

how to **ClubRunner**

A step-by-step guide to help MCAR members navigate ClubRunner, stay connected, and make the most of your membership.

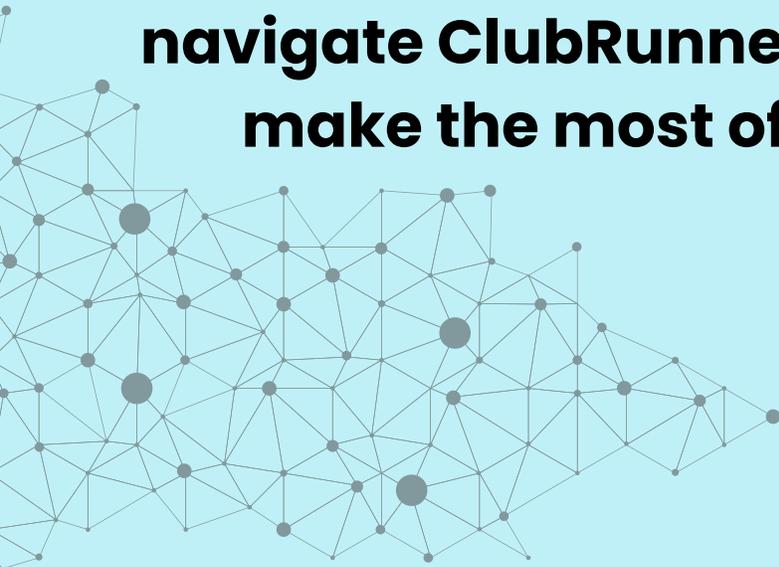


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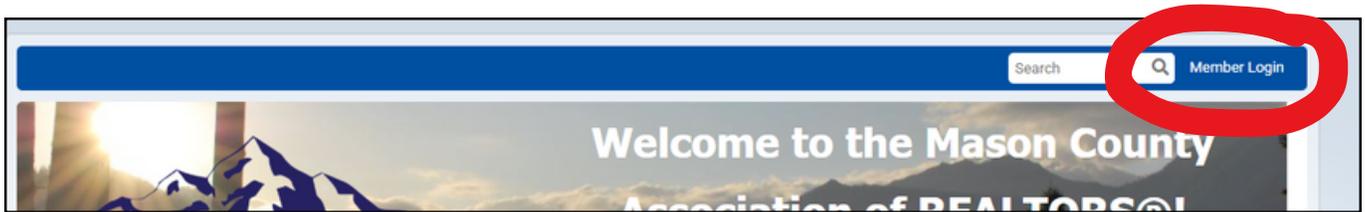
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Logging In

You can log in to ClubRunner from the Mason County Association of REALTORS® website:

www.masoncountyrealtors.com

In the top right, you will see “Member Login.” You can click that to take you to the login page.



You can also log in directly from the ClubRunner login page:

<https://portal.clubrunner.ca/101102/User/Login?>

[OriginalUrl=heVecMB6bAKYwGlvO8VD32/BQXCL5VH5ERLENaH4OU0oEBLHLHMEtCy8BkFOIRhw](https://portal.clubrunner.ca/101102/User/Login?OriginalUrl=heVecMB6bAKYwGlvO8VD32/BQXCL5VH5ERLENaH4OU0oEBLHLHMEtCy8BkFOIRhw)



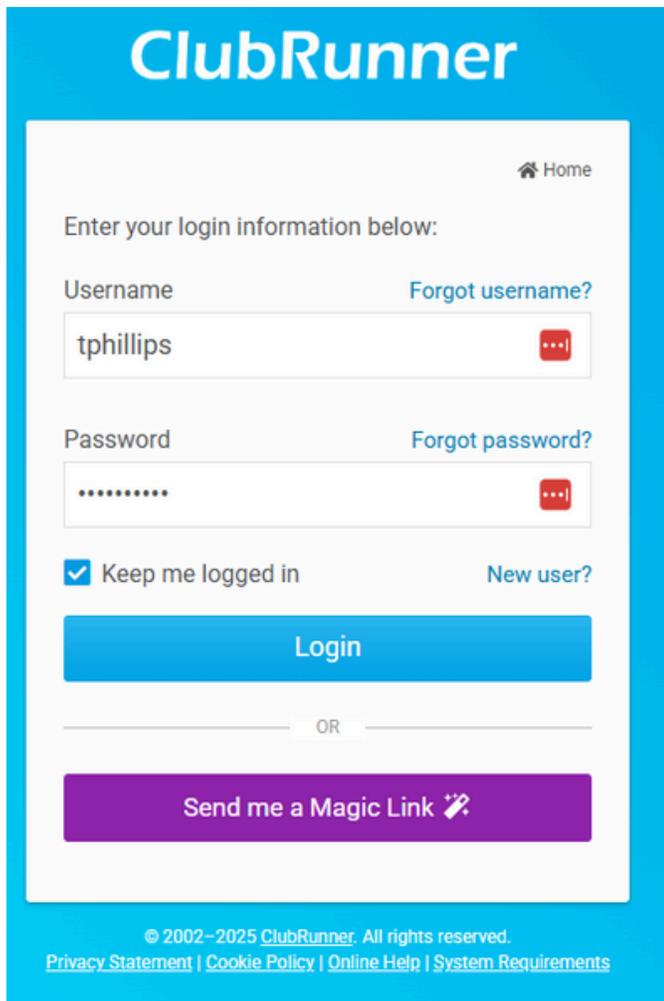
Pro Tip:

Bookmark one of these pages to your Bookmarks bar so you don't have to try to remember!

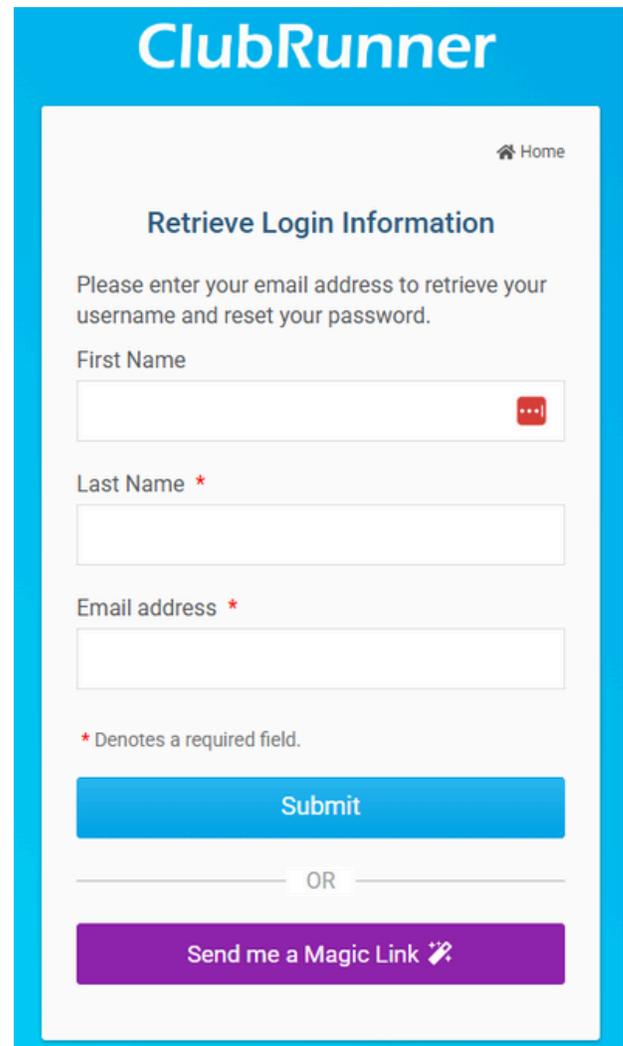
Forgot Username or Password

If you forgot your username or password, it is easy to reset. Simply click “Forgot username” or “Forgot Password.”

It will take you to “Retrieve Login Information,” and you can put in your information there. You will receive an automated email from our Association Executive with the reset information.



The image shows the ClubRunner login page. At the top, the ClubRunner logo is displayed in white on a blue background. Below the logo, there is a "Home" link with a house icon. The main heading is "Enter your login information below:". There are two input fields: "Username" with the value "tphillips" and "Forgot username?" link, and "Password" with masked characters and "Forgot password?" link. Below these is a checkbox for "Keep me logged in" and a "New user?" link. A blue "Login" button is present. Below the login button is an "OR" separator. At the bottom is a purple button that says "Send me a Magic Link" with a key icon. At the very bottom, there is a copyright notice: "© 2002–2025 ClubRunner. All rights reserved." and links for "Privacy Statement", "Cookie Policy", "Online Help", and "System Requirements".



