



Elite Live Lost Username –

Updated July 2018

If you receive a request from a member who has lost their 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 One Account Log In Page, and click on **Forgotten my details**

esp EliteLive One Account

Sign-In Click To Register

Username

Password

SUBMIT

FORGOTTEN MY DETAILS

- 2: Click on Lost Username

click here'. Below this is a paragraph: '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 paragraph is a 'Username' input field. A green 'SUBMIT' button is located below the input field. At the bottom, there is a grey button labeled 'BACK'."/>

esp EliteLive One Account

Lost Password Lost Username

If you have received your email and would like to validate it [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.

Username

SUBMIT

BACK



3: Click on **I cannot find these details** at the bottom

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

4: Enter the email address you used to create your log in, and press submit

esp EliteLive
One Account

To retrieve a list of usernames connected to an email address, please enter an email address in the box below.

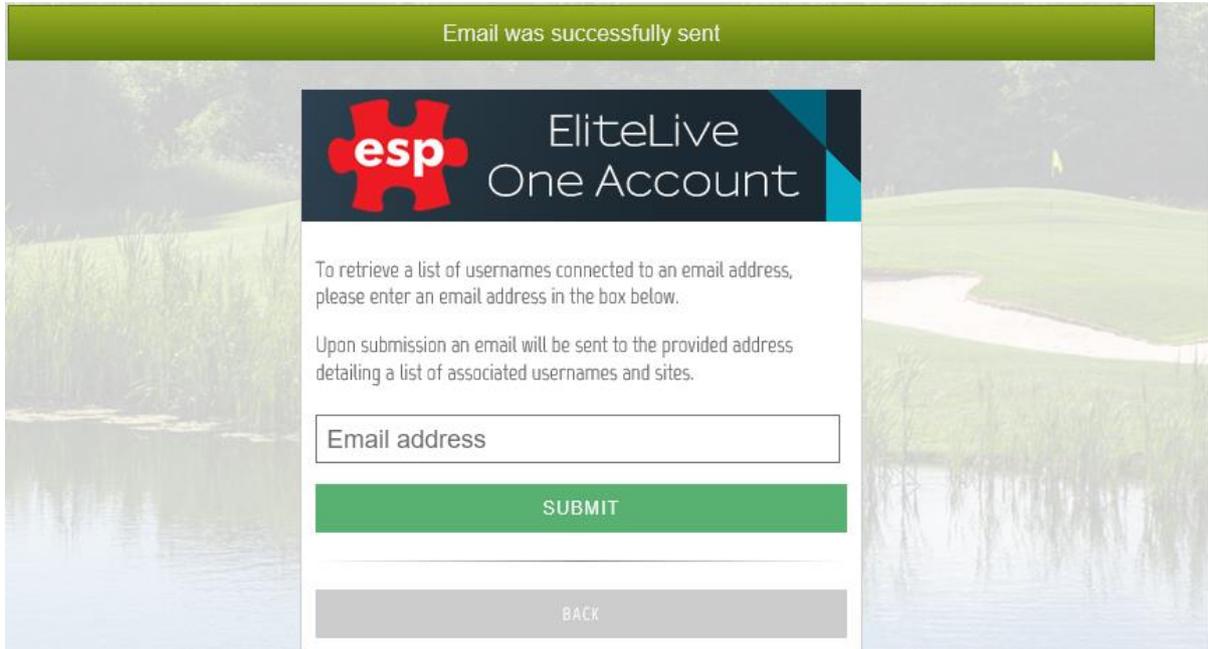
Upon submission an email will be sent to the provided address detailing a list of associated usernames and sites.

Email address

SUBMIT

BACK

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



6: 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
----------	----------	------

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.

