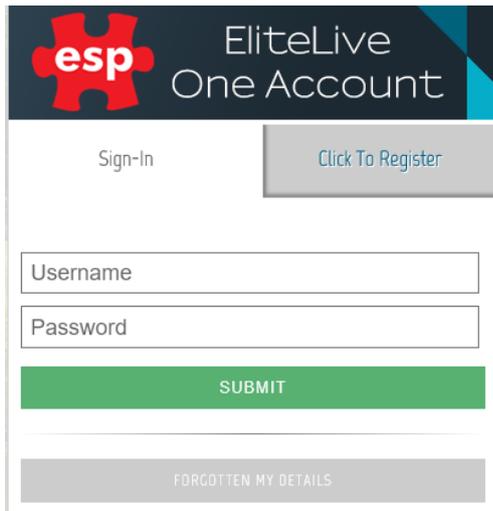


Elite Live Lost Username

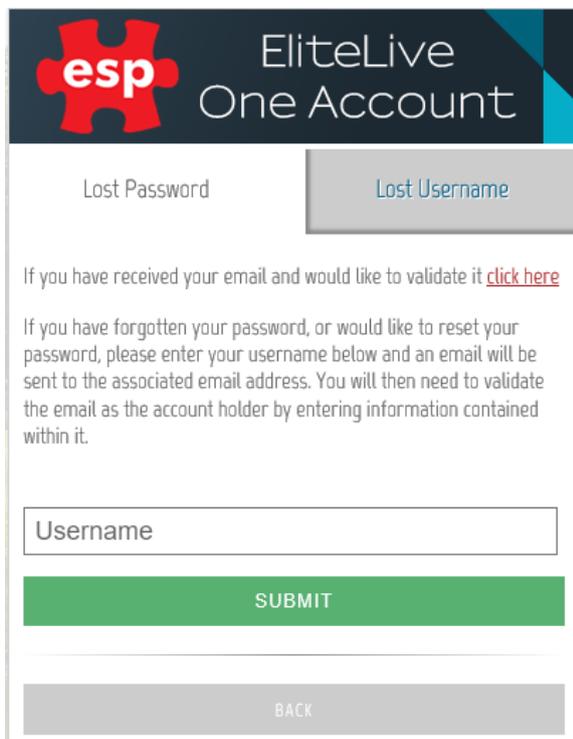
These are the steps to follow to be provided with a reminder of your username. **Please note:** this will only show the site name against the user if the user has already verified and linked their details as a member against their elite live record via the member verification process.

1: Go to the EliteLive One Account Log In Page, and click on **Forgotten my details**



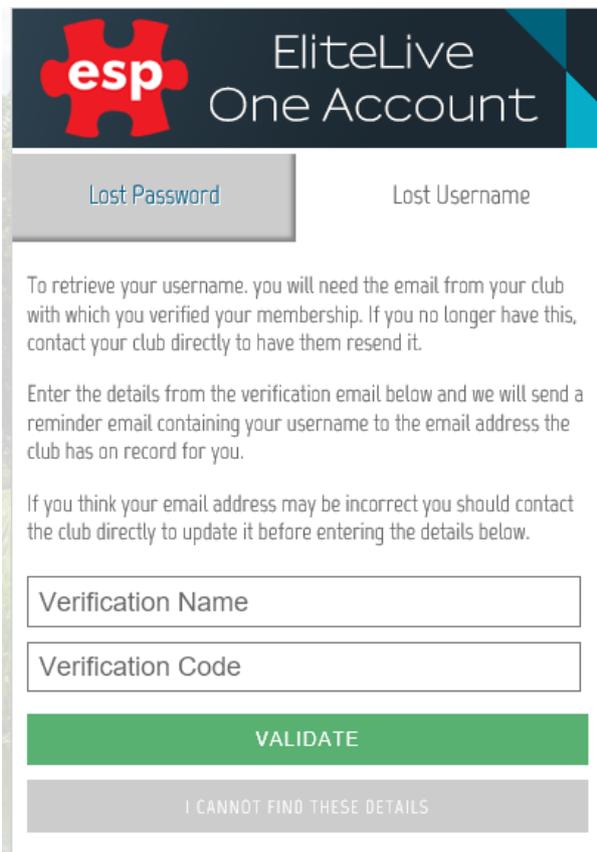
The screenshot shows the 'EliteLive One Account' login page. At the top left is the 'esp' logo (a red puzzle piece with 'esp' in white) and the text 'EliteLive One Account'. Below the logo are two buttons: 'Sign-In' and 'Click To Register'. There are two input fields: 'Username' and 'Password'. Below these is a green 'SUBMIT' button. At the bottom, there is a grey button labeled 'FORGOTTEN MY DETAILS'.