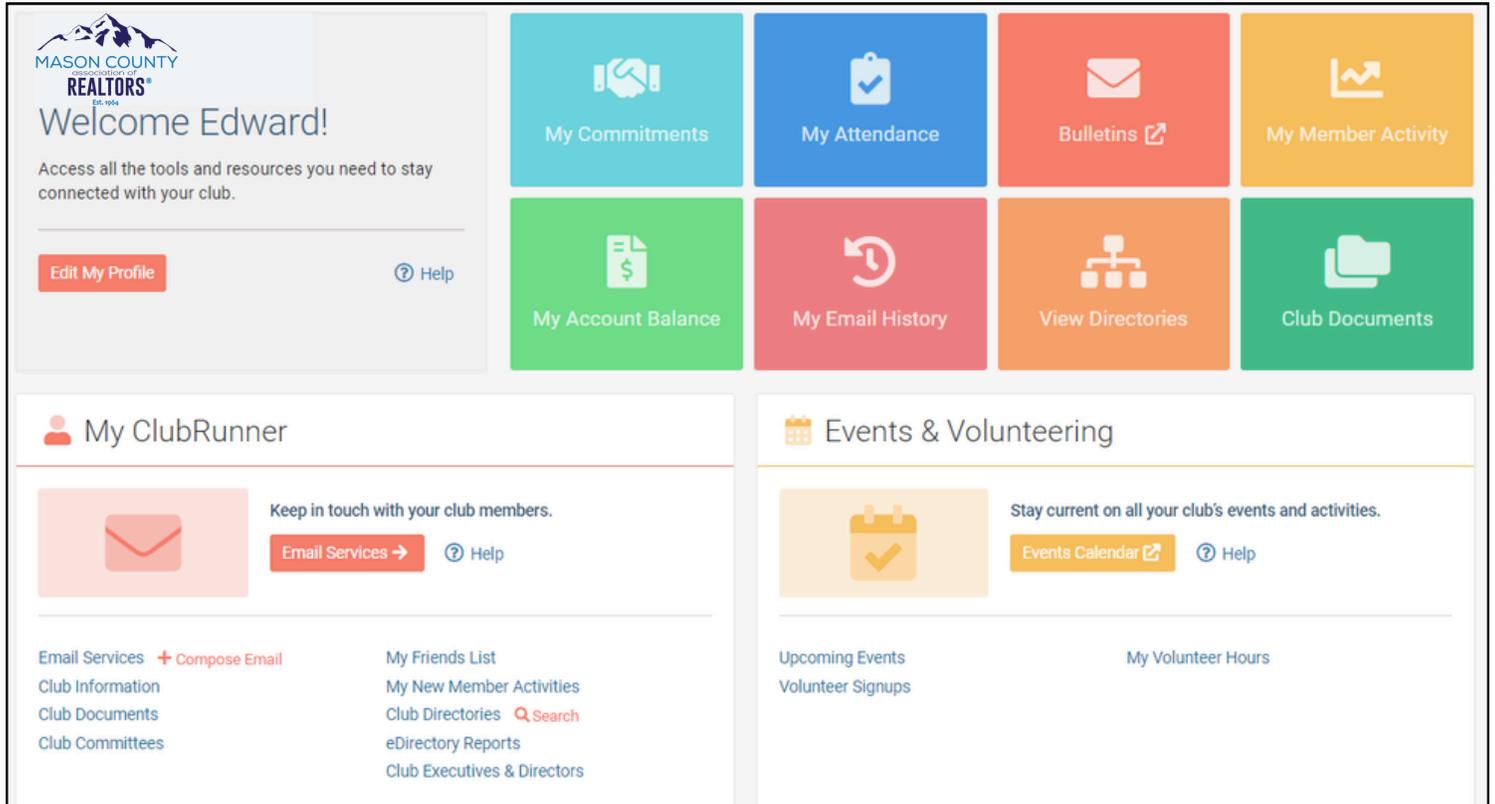
The image shows the ClubRunner "Retrieve Login Information" page. At the top, the ClubRunner logo is displayed in white on a blue background. Below the logo, there is a "Home" link with a house icon. The main heading is "Retrieve Login Information". Below this is the instruction: "Please enter your email address to retrieve your username and reset your password." There are three input fields: "First Name", "Last Name" (marked with a red asterisk), and "Email address" (marked with a red asterisk). Each field has a red "X" icon on the right. Below the fields is a blue "Submit" button. Below the submit button is an "OR" separator. At the bottom is a purple button that says "Send me a Magic Link" with a key icon. Below the button is a note: "* Denotes a required field."

If you don't want to deal with that, click “Send me a Magic Link,” and it will email you a password-free login link. You will want to change your password once logged in.

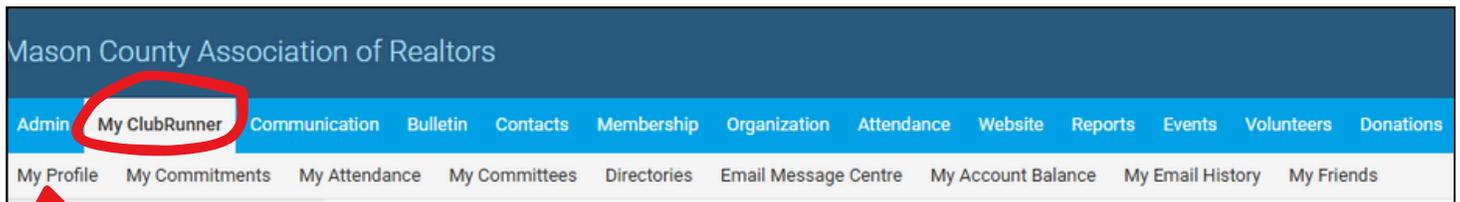
Change Your Username or Password

You can change both your Username and Password to log in to ClubRunner.

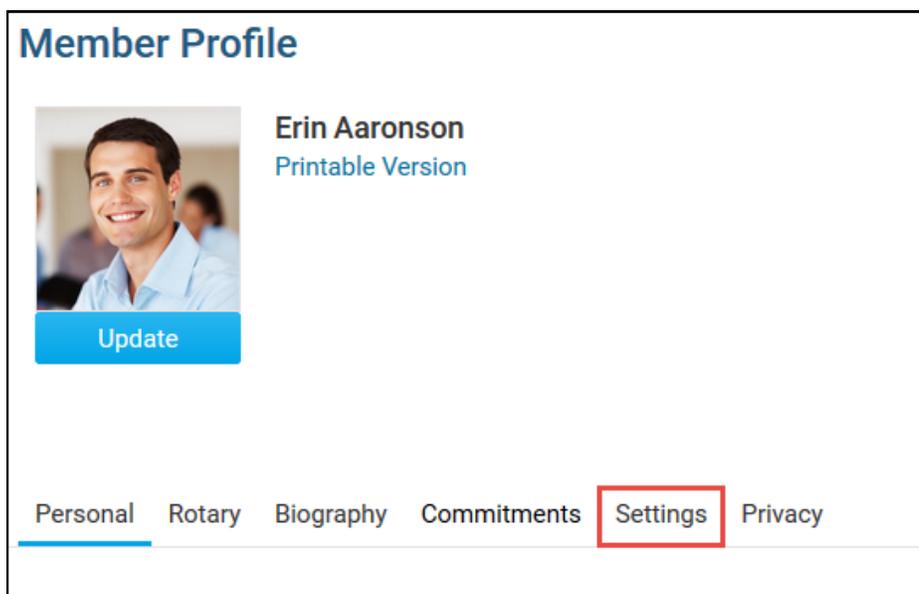
Log in and you'll see your Dashboard.



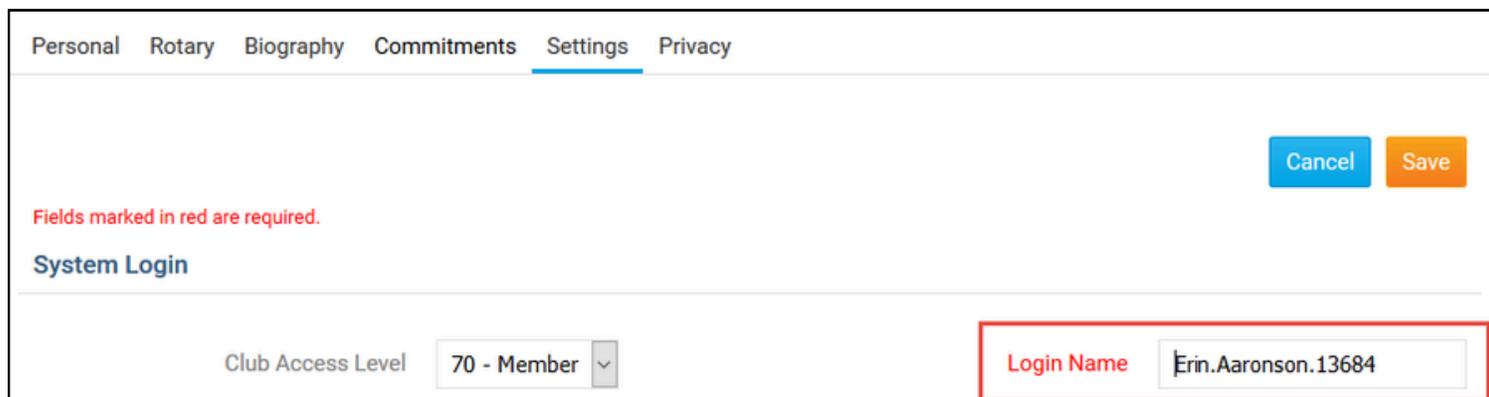
On the top left of that page, you will see a menu bar. Click the “My ClubRunner” button, then click “My Profile.”



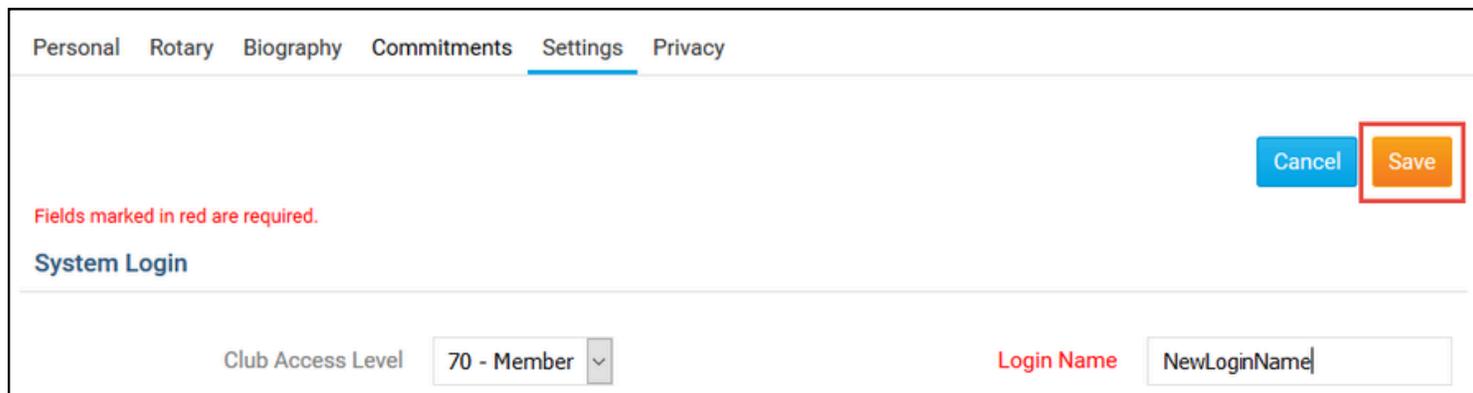
On your member profile page, you will see “Settings” under your photo.