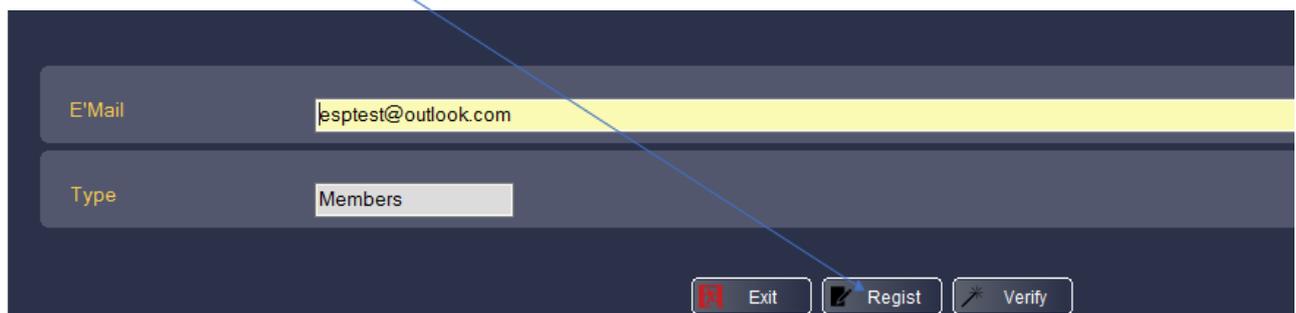
You can also assist the member in the recovery of Usernames by completing the following steps from elite and sharing the information with the member

1: Resend the Verification Details

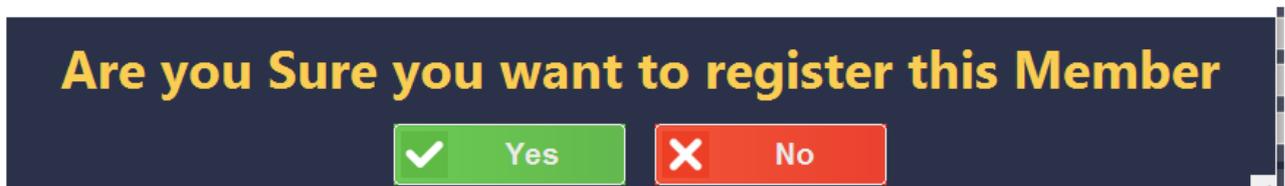
- If a member has lost their username you can resend the registration email manually from the member record on Elite, to do this go to the customer record and press F3 to accept it, double check the email address, press F7 Action
- This will bring up the action list, and select Register with Internet Site



- Select Regist



Answer Yes to Are you Sure you want to register this member This will manually send them the registration email

