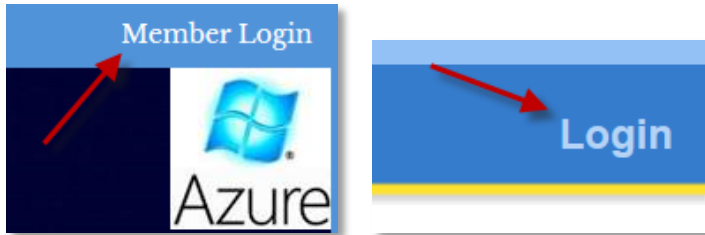
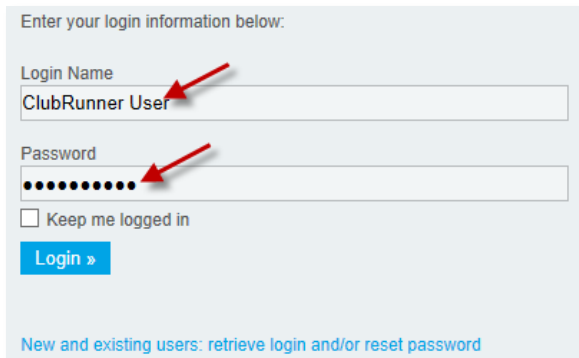


## Login to ClubRunner:

Step 1: Click on the **Member Login** (ClubRunner V3) OR **Login** (ClubRunner V2) link found in the top right corner of the website.



Step 2: Enter your **Login Name** and **Password**. You may have previously received your login information via email from your administrator\secretary.



Enter your login information below:

Login Name  
ClubRunner User

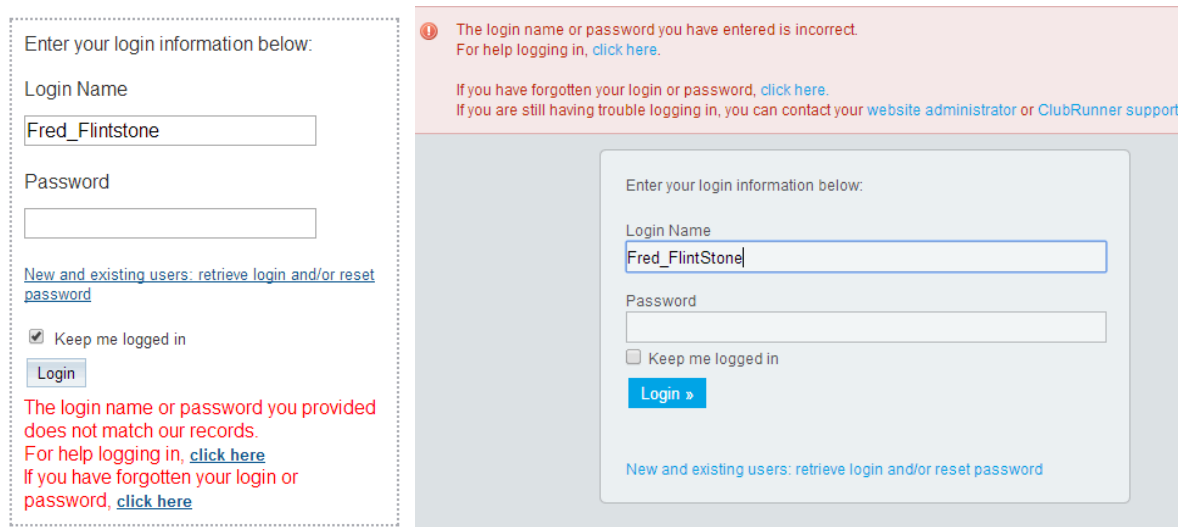
Password  
●●●●●●●●

Keep me logged in

Login »

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

Step 3: If you entered the incorrect login/password information, an error message appears. You can click on **For help logging in**, [click here](#) for assistance or you can click on **If you have forgotten your login or password**, [click here](#) to retrieve your login information.



Enter your login information below:

Login Name  
Fred\_Flintstone

Password  
[Empty]

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

Keep me logged in

Login

The login name or password you provided does not match our records.  
For help logging in, [click here](#)  
If you have forgotten your login or password, [click here](#)

**The login name or password you have entered is incorrect.**  
For help logging in, [click here](#).

If you have forgotten your login or password, [click here](#).  
If you are still having trouble logging in, you can contact your [website administrator](#) or [ClubRunner support](#).

Enter your login information below:

Login Name  
Fred\_FlintStone

Password  
[Empty]

Keep me logged in

Login »

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

Step 4: If you cannot find or remember your login information then you can click on the link called: **New and existing users: retrieve login and/or reset password.**

Enter your login information below:

Login Name

Password

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

Keep me logged in

Login

Enter your login information below:

Login Name

Password

Keep me logged in

Login »

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

Step 5: **For Club Sites:** You will be asked to enter your last name and email address that is associated with your ClubRunner account.