The first section will be “System Login.” Type in your new Username (note that it can’t be someone that’s already used it).



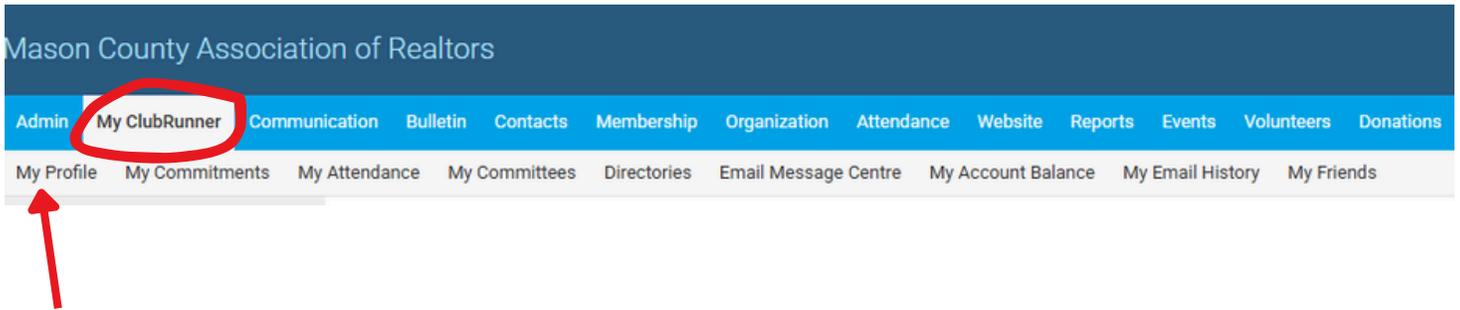
Once you’ve typed in your User Name, click “Save.”



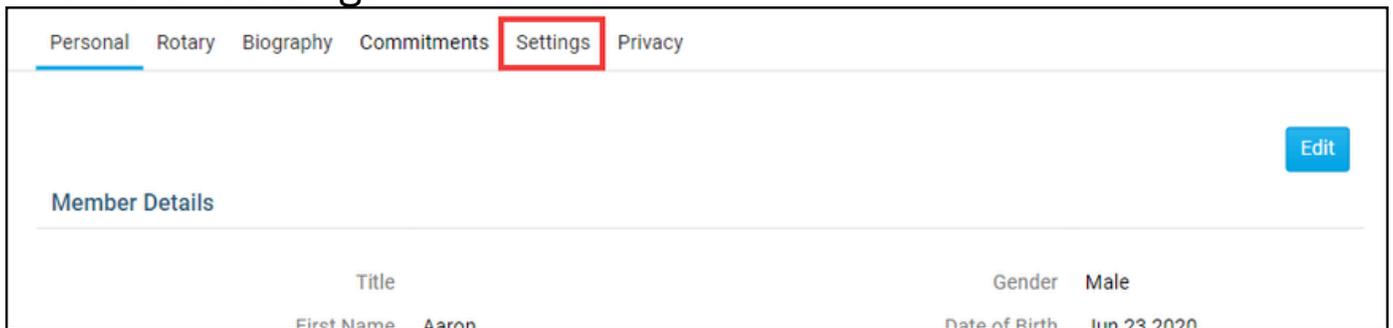
That’s it! Next time you log in, you can use the new username!

Change Your Password

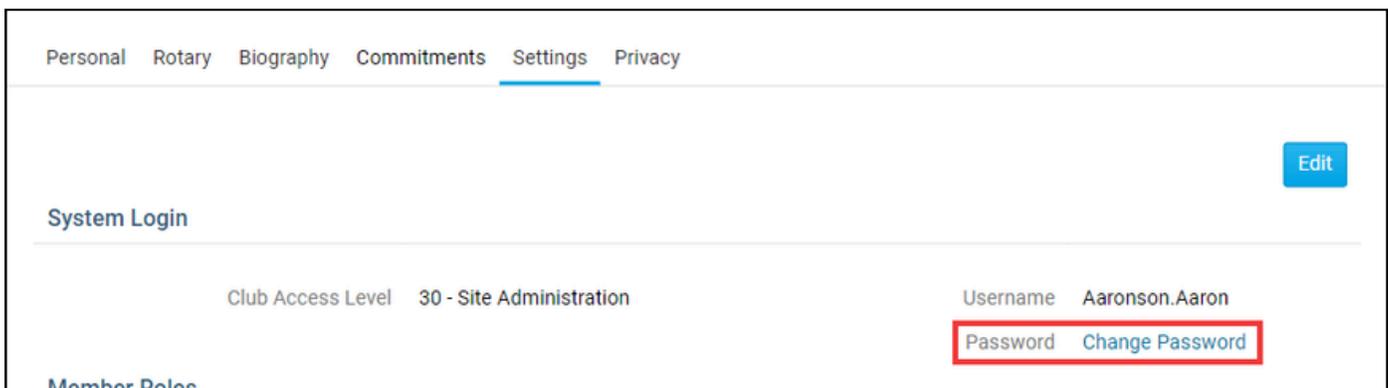
On the top left of that page, you will see a menu bar. Click the “My ClubRunner” button, then click “My Profile.”



Click on the “Settings.”



Under your Username, You can click “Change Password.”

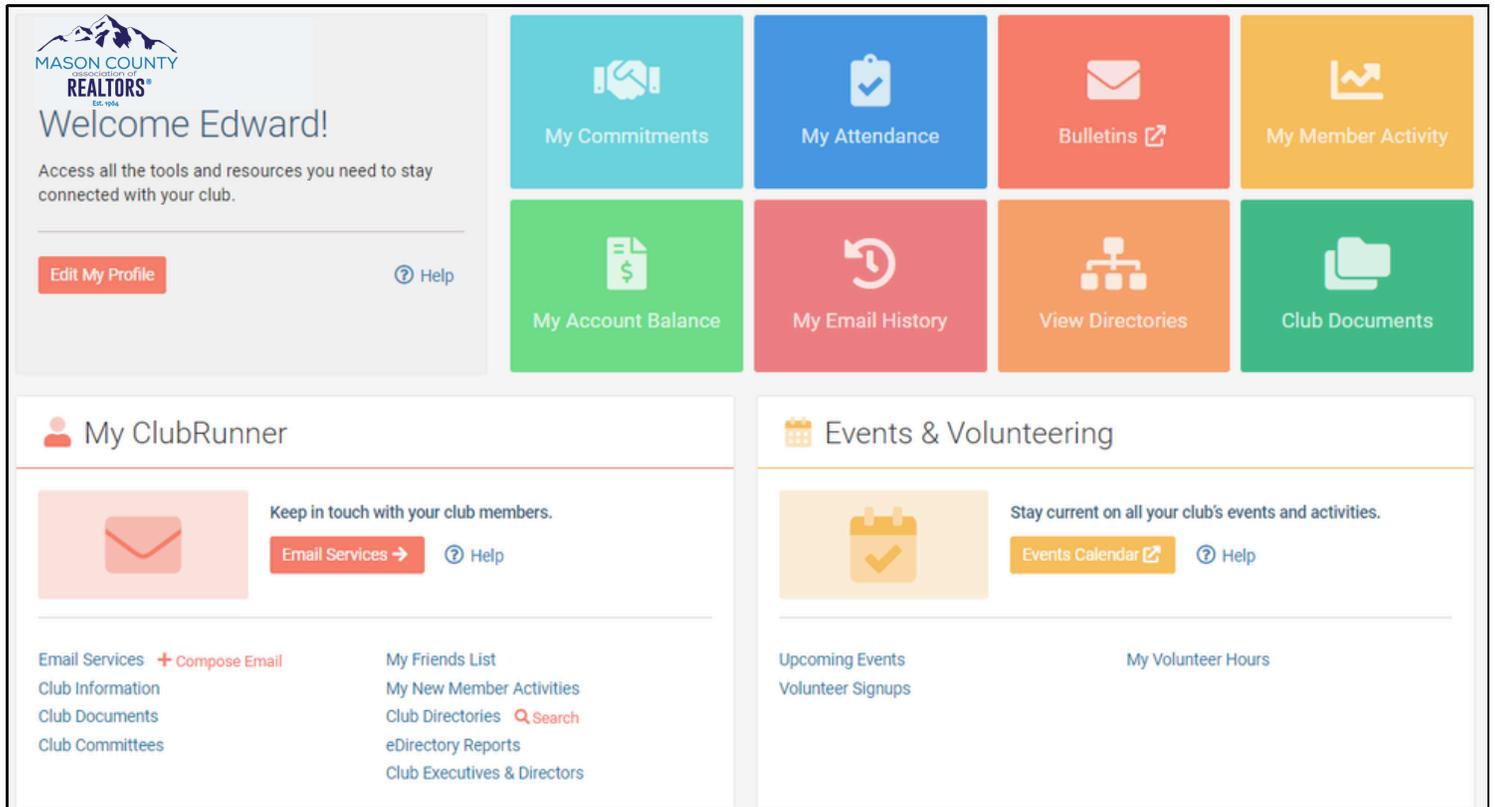


It will want your old password, then you can enter your new password and then type it in again. Hit “Save,” and you are done!

