



EliteLive – Username Recovery

Elite Live Forgotten Username

If you receive a request from a member who has lost their EliteLive username, these are the steps to follow for them to be provided a reminder of their username. **Please note:** this will only show the site name against the user if the user has already verified and linked their details as a member against their elite live record via the member verification process.

You can instruct the member to follow these steps:

1. Go to the EliteLive Login Page, and click on **Forgotten My Details**.

The screenshot shows the 'EliteLive One Account' sign-in page. It has a header with the 'esp' logo and 'EliteLive One Account'. Below the header is a 'Sign-In / Register' section. There are two input fields: 'Username' and 'Password'. Below these are three buttons: a green 'SIGN-IN' button, a blue 'CLICK TO REGISTER' button, and a blue 'FORGOTTEN MY DETAILS' button. The 'FORGOTTEN MY DETAILS' button is highlighted with a red rectangular box.

2. Select **Lost Username** followed by **I Cannot Find These Details** at the bottom of the box and then press **Submit**.

The screenshot shows the 'EliteLive One Account' 'Lost Username' page. It has a header with the 'esp' logo and 'EliteLive One Account'. Below the header are two tabs: 'Lost Password' and 'Lost Username'. The 'Lost Username' tab is selected. Below the tabs is a text block explaining the process: 'To retrieve your username, you will need the email from your club with which you verified your membership. If you no longer have this, contact your club directly to have them resend it. Enter the details from the verification email below and we will send a reminder email containing your username to the email address the club has on record for you. If you think your email address may be incorrect you should contact the club directly to update it before entering the details below.' Below the text are two input fields: 'Verification Name' and 'Verification Code'. Below these are three buttons: a green 'VALIDATE' button, a blue 'I CANNOT FIND THESE DETAILS' button, and a blue 'BACK' button. The 'I CANNOT FIND THESE DETAILS' button is highlighted with a red rectangular box.

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3. In the next page, enter the email address that is registered to the ESP customer record followed by **Submit**.

The screenshot shows a web form titled 'EliteLive One Account' with the ESP logo. It contains instructions: 'To retrieve a list of usernames connected to an email address, please enter an email address in the box below.' and 'Upon submission an email will be sent to the provided address detailing a list of associated usernames and sites.' There is a text input field labeled 'Email address', a green 'SUBMIT' button, and a blue-outlined 'BACK' button.

This will generate this message if the email address provided is associated to any account

4. An email will be sent to the email address provided, this will show all accounts this email is connected with, and will include the following information:

Lost username associations

Please find below the sites and usernames found:

Username	Fullname	Site
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You can use this information to log and / or reset your password

Ask the member to check spam/junk filters in the event they have not received the email, in case it is caught in the providers filter.

You can also assist the member in the recovery of Usernames by completing the following steps from elite and sharing the information with the member.

A. Resend the Verification Details

If a member has lost their username, you can resend the registration email manually from the member record on Elite. To do this, go to the members **Customer Record** and press **Action** from the toolbar at the top of the record.

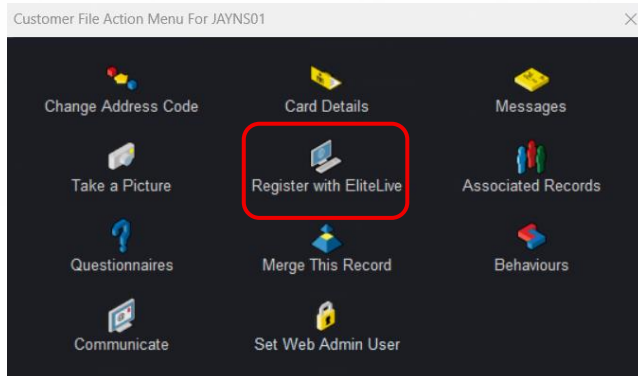
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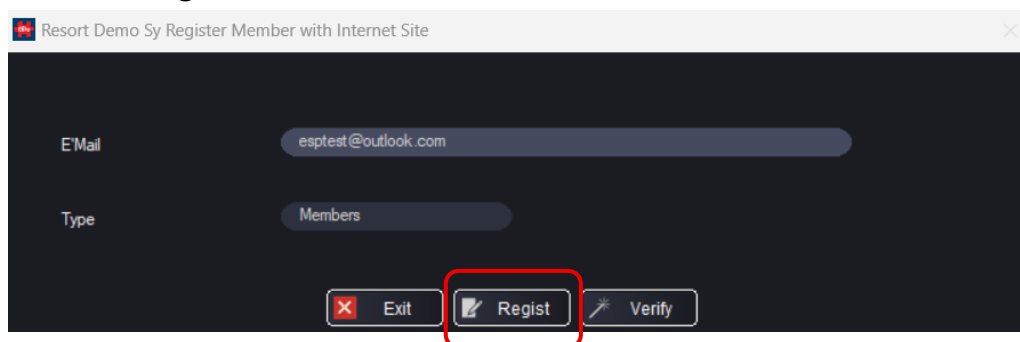


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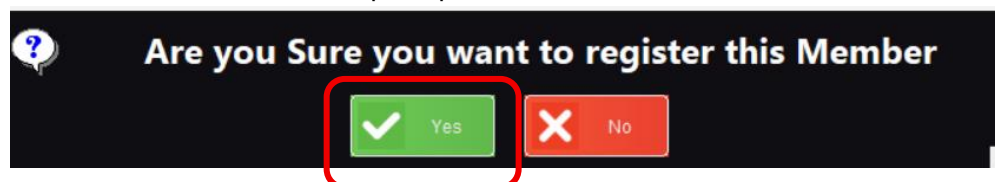
1. From the menu, select **Register with EliteLive**



2. Select **Regist.**



3. Select **Yes** from the next prompt.



The member will then receive an email with the verification details used to link their record.

Ask the member to check spam/junk filters in the event they have not received the email, in case it is caught in the provider's filter.

B. Requesting the Lost Username

1. Once the member has received the verification email, they must then go to their **EliteLive** login page and click on **Forgotten My Details**

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esp EliteLive One Account

Sign-In / Register

Password cannot be blank

Username

Password

SIGN-IN

CLICK TO REGISTER

FORGOTTEN MY DETAILS

2. Then Select **Lost Username**.

esp EliteLive One Account

Lost Password Lost Username

To retrieve your username, you will need the email from your club with which you verified your membership. If you no longer have this, contact your club directly to have them resend it.

Enter the details from the verification email below and we will send a reminder email containing your username to the email address the club has on record for you.

If you think your email address may be incorrect you should contact the club directly to update it before entering the details below.

Verification Name

Verification Code

VALIDATE

I CANNOT FIND THESE DETAILS

BACK

The member can then enter the **Verification Name & Code** provided in the verification email and the press **Validate** to complete.



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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