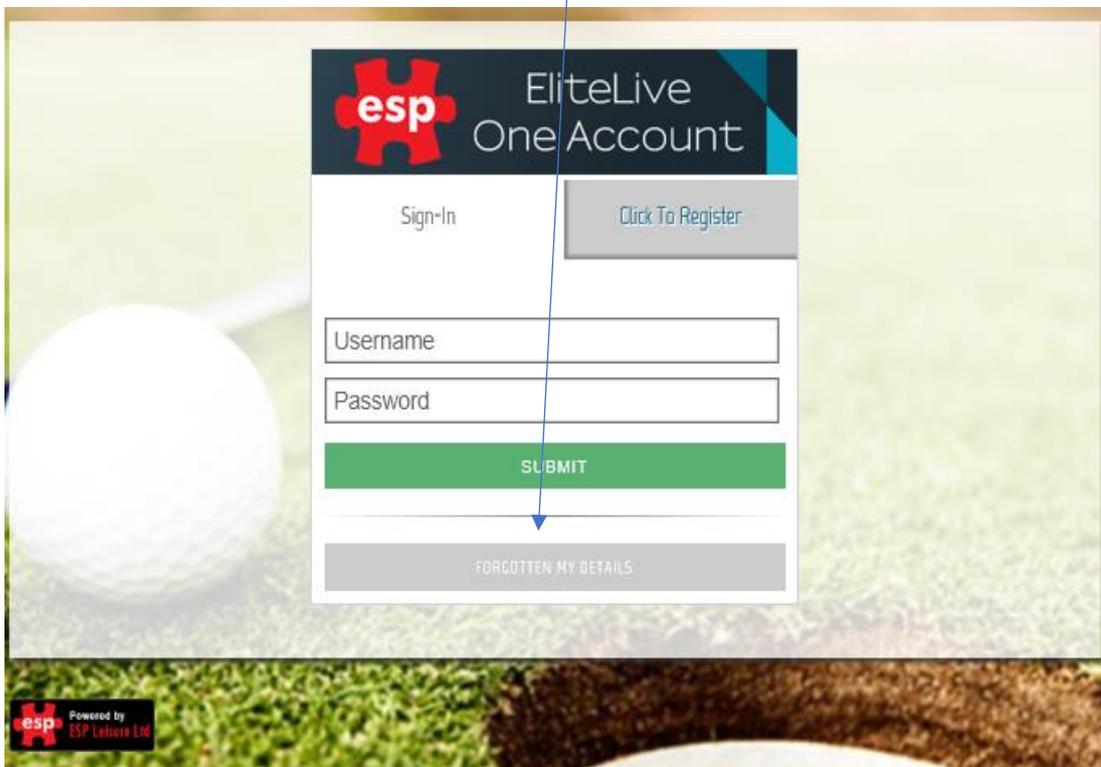


- The member will then receive an email with the verification details used to link their record.

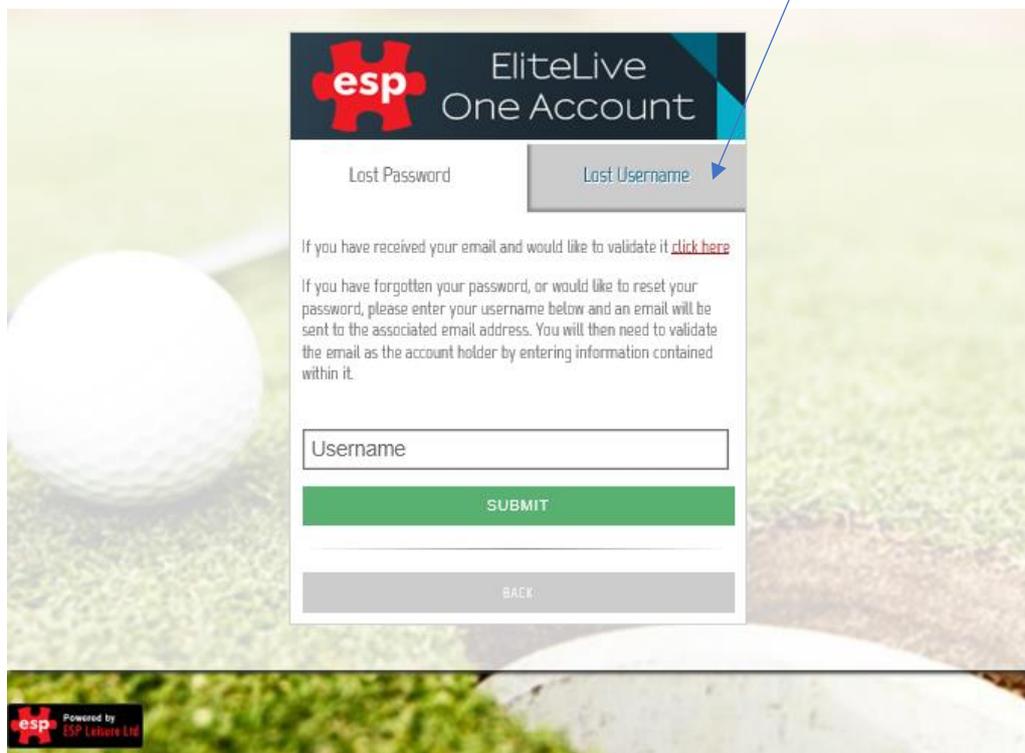
Ask the member to check spam/junk filters in the event they have not received the email, in case it is caught in the providers filter.

