The Club at Glenmore's New Website Frequently Asked Questions

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Why a new website?
The new website replaces a website that was almost 10 years old. It was dated in appearance and functionality as well as not mobile-friendly or dynamic. Updating those areas improves overall use, and especially mobile use. Some of these changes also are factors in our ranking with search engines.

Where do I log in?

Three options

1. The **direct link** to the member login screen is: https://www.theclubatglenmore.com/member-login.
2. **From the website** you can login at the top right of the screen on the desktop/laptop version of the site (top picture below, circled in red).
3. On the mobile (tablet/phone) version of the site you can log in by expanding the menu at the top of the screen, then clicking on either "Members Only" or "Member Login" (second picture below).
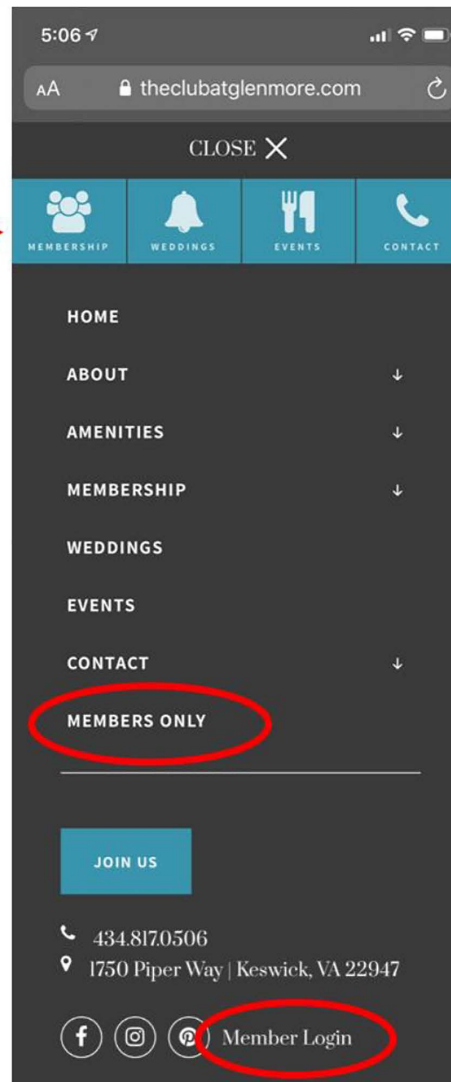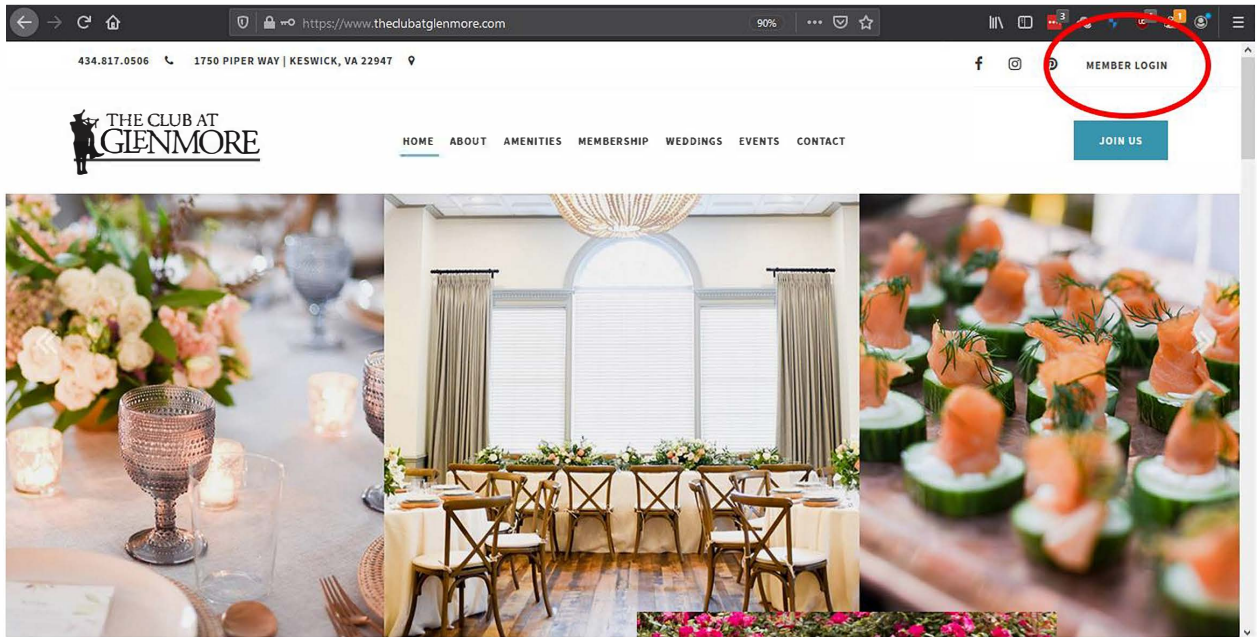
What is my login info?

The first time you login to the new website your username and password are identical. The format is xxxxx-xxx. The first five digits are your member number, with leading zeros added to make the full five digits. The last three digits are a suffix for each family member within any given membership. The hyphen between them must be included.

For example, the format for member #123 is 00123-000. The first-time member #123 logs in, 00123-000 is both the username and password. The -000 suffix indicates that person is the primary membership holder. If member #123 is the head of a four-person household, and assuming the family members all are registered with member numbers, the format for their usernames and passwords at initial login is as follows:

username	Password	
00123-000	00123-000	primary account holder
00123-001	00123-001	spouse
00123-002	00123-002	first child
00123-003	00123-003	second child

Please change your password after your first login.

Why isn't my password working? Can I use my password from the old website?

Passwords and usernames for the old site will not work for initial login on the new site. Your initial login to the new site must match the format described above: xxxxx-xxx, based on your member number, for both username and password.

After your initial login on the new site you can change your password to match what you were using on the old site, assuming your password was six or more characters. On the new site there are no special password requirements for using capital letters, numbers, or symbols--any password with six or more characters is acceptable.

Can I change my username?

No, usernames are fixed on the new site.

Do family members need different logins?

The underlying technology doesn't require that children or even spouses have separate account numbers, though it does offer that option. If your family all wants to share one username and password for access to the members' side of the website that is acceptable. However, one benefit of registering family members individually is that everyone will be able to receive email updates from the Club at their own personal email addresses. The new website only allows one email address per registered user/login, and that email address must be unique to that user/login.

How to add family members?

To add a family member who does not currently have a unique login for the new site, please email help@theclubatglenmore.com. Please note your member number, and the name and email address of the family member you would like to add as well as their relationship to the primary member.

Why does a member of my family have a strange email address in their profile?

Nonsensical email addresses in profiles result from multiple family members using one email address on the old website. On the new website, any given email can be associated with only one person/login and in the transition the system created the nonsensical email.

For example, if Hannah and her husband were both using the address Hannah123@gmail.com on the old website, the primary account holder on the new website will receive the Hannah123@gmail.com address while the secondary account(s) receive an automatically generated filler address which looks something like glenmore123@xyz.xyz.

The nonsensical email can be changed to another unique email address.

Where is the member directory?

We have been reappraising the form the member directory should take, as having it available online raises some privacy concerns. The member directory will be returning, but it's possible it will be issued as a printed booklet or downloadable PDF instead of an online database, as current web security standards prevent it from returning in its old form. In the meantime, there is a resident directory on the GCA website here, and while not exhaustive it'll cover most members.

How do I get help with the new website?

If you have any trouble with logging in, or have any suggestions for additional functionalities or content you'd like to see please email help@theclubatglenmore.com.