A screenshot of the password change form. It features three input fields: 'Old Password', 'Enter New Password', and 'Confirm New Password'. A 'Begin Typing' indicator is positioned to the right of the 'Enter New Password' field. Below the fields, a note reads: 'Password should contain at least 8 characters and 1 number'. At the bottom right, there are two buttons: 'Cancel' (blue) and 'Save' (orange).

Get to Know CR

Once you've logged in to ClubRunner, it will take you to your Dashboard.

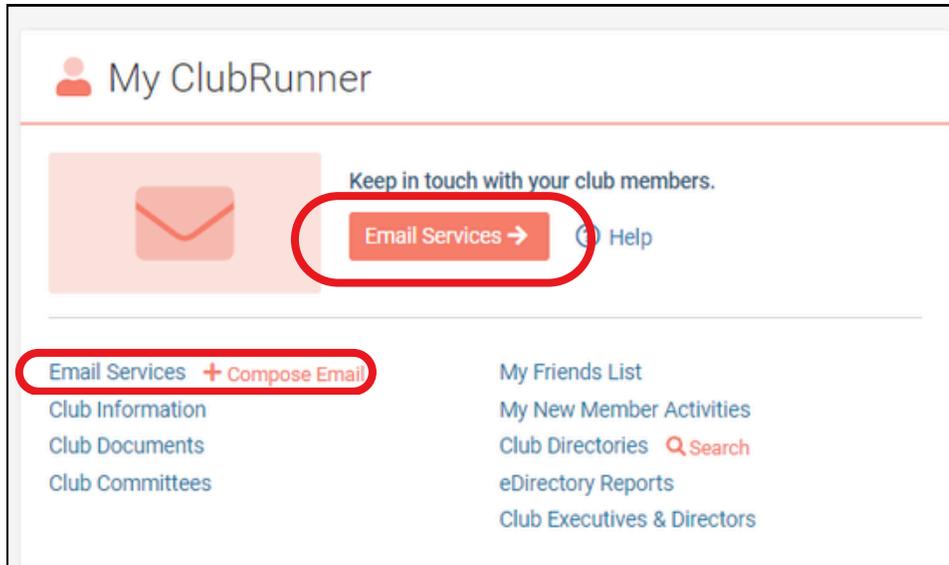


You will be able to do everything from here--see the Club Documents (meeting minutes, position description forms, meeting documents from guest speakers, etc.), View the Events Calendar, and Send Emails.

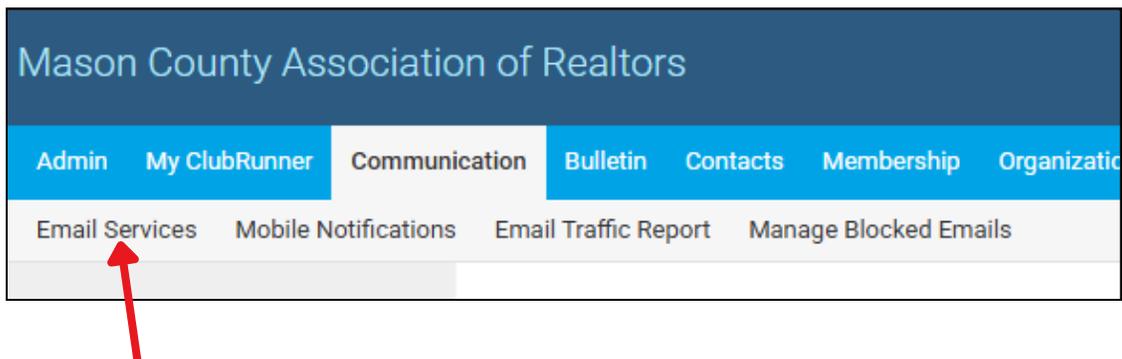
There are a few things you'll see that we don't necessarily use (such as My Attendance, My Account Balance), so don't worry about those.

Sending Emails

From your Dashboard, you'll see "My ClubRunner." Click on the "Email Services," or "Compose Email."



You can also access Email Services on the top toolbar by clicking "Communication," then click "Email Services."



It will open up the “Create Email” Page.

In the left, you will see “Step 1.” Start here. This is who you want to send your email to. There are a few different options.

If you click the **+** by any list, it will expand to show you Active or Honorary Members. If you click the word “Expand” next to it, it will show you everyone who is a part of that group.

Create Email

Last saved on Apr. 15, 2025 at 3:53 p.m.

← Hide Recipients

Step 1:

Select the recipients of this message by expanding each category, then clicking the "Expand List" link. Please note: you will not be able to select recipients that have not supplied an email address.

- Active and Honorary Members (0/136)
- Other Users (0/0)
- Inactive Members (0/302)
- Custom Distribution Lists (0/52)
- Contact Groups (0/11)
 - Volunteers [Expand](#) (0/7)
 - No Group [Expand](#) (0/4)

Step 1:

Select the recipients of this message by expanding each category, then clicking the "Expand List" link. Please note: you will not be able to select recipients that have not supplied an email address.

- Active and Honorary Members (0/136)
 - Active [Expand](#) (0/134)
 - Honorary [Expand](#) (0/2)

You can also create Custom Distribution Lists if you frequently send emails to one certain group. On the left side, you can click “Edit Custom Distribution Lists,” and then you can “Create New Distribution List.”

The screenshot shows the 'Club Communication' interface. On the left, a sidebar menu includes 'Services', 'Manage Emails', 'Edit Custom Distribution Lists' (highlighted with a red box), 'Email Templates', 'New Member Templates', 'Custom Signature', and 'Help'. The main content area has a header 'Club Communication' and a sub-header 'To modify or resend a message to the same recipients, click the Resend option. Use the Copy option to copy the email with the selected recipients.' Below this are buttons for 'Show All Emails', 'Show My Emails Only', 'Active Emails', and 'Compose new message'. A table header shows columns for 'Status', 'Subject', 'Owner', and 'Actions', with the text 'No data to display' below it.

The screenshot shows the 'Email Distribution Lists' page. The title is 'Email Distribution Lists'. Below the title, it says 'No Distribution Records.' On the right side, there is a red-bordered button labeled 'Create New Distribution List'.

The screenshot shows the 'Edit List' page. The title is 'Edit List'. There is a text input field for 'Distribution List Name:' containing 'Charity Committee', which is highlighted with a red box. Below it is the label 'Distribution List Members:'. To the right, there is a section titled 'Add members to distribution list:' with a list of names and checkboxes. A 'Save' button is located below the list.

The screenshot shows the 'Edit List' page. The title is 'Edit List'. There is a text input field for 'Distribution List Name:' containing 'Charity Committee'. Below it is the label 'Distribution List Members:'. To the right, there is a section titled 'Add members to distribution list:' with a list of names and checkboxes. A 'Save' button is located below the list. At the bottom right, there is a red-bordered button labeled '<< Add To List'. Below the list, there is a note: 'Members with disabled checkboxes do not have an email address and cannot be added to the distribution list.'

Let's Send an Email!

For this example, we are going to send an email to the Association as a whole. We will check the box that says "Active and Honorary Members.":

Step 1:

Select the recipients of this message by expanding each "List" link. Please note: you will not be able to select recipients with no email address.

Active and Honorary Members (123/136)

Next is Step 2--the body and message. Put in your Subject Line.

In the "Select Template" drop down box, we have a few templates for common ClubRunner emails. For this one, we are going to say we have a Brokers Open.

Click the Drop-Down Box next to "Select Template," then click "Custom."

Step 2:

Enter your email subject and message.

Subject *

Broker's Open Tomorrow!

Templates and Merge Fields

Select Template -- Select Group --

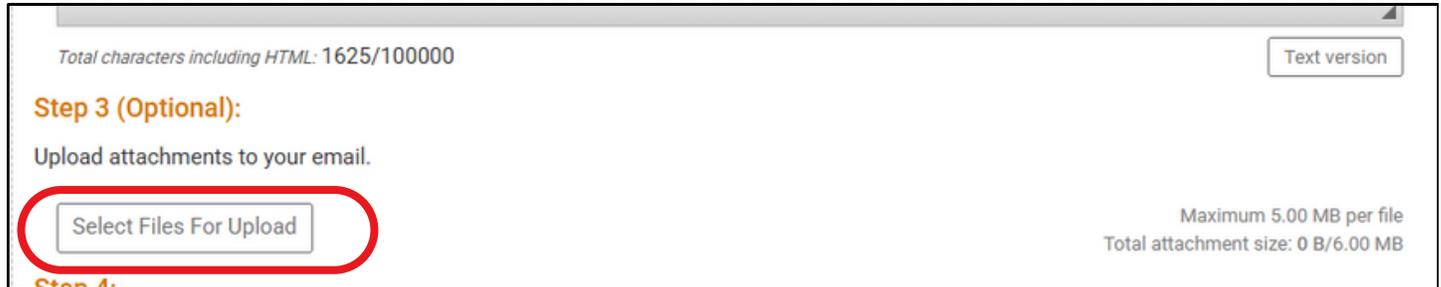
Recipient -- Select Group -- System Add

Sender Custom Add

Account Account Full Name Add

The Nick Name merge field will be replaced by First Name if it is empty.

If you would like to attach a file to your email (such as a flyer or document), that is where Step 3 comes in.



