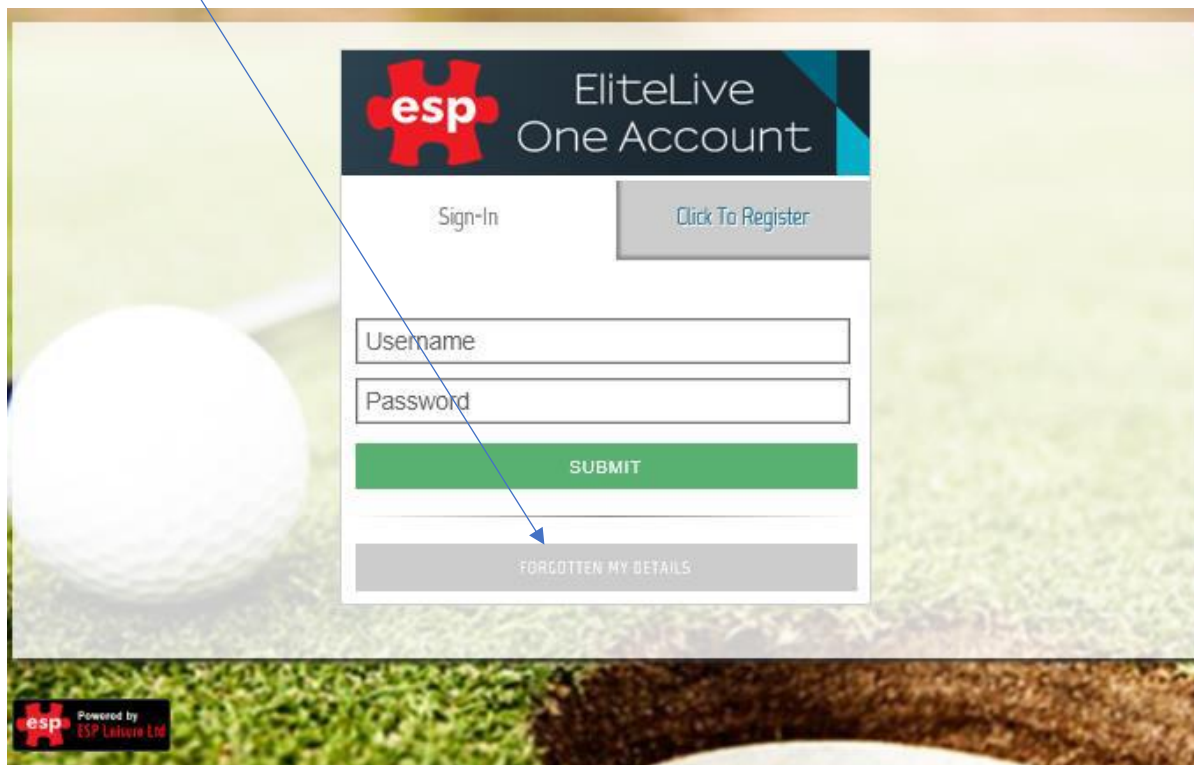
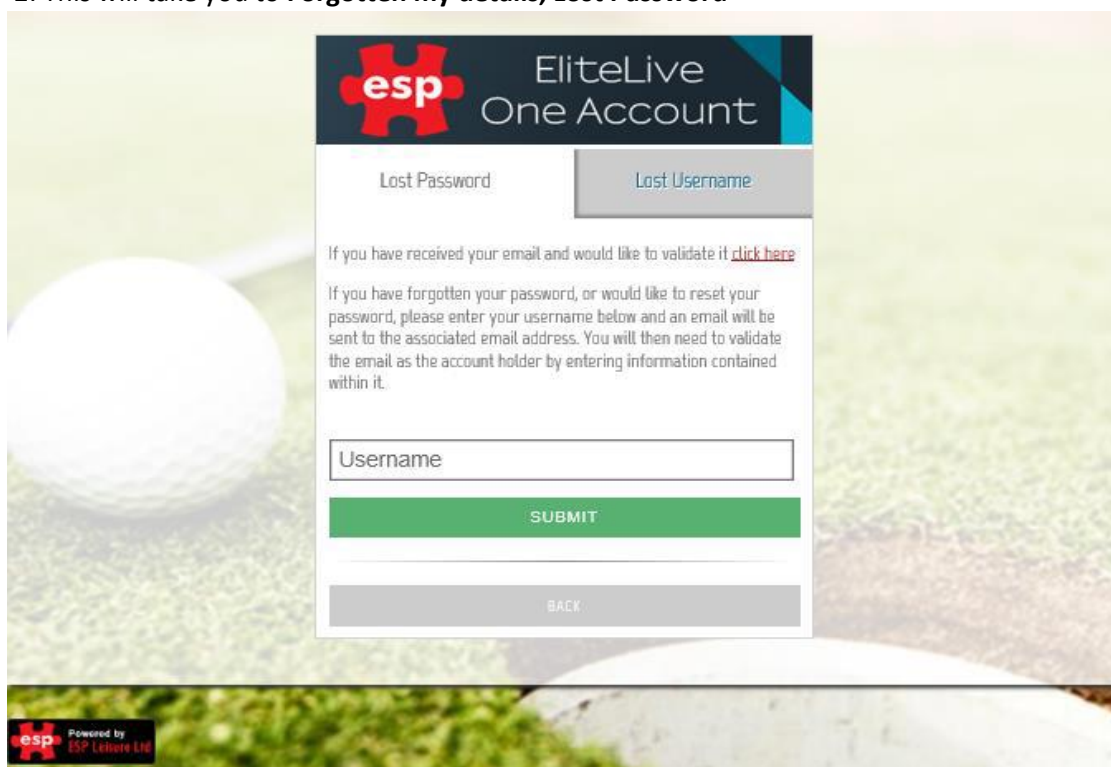


