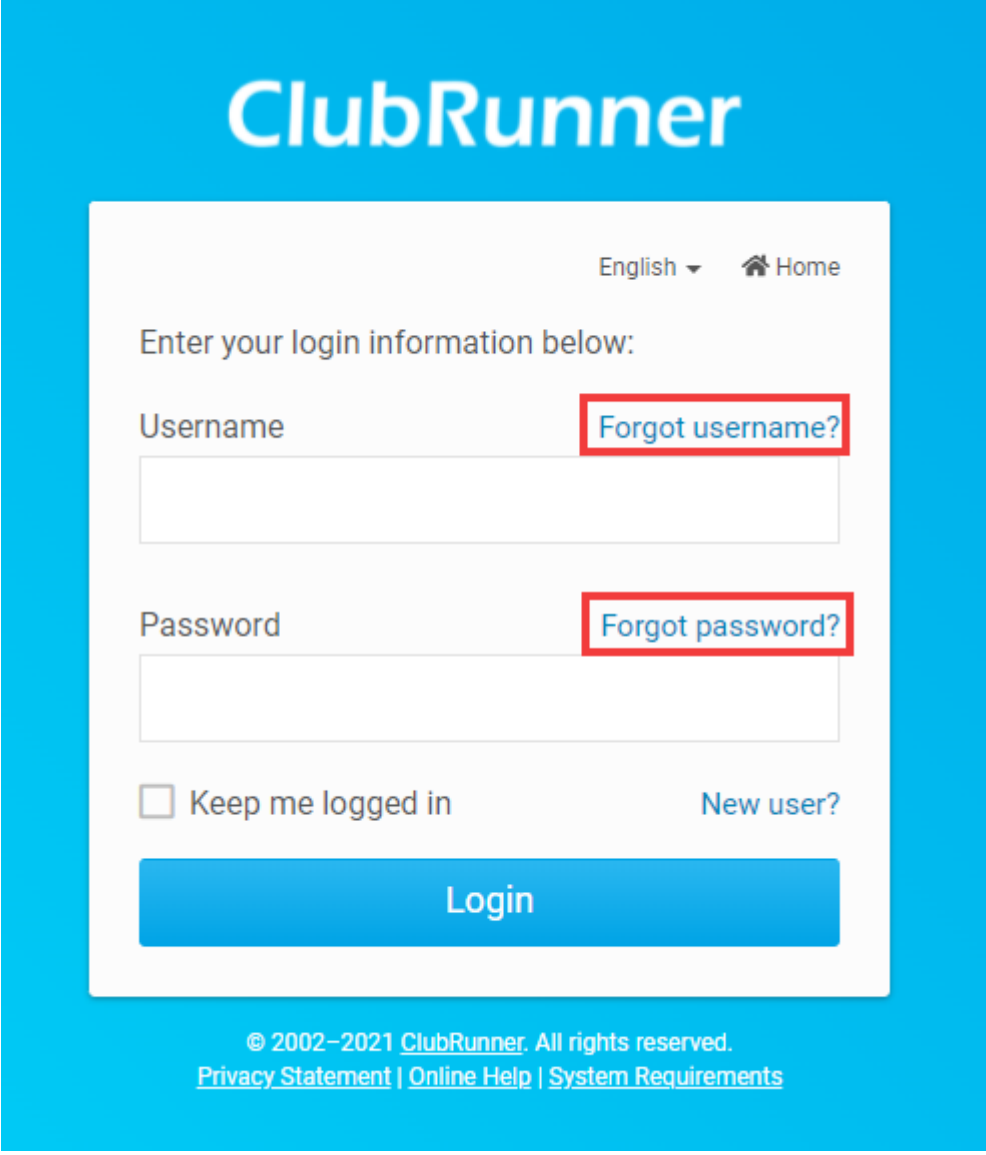
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How do I recover my login information?

Omar S. - 2021-11-26 - My ClubRunner

If you cannot login to ClubRunner or you forgot your password this guide will help you.

1. To start, go to the Club or District website you want to login to. At the top right of the screen, Click on **Member Login**.
2. Click the **Forgot login name?** or **Forgot password?** link.



The screenshot shows the ClubRunner login interface. At the top, the 'ClubRunner' logo is displayed in white on a blue background. Below the logo, there is a white login box. Inside the box, at the top right, are links for 'English' (with a dropdown arrow) and 'Home' (with a house icon). The main heading inside the box is 'Enter your login information below:'. There are two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a red-outlined button labeled 'Forgot username?'. To the right of the 'Password' field is a red-outlined button labeled 'Forgot password?'. Below the password field, there is a checkbox labeled 'Keep me logged in' and a link labeled 'New user?'. At the bottom of the login box is a large blue button labeled 'Login'. Below the login box, on the blue background, is the copyright notice '© 2002–2021 ClubRunner. All rights reserved.' followed by links for 'Privacy Statement', 'Online Help', and 'System Requirements'.

- 3a. If you are trying to login to your Club, it will ask you to enter your **Last Name** and **Email Address**. Click **Submit** when done.

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Retrieve Login Information

Please enter your last name and email address to retrieve your username and/or reset your password.

* Denotes a required field.

Last Name:

Email Address:

*

Submit

Cancel

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3b. If you are trying to login to the District, it will ask you for your **Club, Last Name** and **Email Address**. Click **Submit** when done.