Simple click “Select Files for Upload.” It will pull up the Documents from your computer. Double click the file you want and it will upload it.

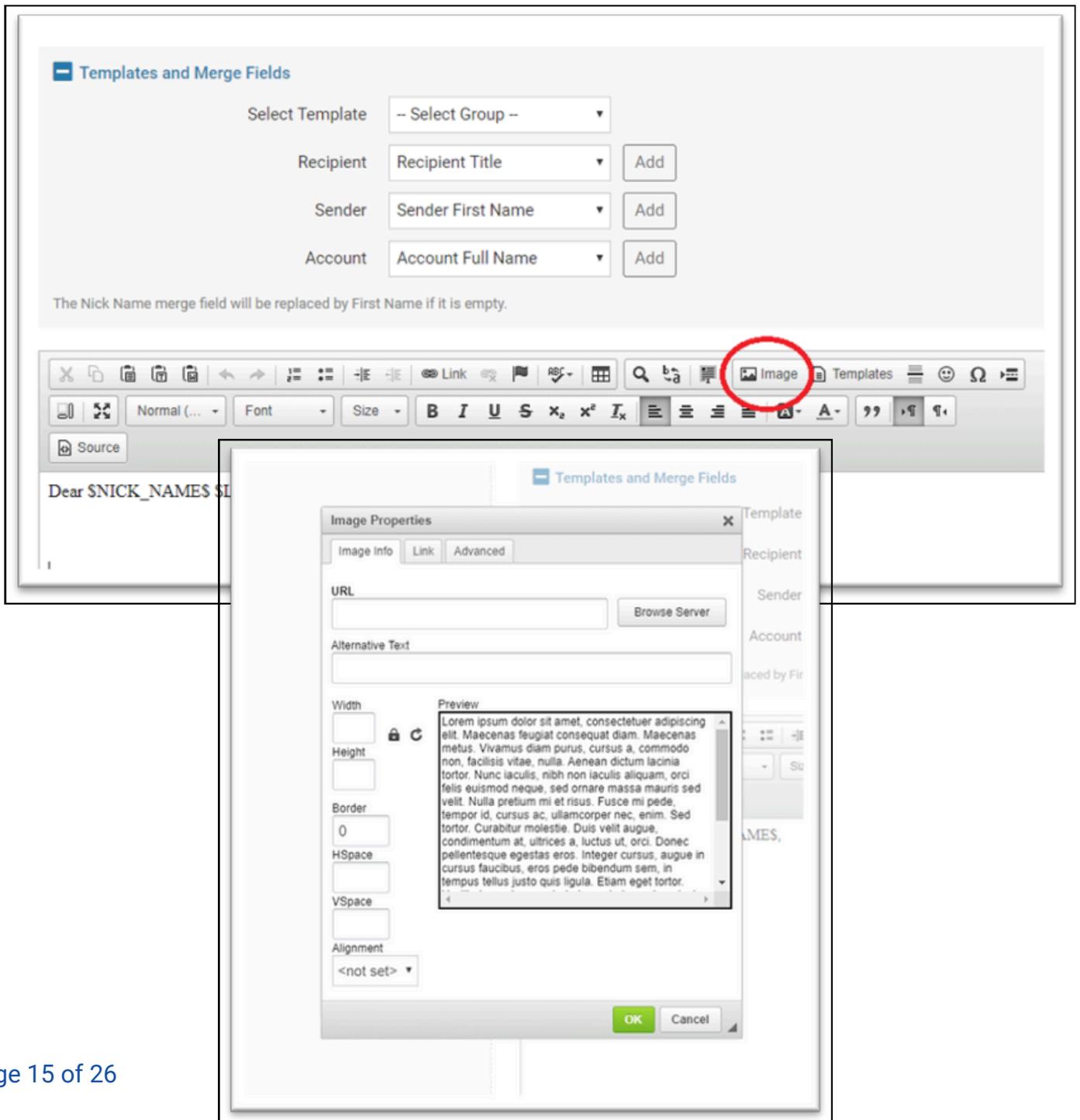


Embedding an Image in Your Email

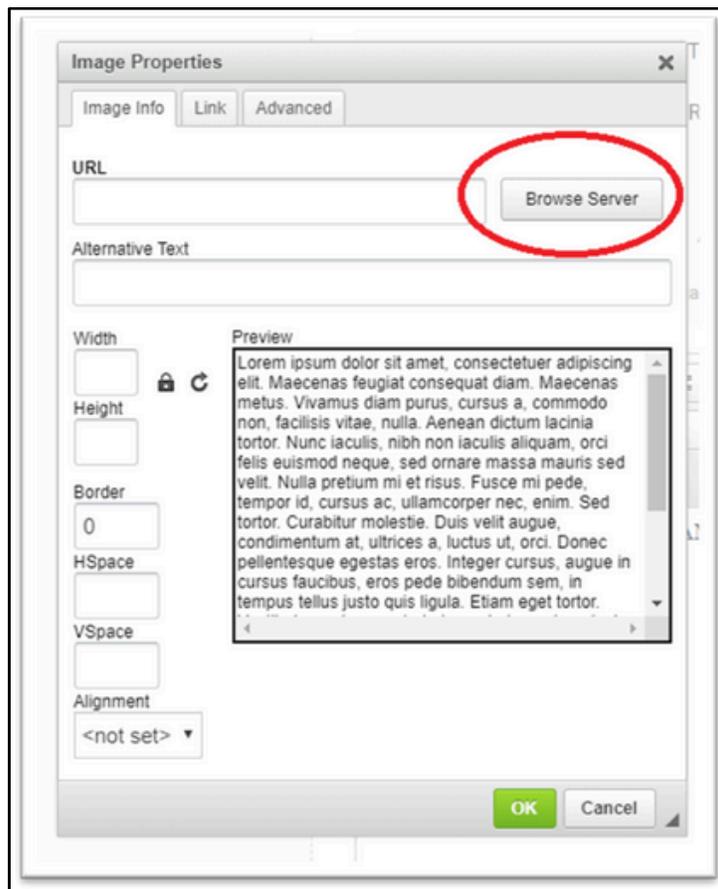
If you have an image that you would like to add in the body of your email, instead of an attachment (you can also do both), you can add it directly into the body.

First, make sure that you save your image to an easy place to find (such as your desktop).

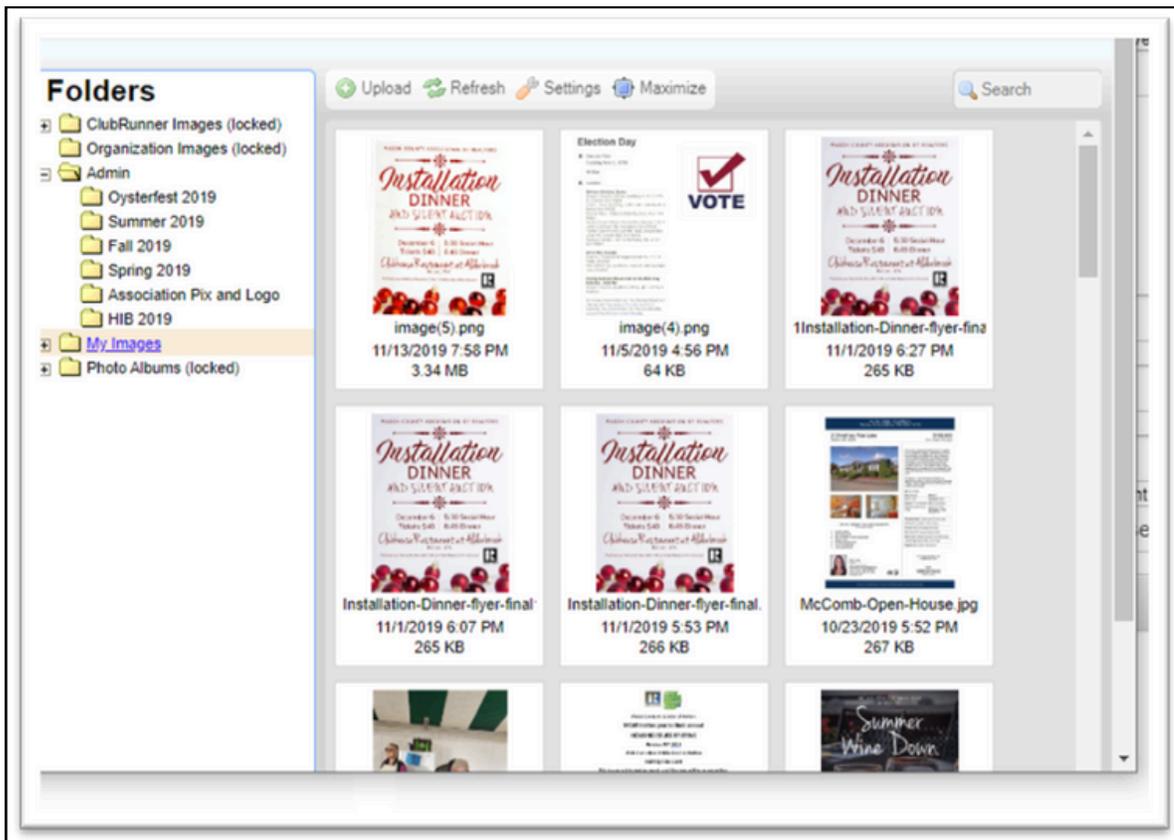
Above the email text, you will see “Image” as an option. Click that and a box will pop up.