2: Click on Lost Username



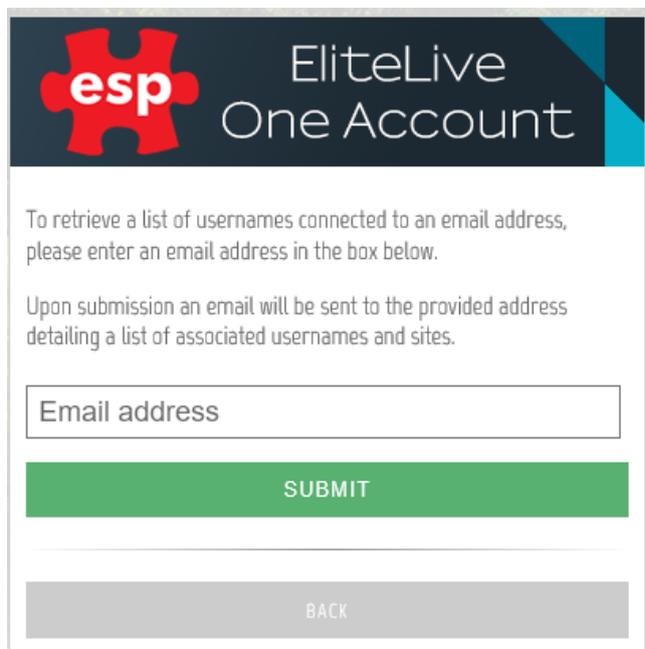
The screenshot shows the 'EliteLive One Account' 'Lost Username' page. At the top left is the 'esp' logo and the text 'EliteLive One Account'. Below the logo are two buttons: 'Lost Password' and 'Lost Username'. The 'Lost Username' button is highlighted. Below the buttons is a paragraph of text: 'If you have received your email and would like to validate it [click here](#)'. Below that is another 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 text is a 'Username' input field, a green 'SUBMIT' button, and a grey 'BACK' button at the bottom.

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



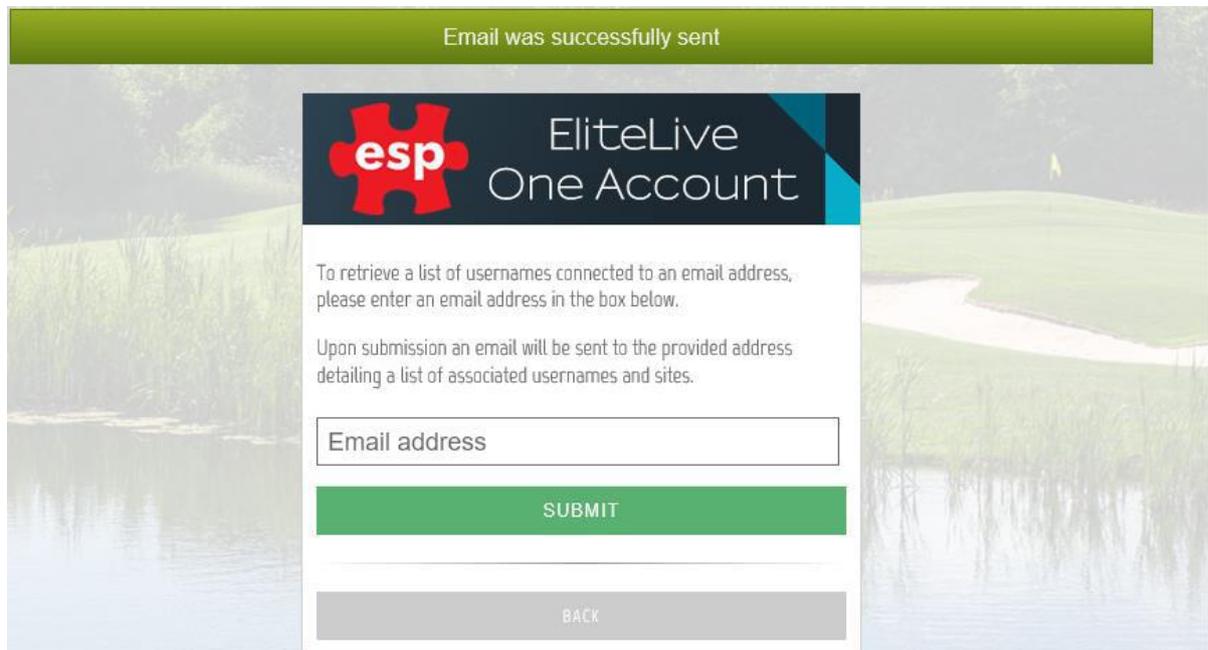
The screenshot shows the 'EliteLive One Account' interface. At the top left is the 'esp' logo (a red puzzle piece with 'esp' in white) and the text 'EliteLive One Account'. Below this is a navigation bar with two tabs: 'Lost Password' (highlighted in grey) and 'Lost Username'. The main content area for 'Lost Username' contains the following text: '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.' followed by '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.' and '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'. At the bottom of the form are two buttons: a green 'VALIDATE' button and a grey 'I CANNOT FIND THESE DETAILS' button.

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



The screenshot shows the 'EliteLive One Account' interface. At the top left is the 'esp' logo (a red puzzle piece with 'esp' in white) and the text 'EliteLive One Account'. Below this is a navigation bar with two tabs: 'Lost Password' and 'Lost Username' (highlighted in grey). The main content area for 'Lost Username' contains the following text: 'To retrieve a list of usernames connected to an email address, please enter an email address in the box below.' followed by 'Upon submission an email will be sent to the provided address detailing a list of associated usernames and sites.' Below the text is one input field: 'Email address'. At the bottom of the form are two buttons: a green 'SUBMIT' button and a grey 'BACK' button.

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

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