**For District Sites:** You will be asked to select your Club name, enter your last name and email address that is associated with your ClubRunner account.

Populate the information and click on the **Submit** button.

For Club Sites:

Retrieve Login Information

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

\* Denotes a required field.

Last Name:

Email Address:  \*

Submit Cancel

## For District Sites:

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](mailto:logins@clubrunner.ca).

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

\* Denotes a required field.

Select Club:  \*

Last Name:

Email Address:  \*

Step 6: If the Information is found you will see a message indicating that the profile was successfully located and an email will be sent to that address.


Retrieve Login Information

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

\* Denotes a required field.

Last Name:

Email Address:  \*

 Your member profile was successfully located. An email has been sent to your address above with instructions on retrieving your login name and resetting your password.

Step 7: 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 **8 hours!**

Hello

You have requested to retrieve your Login Name and/or reset your password for the ClubRunner Website Service website.  
Please click on the link below to continue:

[Reset Password Link](#)

<https://www.crsadmin.com/Gen/PasswordReset.aspx?eaid=eYH4kcQkJPcoHL%2bfRSv28w%3d%3d&emid=ZPx27do5yOC5tMV3oJhxA%3d%3d&etoken=52wc744ueKphzPawNUXsoEeqaXupZ9qmC1r%2bQyVHTh0%3d>

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](http://www.clubrunnersupport.com).

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

Step 8: You should now be taken to the Reset Password Page. Section 1 contains your **Login Name** information; please make note of the login name. Section 2 contains the reset password fields.

**1** **Login Name:**

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

**2** Enter New Password:  **Begin Typing**

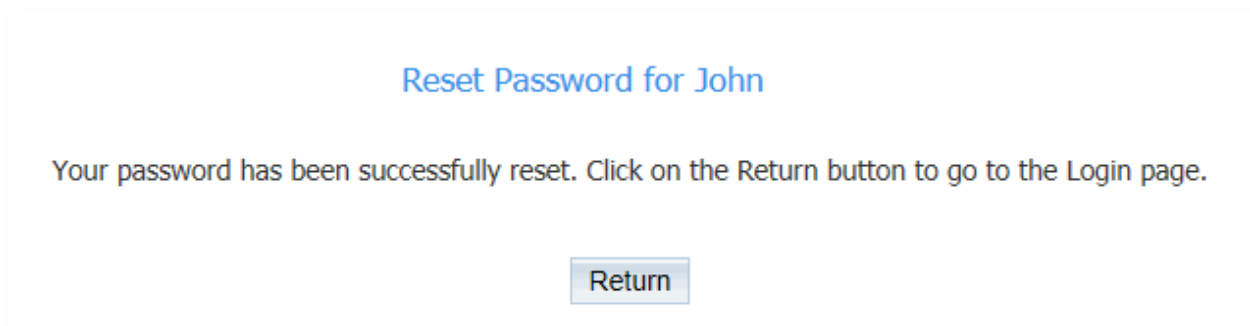
Confirm New Password:

Step 9: 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 is recommended.

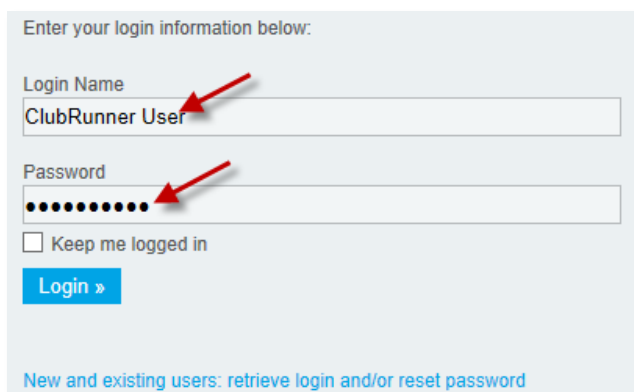
Enter New Password:  **Strong**

Confirm New Password:

Step 10: If your password reset is successful, you will receive a confirmation message. Click the **Return** to go back to the login page.



Step 11: Enter you **Login Name** (the name provided in Step 7) and your new **Password**.



A screenshot of the login form. The form is titled "Enter your login information below:". It contains two input fields: "Login Name" with the text "ClubRunner User" and "Password" with a masked password represented by dots. Two red arrows point to the "Login Name" and "Password" fields. Below the input fields is a checkbox labeled "Keep me logged in" which is unchecked. A blue button labeled "Login »" is positioned below the checkbox. At the bottom of the form, there is a link: "New and existing users: retrieve login and/or reset password".