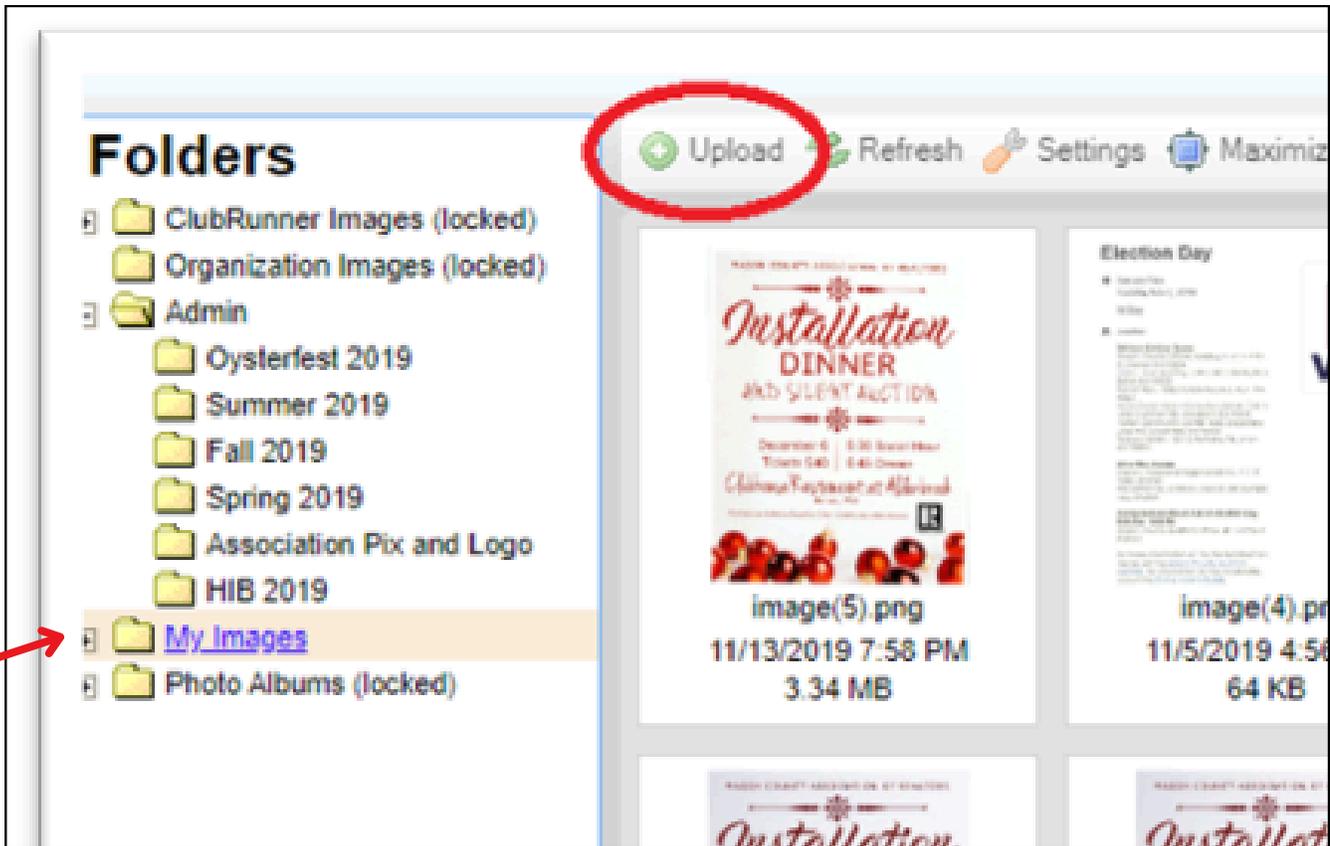
Click the “Browse Server.”



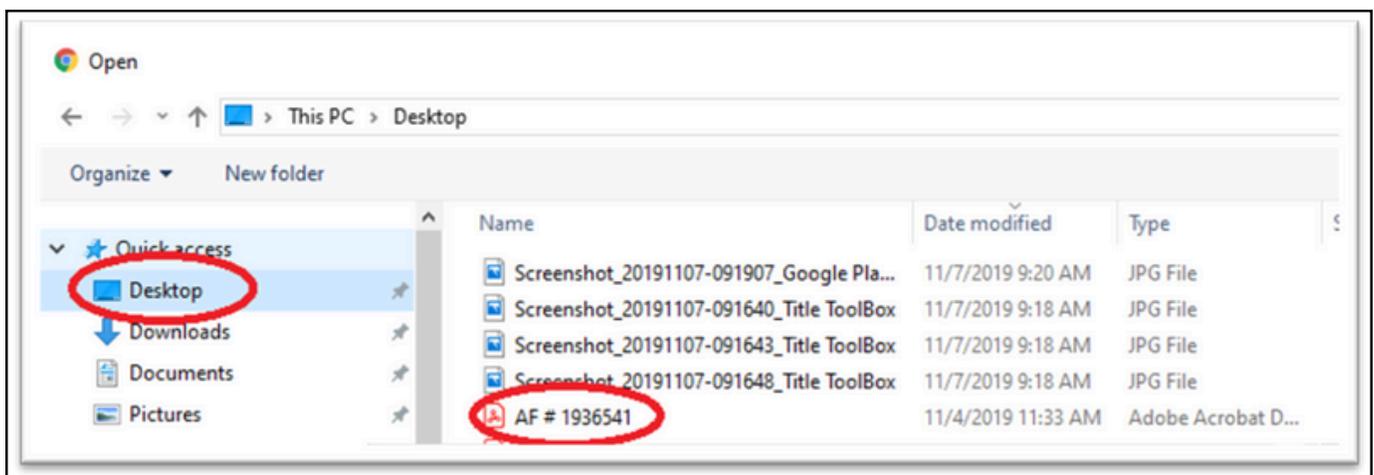
Another box will pop up, which will show you all the images in your ClubRunner (Depending on your access, you may only see one or two).



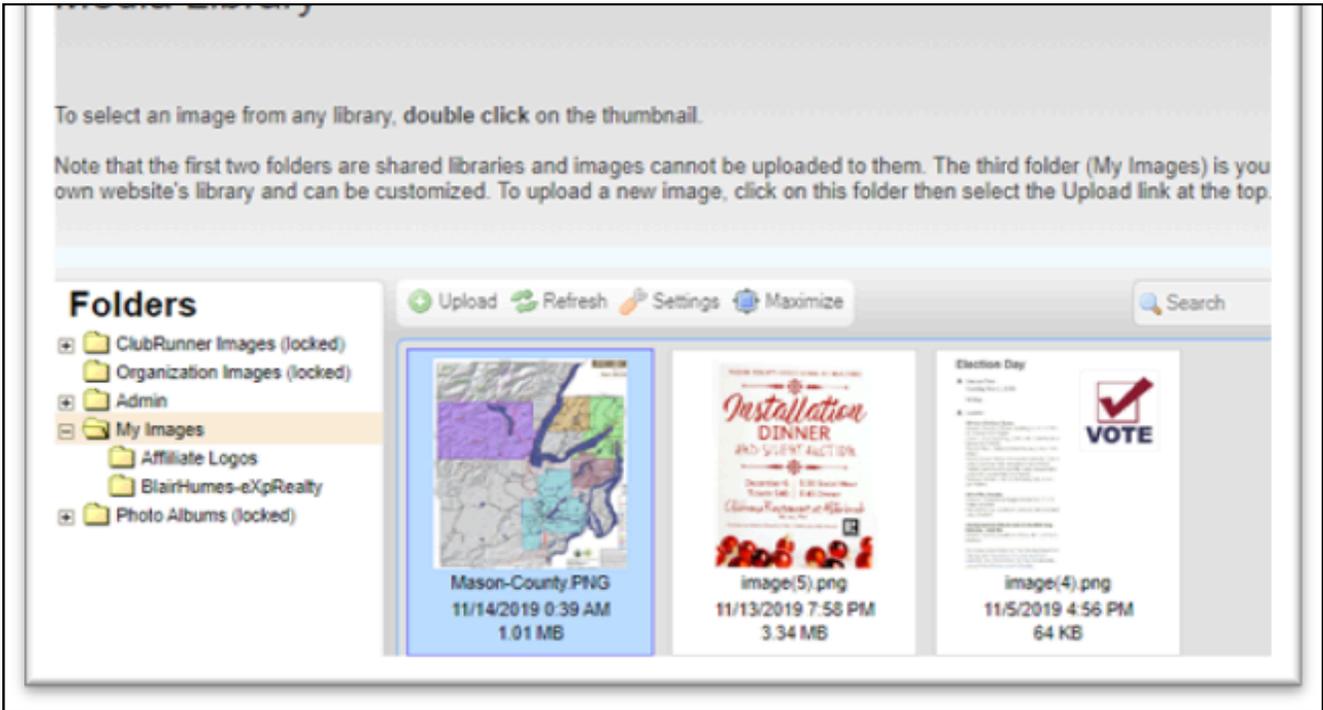
Click on the Folder that's called "My Images," then click "Upload."



