



EliteLive – Password Recovery

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 EliteLive users who already know their elite live username.

Request Forgotten Password

If a member has forgotten their password, they must then go to the **EliteLive login page** and click on **Forgotten My Details**.

Select **Lost Password**, enter your username and then press **Submit**.

click here' and '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 instructions is a 'Username' input field, a green 'SUBMIT' button, and a blue 'BACK' button."/>

This will generate an email to be sent to the email registered to the account (make sure you check your spam and junk filters). This can take a few minutes. Do not close the EliteLive webpage.

Within the email will include:

- Unique Code
- Random Word

Enter the **Unique Code** and **Random Word** from the email into the relevant fields on the EliteLive page along with a new password. When done, press **Submit**.

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Europa House, 1 Kimpton Link, Kimpton Road, Sutton, Surrey, SM3 9QP

+44 (0)208 251 5100

www.e-s-p.com

enquiries@e-s-p.com

Registered No: 2550976



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The form is titled 'EliteLive One Account' and includes the 'esp' logo. It contains instructions: 'Your email contains two pieces of information, enter them here as well as the new password you would like set for your account.' Below the instructions are four input fields: 'Email Unique Code', 'Email Random Word', 'New Password', and 'Confirm Password'. At the bottom are two buttons: a green 'SUBMIT' button and a blue 'BACK' button.

The password will now have reset and the member can access the EliteLive portal.

If the member cannot remember their username, they will need to complete the **Lost Username Process**.



Need Training? Contact us to speak about our system training options by calling 0208 2515100 or emailing sales@e-s-p.com.

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