2: Request the lost username

- Once the member has received the verification email, they must then go to their elite live log in page and click on **Forgotten my details**

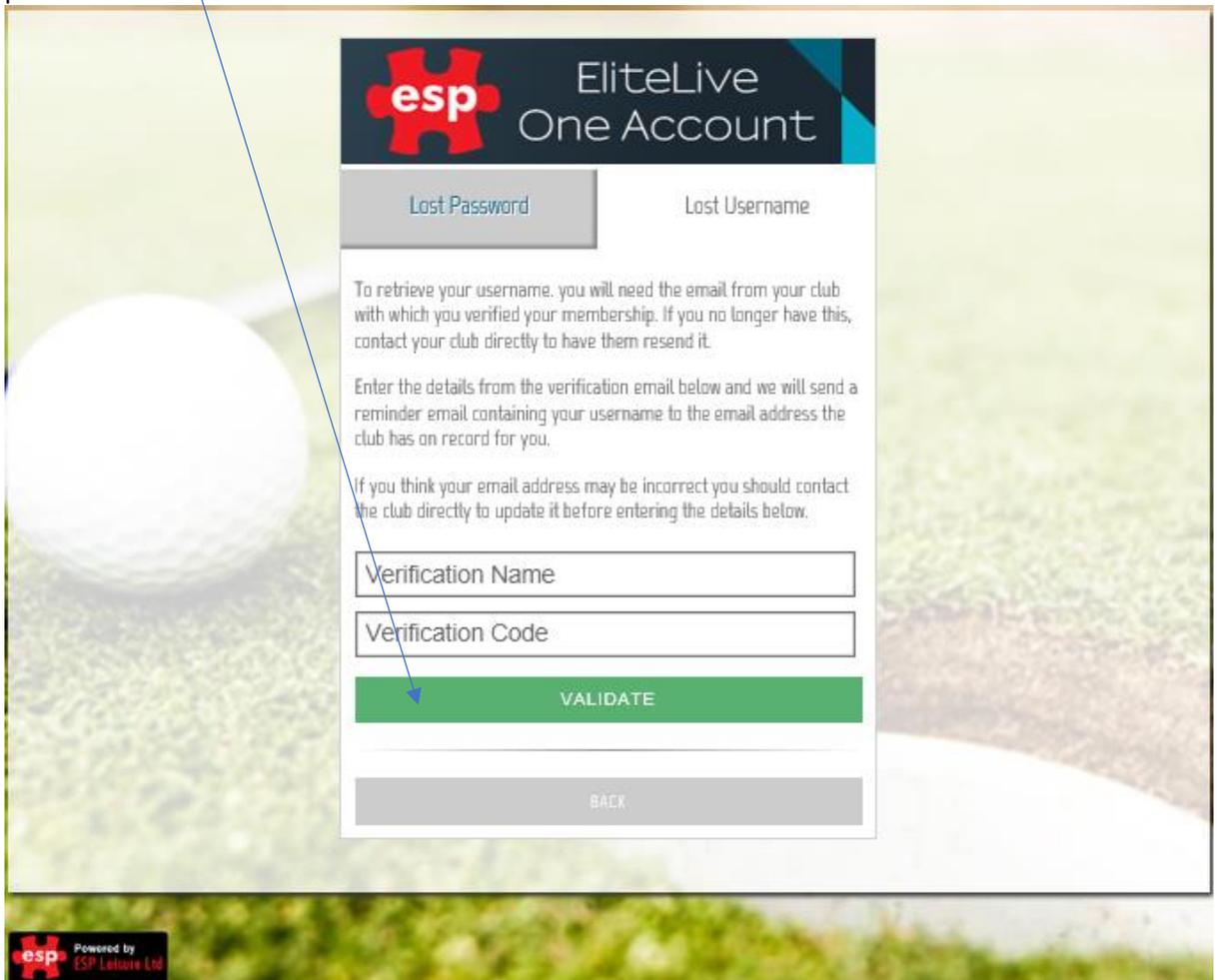


- This will take you to **Forgotten my details**, click on **Lost Username**

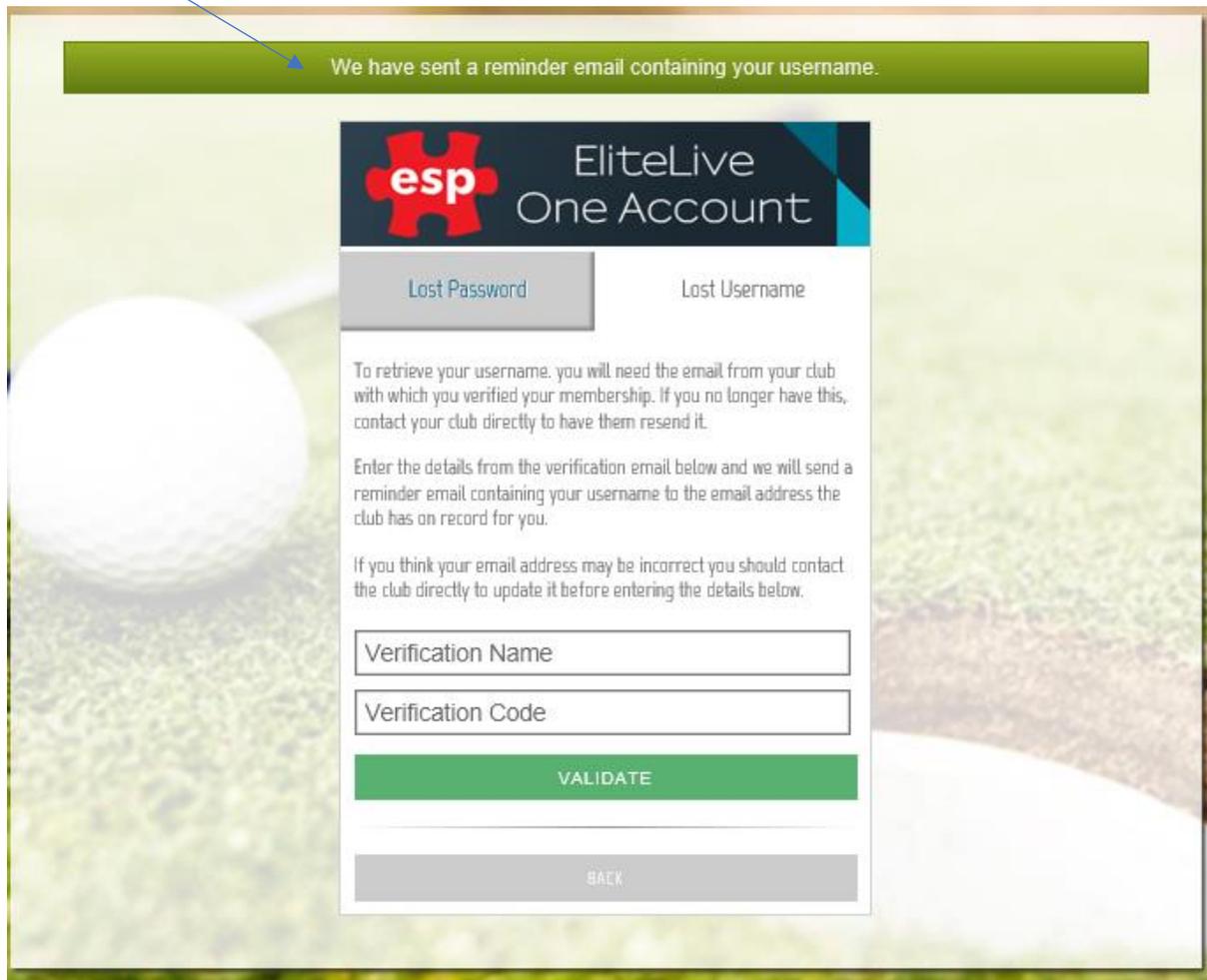


3: Entering your Verification Name & Code details

- From here this will take you to Lost Username screen
- You can then enter the Verification Name & Code provided in the verification email and press **validate**



- The following message will appear



- You will then be sent an email with your username, which you can use to log in
- If you have also forgotten your password, once you have received your username you can use the Lost Password routine to reset your password