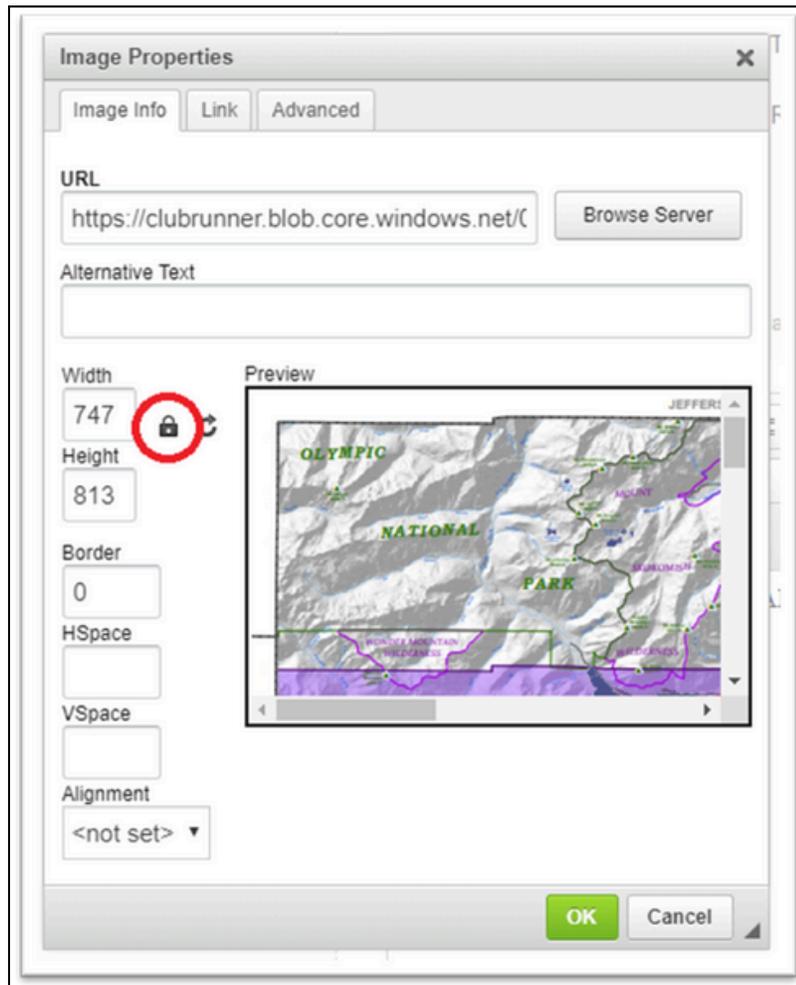
Click Desktop, then find your picture. (This may be in a different folder also, wherever you saved it)



Once it downloads, it takes you back to this box:



Double click on the picture you want, and then it takes you back to the “Image Properties” box.

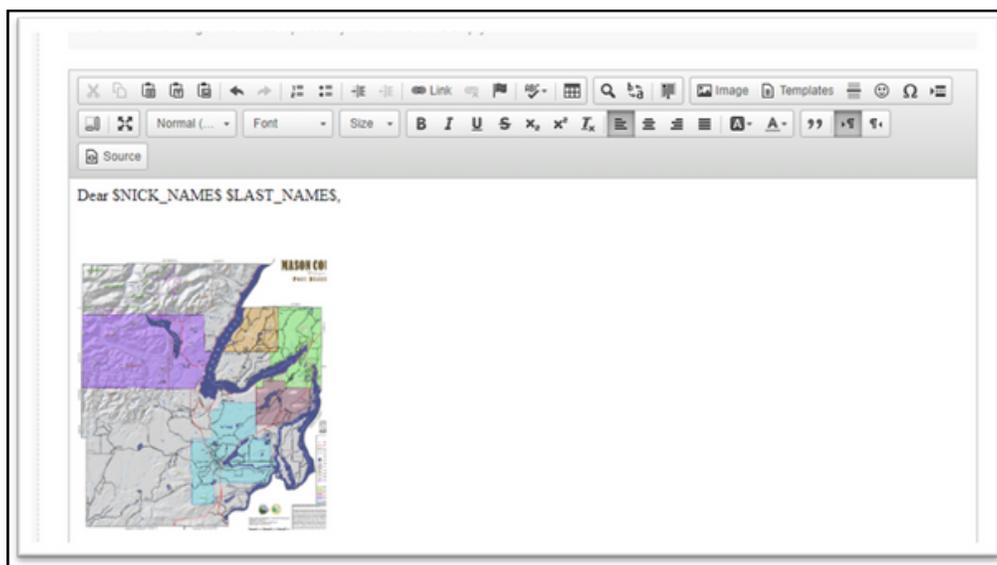


You will want to adjust the size of the photo so that it isn't too huge for people to see (especially on a cell phone). Make sure the **Lock** Button is locked (circled in red on previous page) so that it changes the sizes equally.

Typically, having the width at 400 is good for emails.

Hit "OK" once you have your desired size (you can always adjust this afterwards).

Your picture will be in the body of your email now!



If you need to adjust the sizing, just double-click the image and it will bring the box back up.

Step 4 and 5 let you get ready to send your email.

If you want to include a link of list of recipients, this will be included in the footer of the email. Generally, you don't need this, and everyone will get a copy of the list which can be distracting and isn't really necessary.

You can also send a copy to yourself if you like.

You can send right now, or you can schedule.

Step 3 (Optional):
Upload attachments to your email.

Main Street Townhome Neighborhood.pdf 3.99 MB 

Select Files For Upload

Maximum 5.00 MB per file
Total attachment size: 3.99 MB/6.00 MB

Step 4:
Choose your email options and send.

Include link to list of recipients
A link to view the list of recipients will be included in the footer of the email

Send me a copy of this email

Step 5:
You can send the email right now, or click on schedule to choose when you would like to send it.

Send right now
 Schedule

[Save as Draft](#) [Send to Myself](#) [Send](#)

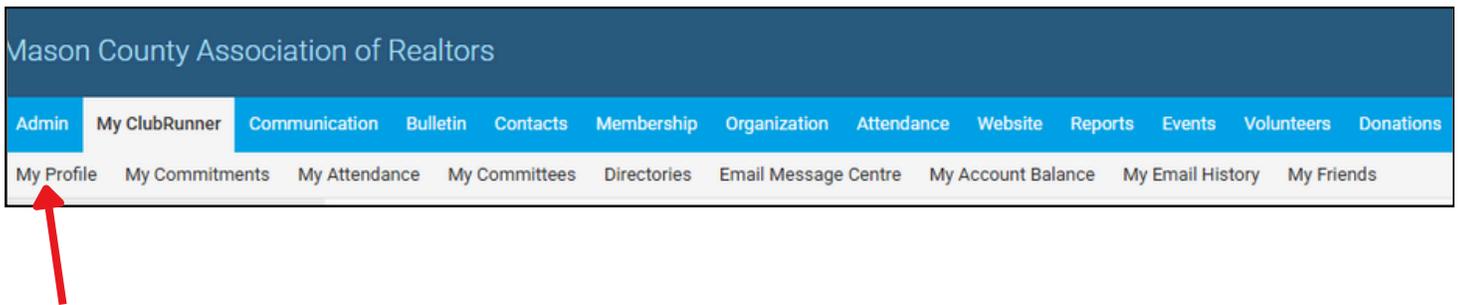
[← Go back](#)

If you want to make sure your links and everything looks good before sending it, you can click “Send to Myself.” It will email you what the email looks like, and then you can come back and Send.

Update Your Profile

Your Profile can be customized and updated to reflect all of your current information. This information is used for the website and for other members to see who you are and what you do, so make sure this is updated with at least your business information.

From your Dashboard, Click on “My ClubRunner,” then “My Profile.”



Click on the “Edit” button on the top right.

The screenshot shows the 'Member Details' page for a user named Kathy Arnold. The page contains a table of personal and contact information. A red box highlights the 'Edit' button in the top right corner.

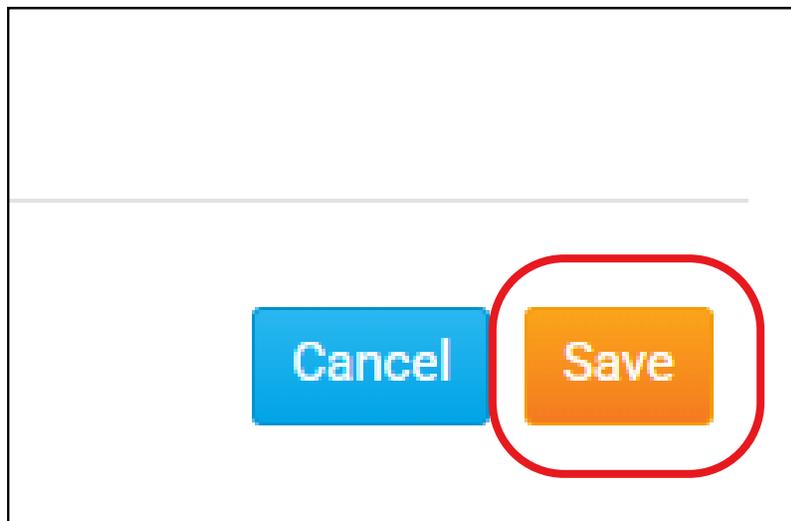
Member Details			
Title	Gender	Female	
First Name	Kathy	Date of Birth	Aug 11 1981
Middle Name		Anniversary	Feb 05 2009
Last Name	Arnold	Spouse/Partner First Name	James
Nickname		Spouse/Partner Last Name	
Suffix		Spouse/Partner Nick Name	Jim
Preferred Address	Home	Spouse/Partner Date of Birth	Jan 11 1982
Preferred Phone	Home	Dues & Billing Preferred Email	Primary Email
Email	karnold@example.com	Alternate Email	

Make sure that you complete your “Work” information. This is the information that will help customers and other members see your business and contact information.

Work

Company Name	<input type="text" value="Aegis Land Title Group"/>	Position/Title	<input type="text" value="Account Executive"/>
Address Line 1	<input type="text" value="124 N 2nd Street"/>	Business Phone	<input type="text" value="1"/> <input type="text" value="360-522-3622"/>
Address Line 2	<input type="text"/>	Business Fax	<input type="text" value="1"/> <input type="text" value="3604277179"/>
City	<input type="text" value="Shelton"/>	Website URL	<input type="text" value="www.agltg.com"/>
Country	<input type="text" value="United States of America"/>		
State/Province	<input type="text" value="Washington"/>		
Zip/Postal Code	<input type="text" value="98584"/>		

Once you have made your changes, hit “Save” in the bottom right hand corner to make sure it saves all of the updates.

