



# Getting Connected to Clubrunner

**Clubrunner is the membership  
management software used by the District**

For attendees at the District Leadership & Learning Assembly

John White, April 13, 2024

# **Your District's Membership Team**

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# What is Clubrunner?

- Commercial membership management software package
- One of the most widely used programs by clubs and districts
- Cloud-based, accessible from both the web and your smartphone
- Recognized by RI and integrates with their database
- Offers a wide range of capabilities such as email communications, directory access, document storage/retrieval, attendance tracking, committee management, event planning, calendars, bulletins, websites, billing & payments, etc.
- Multiple levels of access based on your position with your club

# Levels of Access

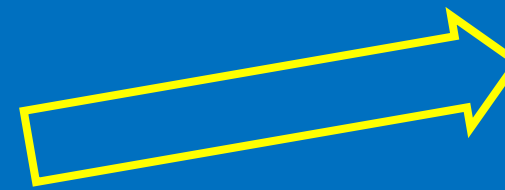
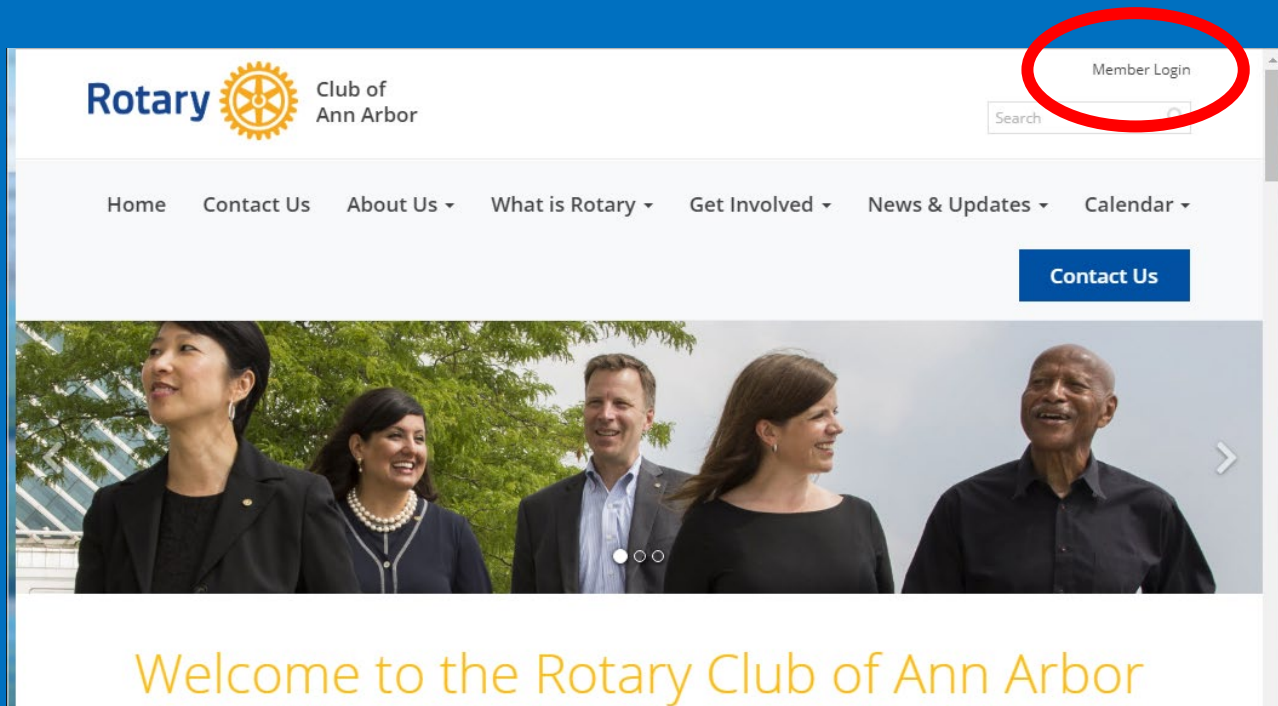
- <30 – Reserved for staff at ClubRunner HQ
- 30 – Site Administrator (the top local level, manages the website)
- 40 – Current Club President (everything but change the website)
- 50 – Club Executive (creates committees, can update member entries)
- 60 – Editor (writes stories, publishes bulletins, schedules events)
- **70 – Member (default level; edits personal profile, sends emails, views & downloads directories and documents, pays invoices)**
- 80 – Restricted Member (cannot send emails)
- 90 – No Access (cannot log in, typically assigned to past members)

# 70 – Member Level Access

- **Personal Profile** - You can update your own contact information and photo
- **Rotary Profile** - Viewing only (ask for help in case changes are needed)
- **Biography** - Feel free to enter a few words about yourself
- **Commitments** - Handy reminder page for events, tasks, committees and your other responsibilities
- **Settings** – You can change your own UserID and password
- **Privacy** – You can opt out of certain types of incoming messages or outside access to some of your contact information

# How to set up Clubrunner

From your laptop or desktop (bookmark it):  
[portal.clubrunner.ca/\\*\\*\\*\\*/](https://portal.clubrunner.ca/****/)

A screenshot of the ClubRunner login form. The form is titled "ClubRunner" and asks for login information. It includes fields for "Login Name" and "Password", both of which are circled in red. Below the "Login Name" field, there is a red error message: "User name is a required field". Below the "Password" field, there is a red error message: "Password is a required field". There are also links for "Forgot login name?", "Forgot password?", "Keep me logged in", and "New user?". A blue "Login" button is at the bottom. At the very bottom, there is a copyright notice: "© 2002-2019 All rights reserved. Privacy Statement | Online Help | System Requirements".