Request forgotten password

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.' There is a text input field for 'Username', a green 'SUBMIT' button, and a grey 'BACK' button. At the bottom left of the page, there is a small logo that says 'esp Powered by ESP Leisure Ltd'." data-bbox="117 129 874 522"/>

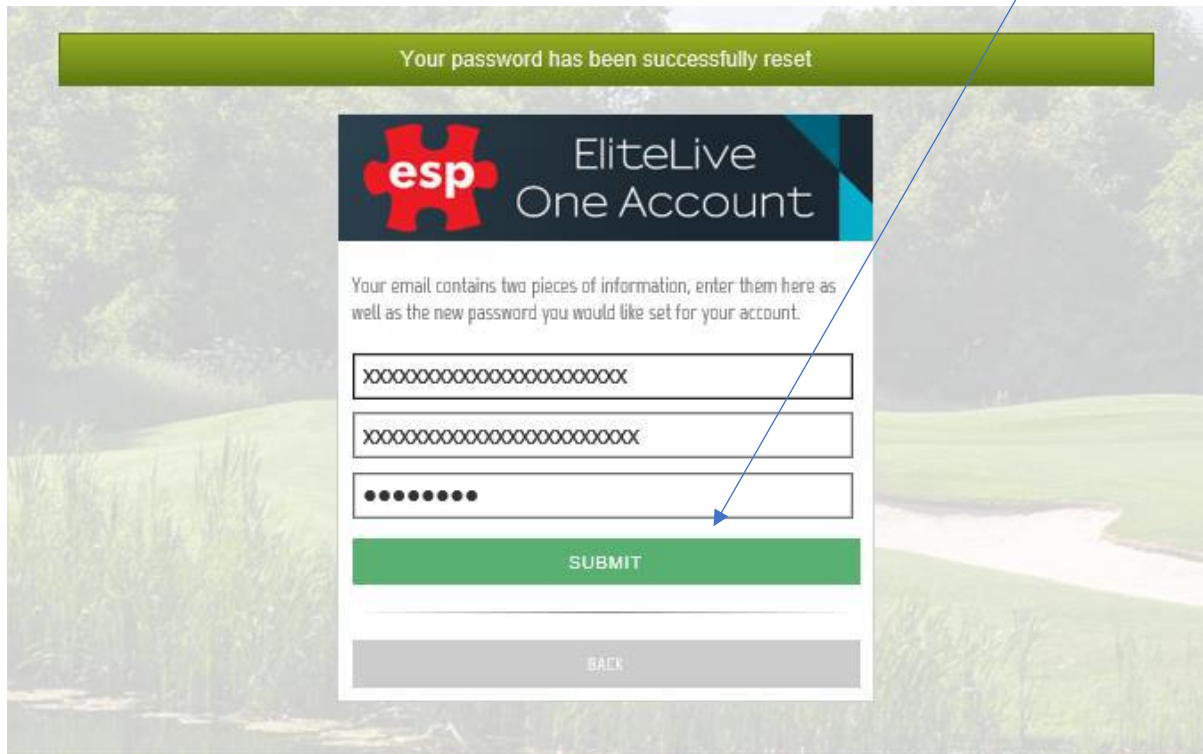
This will generate an email to be sent to the email registered to the account (make sure you check your spam and junk filters)

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



Your password has been successfully reset

esp EliteLive
One Account

Your email contains two pieces of information, enter them here as well as the new password you would like set for your account.

XXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXX

.....

SUBMIT

BACK