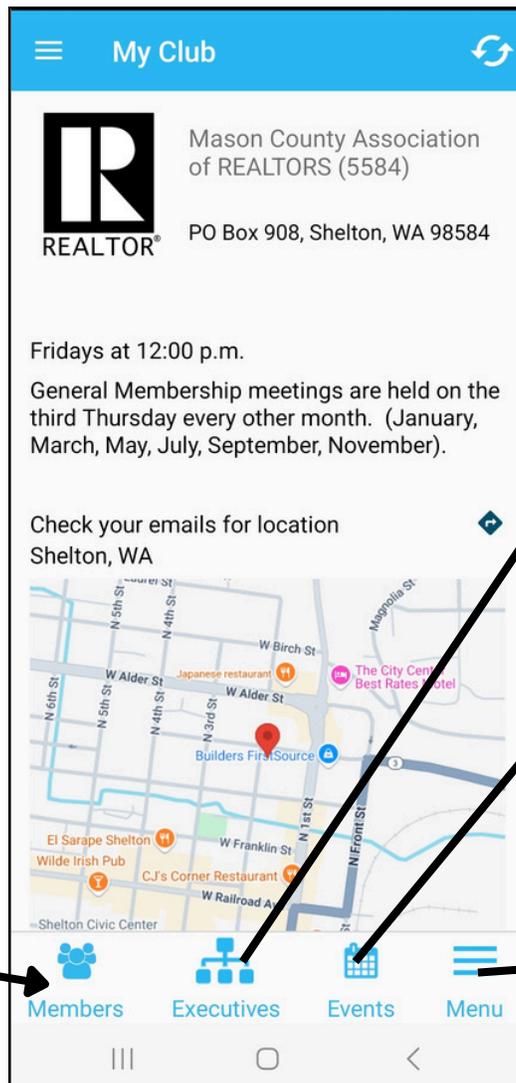


ClubRunner App

You can also download the ClubRunner App (it's free), which will help you stay connected with everyone and keep you updated on upcoming meetings and events.



Home Page



See the current Board of Directors

See the upcoming events including Meetings and Events

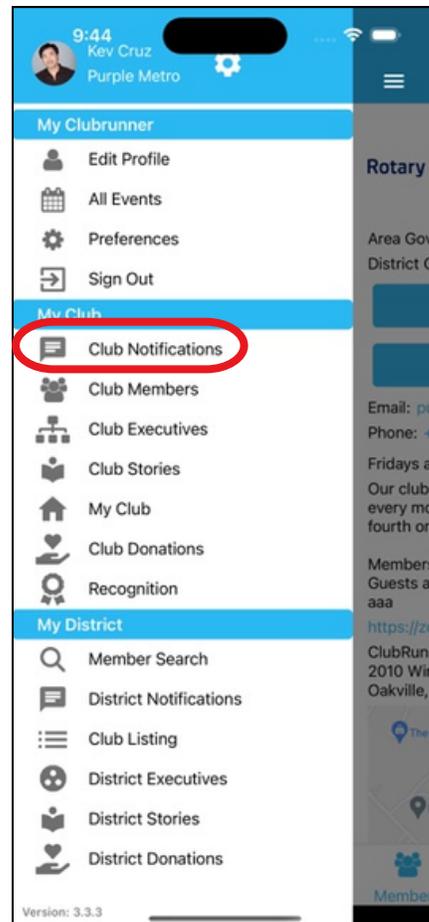
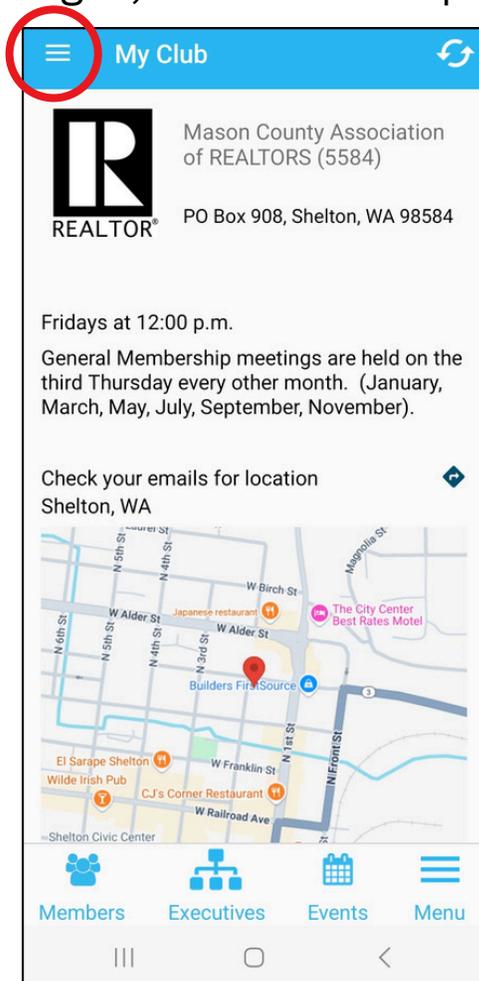
This takes you to the "MyClubRunner" menu, which is where you can edit your Profile and read the club Stories.

See the list of current members (affiliates and REALTORS®)

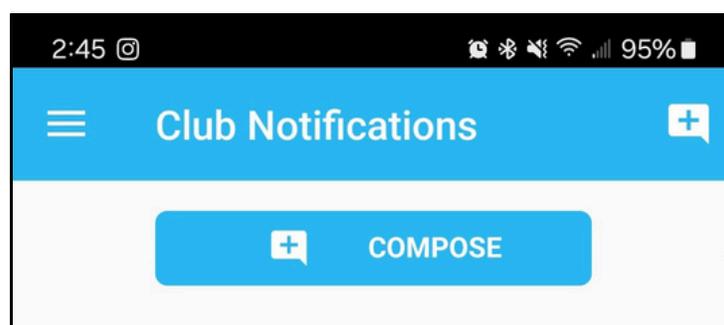
Mobile App Notifications

The ClubRunner mobile app lets you send a Notification to all members (such as a reminder of an open house or committee meeting), that will send to their phones if they have the ClubRunner app and notifications enabled. This is a great tool to quickly remind everyone of an event or meeting, too!

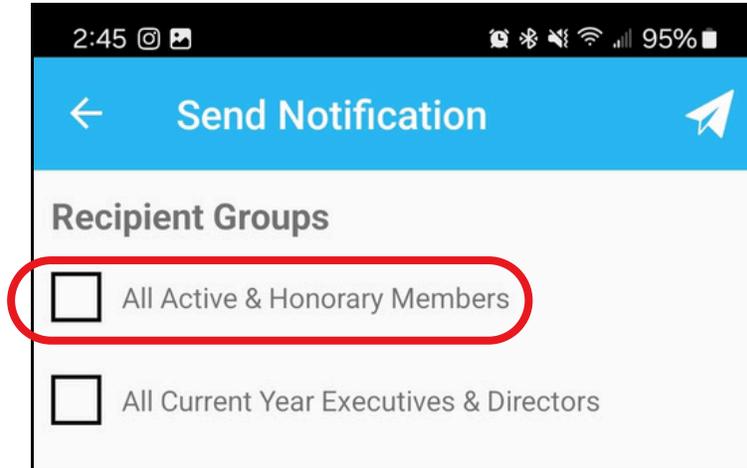
Once you log in, click on the top 3 lines on the left.



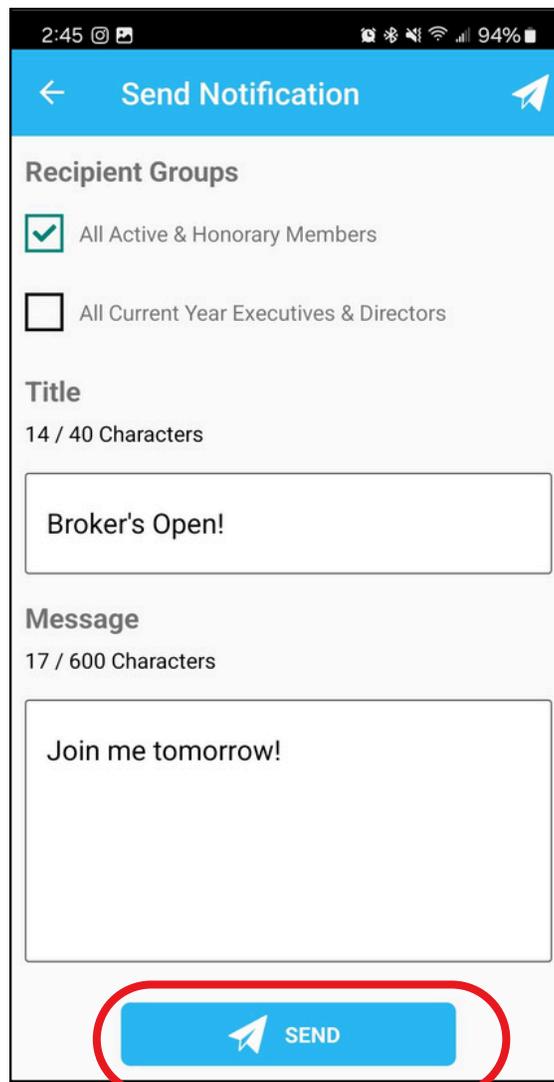
Once you get into the next screen, click “Compose.”



It will ask you who you want to send the notification to (in most cases, it'll be All Active & Honorary Members). Check that box.



Type in the Title (similar to a subject line), and your message. Then hit send!



The
End