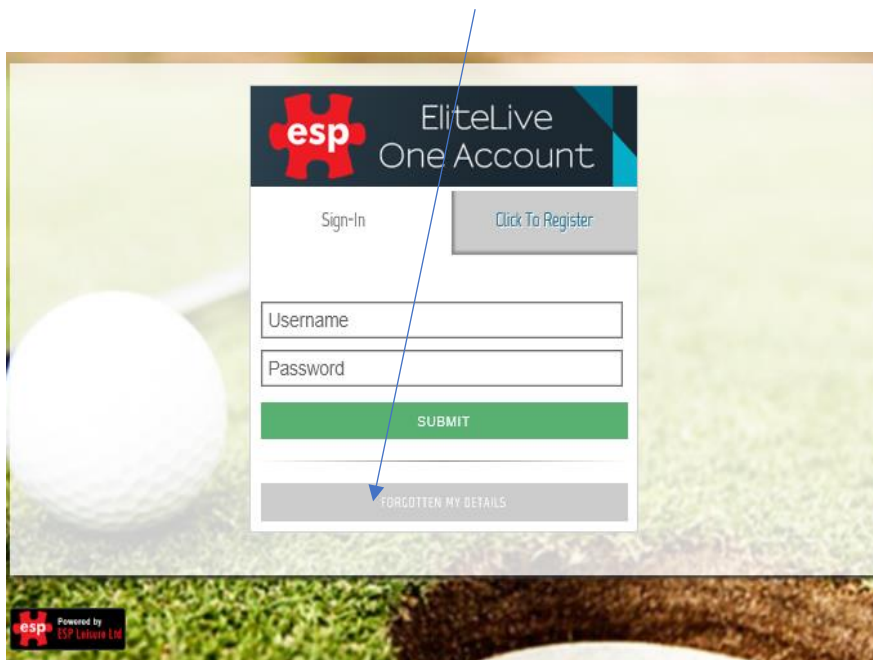


Elite Live Forgotten Password

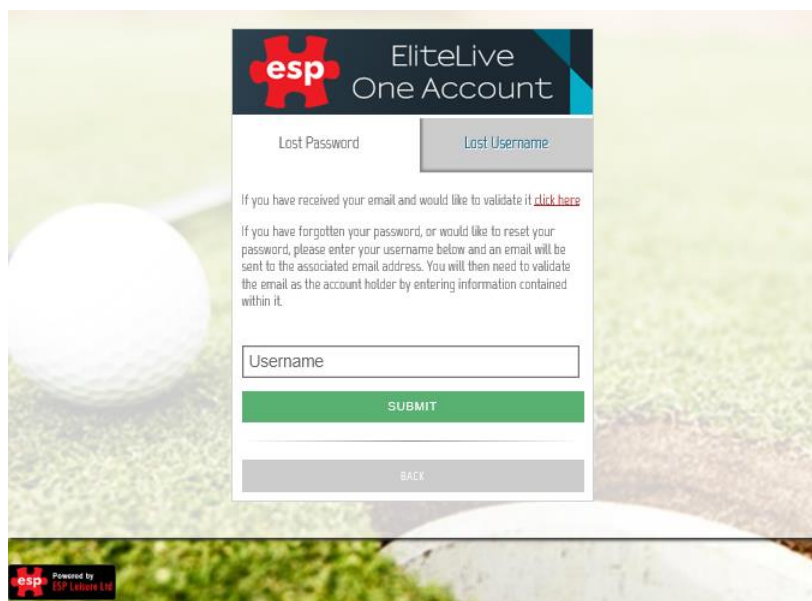
If you receive a request from a member who has lost their password, these are the steps required for them to reset their password. Please note this will only apply for Elite Live users who already know their elite live user name.

Request forgotten password

- 1: If a member has forgotten their password, they must then go to their elite live log in page and click on **Forgotten my details**



- 2: This will take you to **Forgotten my details, Lost Password**



3: Enter your Username and Press Submit

click here. If you have forgotten your password, or would like to reset your password, please enter your username below and an email will be sent to the associated email address. You will then need to validate the email as the account holder by entering information contained within it.' Below the message is a text input field labeled 'Username', a green 'SUBMIT' button, and a grey 'BACK' button. At the bottom left, there is a small logo that says 'Powered by esp ESP Leisure Ltd'." data-bbox="239 110 750 377"/>

This will generate an email to be sent to the email registered to the account (make sure you check your spam and junk filters)

Within the email will include:

- Email Unique Code
- Email Random Word

4: Creating a New Password

Enter this information in the fields below and create a new password and press Submit