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Retrieve Login Information

All members in the District have login accounts in the system. If you cannot retrieve your login information through this page, please contact your Club President, or email logins@clubrunner.ca.

Please select your club, then enter your last name and email address to retrieve your username and/or reset your password.

* Denotes a required field.

Select Club: --- Select Club --- *

Last Name:

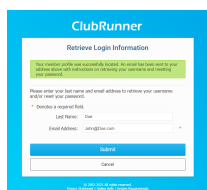
Email Address: *

Submit

Cancel

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4. If your name and email are found, an email will be sent to you containing instructions on resetting your login name and password. A message will display with this information.



5. Open the email that was sent and click on the **Reset Password** link or copy and paste the URL into the address bar of your internet browser. Please note this link will only remain valid for **24 hours!**



6. You should now be taken to the Reset Password Page. Section 1: contains your **Login Name**; please make note of your login name. Section 2: contains the reset **password** fields.

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Reset Password for John Doe

Please remember your username as you will need it to enter the site. You can always change this by editing your profile.

Username:

Enter New Password:

Confirm New Password:

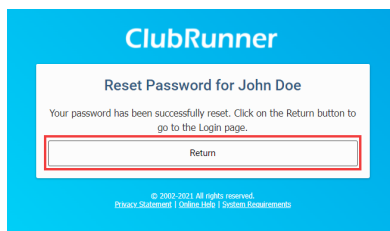
7. Enter and confirm your new password and click the Submit button.

Note: the bar is to help you get an idea of how secure your password is. Using a combination of letters and numbers, six characters long or more is recommended.

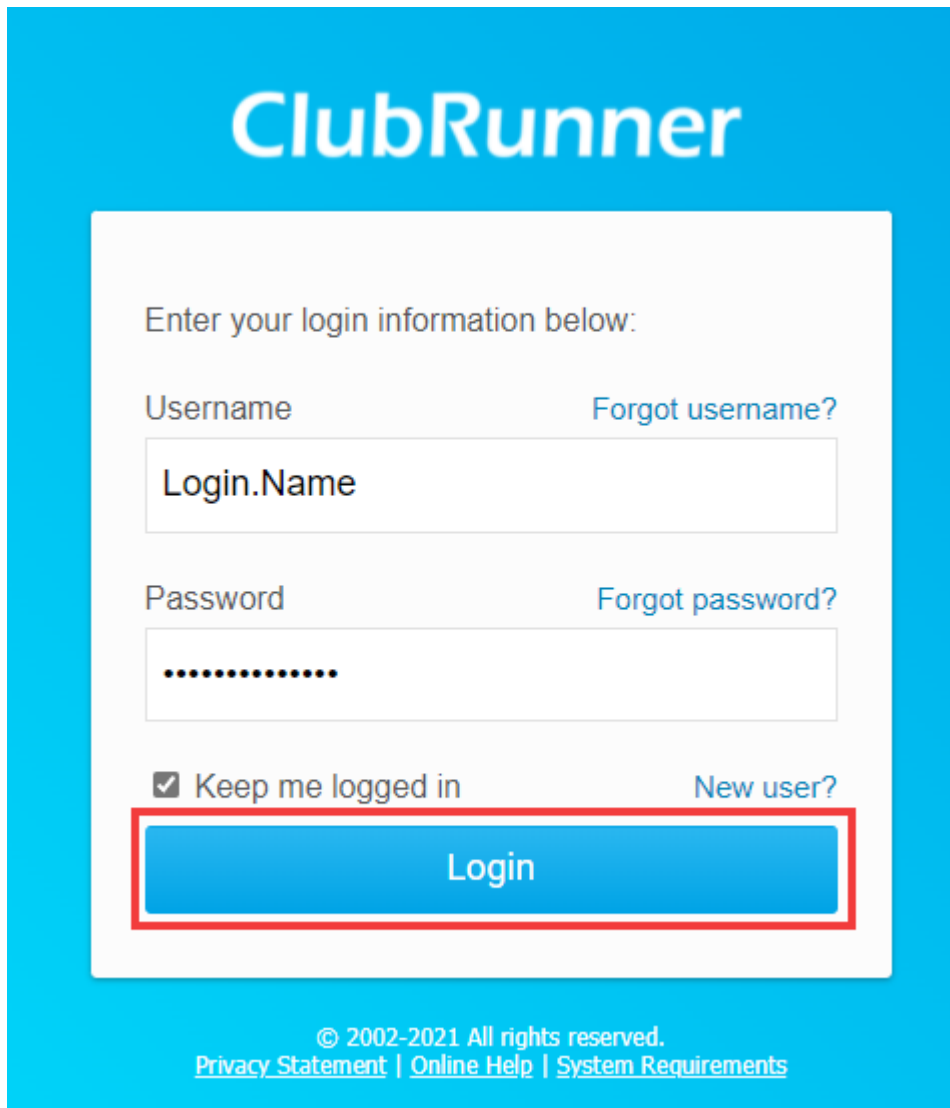


Note: if you are using a password manager application such as Dashlane, LastPass, etc., sometimes our system cannot accept the application generated password. This could be due to how the application injects the password into our page. In such a case please **copy/paste the password** your application generates instead of allowing your program to automatically fill it in. If you continue to have issues generating a password please [contact our team](#).

8. If your password reset is successful, you will receive a confirmation message. Click the **Return** to go back to the login page.



9. Enter you **Login Name** (the name provided in Step 6) and your new **Password**. Once done, click **Login**.



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