Where \*\*\*\* is your account number  
with Clubrunner (it's not your RI club no.)

Login Name:  
**Firstname.Lastname.\*\*\*\***

Password: \*\*\*\*

If those credentials fail, try  
again without the dots

Once in, you can change  
your credentials

# Clubrunner Account Numbers

|                         |                           |                      |                        |
|-------------------------|---------------------------|----------------------|------------------------|
| Anchor Bay (1457)       | Clarkston (1399)          | Lyon Area            | Romeo                  |
| Ann Arbor (1404)        | Clawson (1462)            | Milan (1467)         | Royal Oak (1397)       |
| Ann Arbor North (659)   | Dexter (1464)             | Milford (1468)       | Saline (1473)          |
| Ann Arbor West (8609)   | Dresden                   | Motorcycling (13769) | Sterling Heights (365) |
| Auburn Hills (1508)     | Eastpointe                | Mt. Clemens (1393)   | Tilbury (1087)         |
| Birmingham (1459)       | Fowlerville (1509)        | Novi (1396)          | Troy (1475)            |
| Blenheim (1081)         | Hartland (4897)           | Ortonville (1469)    | Waterford (1478)       |
| Bloomfield Hills (1401) | Highway M-36 (16163)      | Oxford (1395)        | W. Bloomfield (1465)   |
| Brighton (1460)         | Howell (1507)             | Pontiac (1470)       | Ypsilanti (1479)       |
| Chatham (1082)          | Lake Orion Sunrise (3041) | Richmond             |                        |
| Chatham Sunrise (1083)  | Livingston Sunrise (1512) | Ridgetown (1085)     | No club account?       |
| Chelsea (1461)          | Livingston Twilight       | Rochester (1400)     | Use District (50031)   |

# Start here to look around

From your smartphone or tablet, download and open the **ClubRunner** app

Rotary Club of Ann Arbor

Welcome, Firstname [Logout] Admin Home Page

Admin **My ClubRunner** Communication Bulletin New Bulletin (Beta) Contacts Membership Organization RI Integration Attendance Website New Website (Beta)

Reports Volunteers Help

My Profile My Commitments My Attendance My Committees Directories Email Message Centre My Account Balance Documents My Friends My Email History

My New Member Activities

### Download the Mobile App

Access your member directory on the go!

### Help

Support Center  
On Demand Videos  
Webinars  
Submit a Ticket

### ClubRunner Add-ons

Enhanced Committees Module  
MyEventRunner  
Online Payment & eCommerce Module - US  
Online Payment & eCommerce Module - CAN  
Barcode Scanner Module

## Administration

New to ClubRunner or need a refresher? Register for free ClubRunner webinars here.  
Read up on our latest updates! Release Notes are available on our [Service Updates](#) page.

#### My ClubRunner

- Edit My Profile
- Change My Password
- Upload My Photo
- My Commitments
- My New Member Activities **NEW!**
- My Friends
- View Club Directory
- View Club Photo Directory
- eDirectory Reports 2.0
- View Printable Mailing Labels **NEW!**
- Email Message Centre **NEW!**
- View Club Documents
- My Attendance
- My Committees
- My Billing Account Balance

#### Membership Manager

- Club Dashboard
- Active Member List
- Other Users List
- Inactive Members List
- Friends of the Club
- Bulletin Subscribers
- New Member Program
- Dues & Billing
- RI Integration
- Request Member Updates
- Edit Executives and Directors
- Committee Management
- Birthday & Anniversary Report
- Gender Distribution (Summary)
- Download Member Data **NEW!**

Ann Arbor

Club Members

Ann Arbor

A

- Andrews, Caroline
- Antracoli, Alexis
- Atwood, Laurie
- Ause, Bob
- Ausherman, Dale
- Avrakotos, Mary

B

- Bakker, Erik
- Balbach, Dan

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



# More info (from the District Assembly)

- [What is ClubRunner \(CR\)?](#)

<https://www.clubrunnersupport.com/kb/articles/clubrunner-essentials-pdf-ppt>

- 2. [How to login to CR \(or how to recover login info\):](#)

<https://www.clubrunnersupport.com/kb/articles/how-do-i-log-in-to-clubrunner>

- 3. [What are access levels?](#)

<https://www.clubrunnersupport.com/kb/articles/what-access-levels-are-there-in-clubrunner>

- 4. [Navigating the CR “member area” interface:](#)

<https://www.clubrunnersupport.com/kb/my-clubrunner-1>

# More info (page 2 of 2)

- 5. [Editing your own member profile \(updating your own email address, password, privacy settings, etc.\):](https://www.clubrunnersupport.com/kb/articles/how-do-i-access-and-change-my-profile-information)  
<https://www.clubrunnersupport.com/kb/articles/how-do-i-access-and-change-my-profile-information>
- 6. [How to send an email using a club website:](https://www.clubrunnersupport.com/kb/articles/how-do-i-send-an-email)  
<https://www.clubrunnersupport.com/kb/articles/how-do-i-send-an-email>
- 7. [How all members can use the CR mobile app:](https://site.clubrunner.ca/page/mobile-app)  
<https://site.clubrunner.ca/page/mobile-app>
- 8. [Registering for a club or district event:](https://www.clubrunnersupport.com/kb/articles/how-to-view-and-register-for-events-volunteer-signups-with-the-clubrunner-mobile-app)  
<https://www.clubrunnersupport.com/kb/articles/how-to-view-and-register-for-events-volunteer-signups-with-the-clubrunner-mobile-app>