

# ClubRunner

Help Articles > District Help > District - Members' Guide > My ClubRunner > How do I retrieve my login name and reset my password? (District)

## How do I retrieve my login name and reset my password? (District)

Michael C. - 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 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.

ClubRunner

Home

Enter your login information below:

Login Name [Forgot login name?](#)

Password [Forgot password?](#)

Keep me logged in [New user?](#)

Login

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3. It will ask you for your **Club**, **Last Name**, and **Email Address**. Click **Submit** when

done.

The screenshot shows the ClubRunner 'Retrieve Login Information' page. At the top, the ClubRunner logo is displayed in white on a blue background. Below the logo, the title 'Retrieve Login Information' is centered. A paragraph of text explains that all members have login accounts and provides contact information for those who cannot retrieve their login information. Below this, instructions state that users should select their club, enter their last name, and email address. A legend indicates that an asterisk denotes a required field. The form includes a dropdown menu for 'Select Club', and text input fields for 'Last Name' and 'Email Address'. A blue 'Submit' button and a white 'Cancel' button are positioned at the bottom of the form. At the very bottom of the page, there is a copyright notice and links to 'Privacy Statement', 'Online Help', and 'System Requirements'.

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.

This screenshot shows the same ClubRunner 'Retrieve Login Information' page, but with a success message displayed in a green box. The message reads: '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.' The rest of the page, including the ClubRunner logo and the form title, remains the same as in the previous screenshot.

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.

**Note:** this link will only remain valid for 24 hours!

Hello,

You recently requested to retrieve your login name and/or password for the Rotary Club of Green Town website. Please click on the link below to continue:

[Reset Password Link](#)

<https://www.crsadmin.com/Gen/PasswordReset.aspx?eaid=hYmo5C3WXfiZPtnWKWW%2f2A%3d%3d&emid=6rKnZ0IVdQHU8U5Sc1V5rw%3d%3d&etoken=sIPcd6v46%2b%2b%2b6XdHJTktCr4F9d8CGQYdm48wIEc254%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 **24 hours**, after which you will need to retrieve your login information again.

For assistance or technical support, please visit [www.ClubRunnerSupport.com](http://www.ClubRunnerSupport.com).

Sincerely,

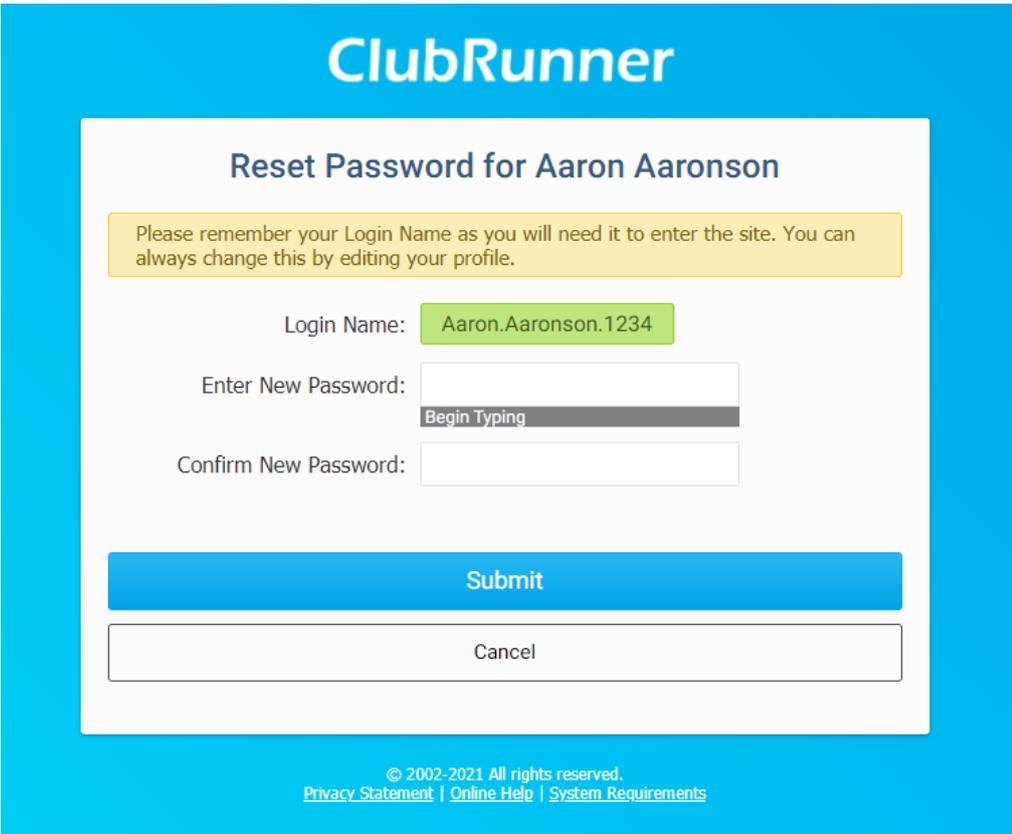
**The ClubRunner Team**

toll-free: 1-877-469-2582

int'l/local: +1-905-829-5299

[support@clubrunner.ca](mailto:support@clubrunner.ca)

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.



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.

# ClubRunner

## Reset Password for Aaron Aaronson

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

Return

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

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