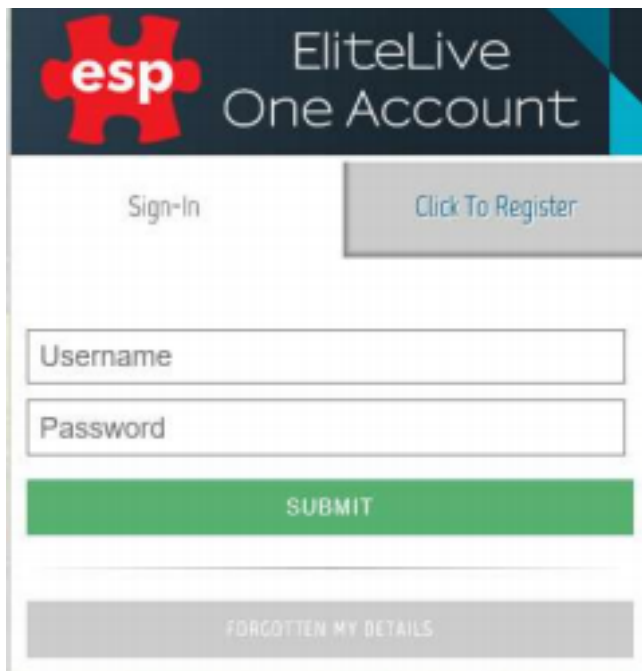


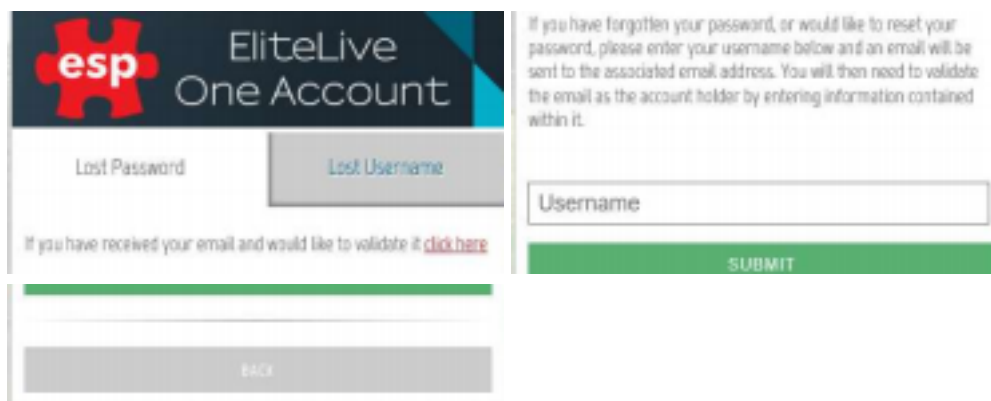
How to recover your username

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



The screenshot shows the login page for 'EliteLive One Account'. At the top left is the 'esp' logo, a red puzzle piece with 'esp' in white. To its right is the text 'EliteLive One Account'. Below the logo are two buttons: 'Sign-In' and 'Click To Register'. The 'Sign-In' button is active. Below these buttons are two input fields: 'Username' and 'Password'. A green 'SUBMIT' button is positioned below the password field. At the bottom of the form is a grey button labeled 'FORGOTTEN MY DETAILS'.

2: Click on Lost Username



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

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 email, please 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 Code

VALIDATE

I CANNOT FIND THESE DETAILS

Verification Name

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.

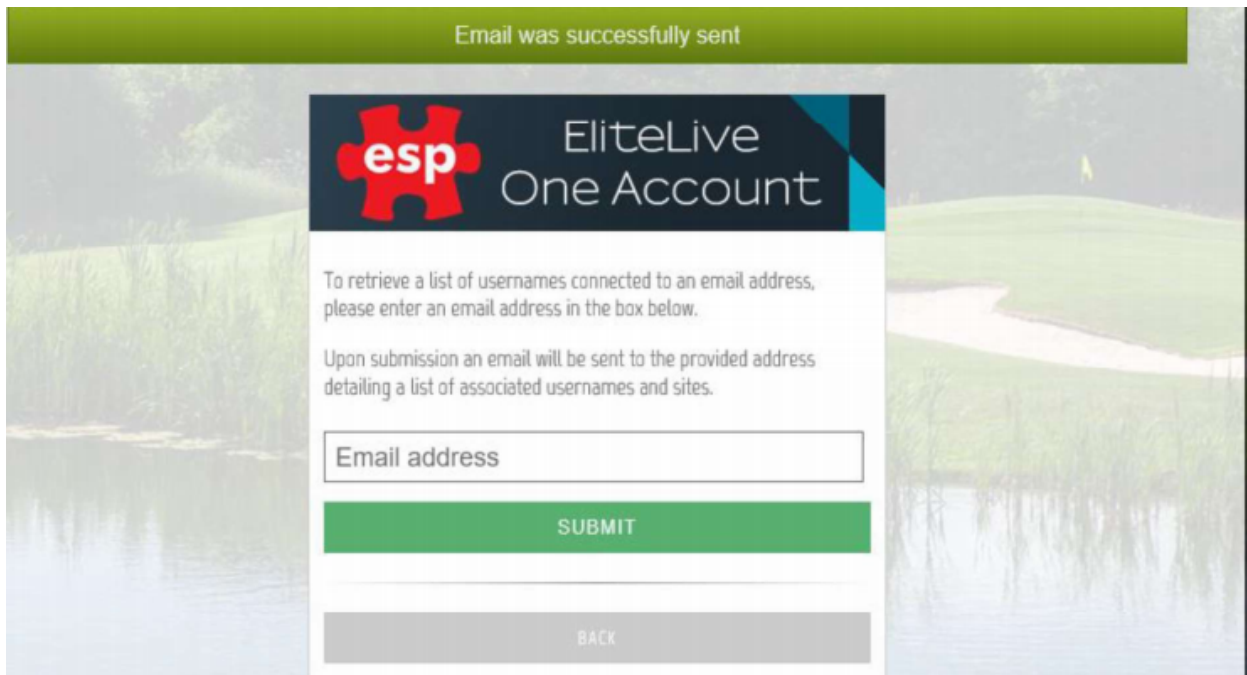
Upon submission an email will be sent to the provided address detailing a list of associated usernames and sites.

Email address

SUBMIT

BACK

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



The screenshot shows a web interface with a green header bar at the top that says "Email was successfully sent". Below this is a central white box with a dark blue header containing the "esp" logo (a red puzzle piece) and the text "EliteLive One Account". The main content of the box contains the following text: "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." Below the text is a text input field labeled "Email address", a green "SUBMIT" button, and a grey "BACK" button. The background of the page is a blurred image of a golf course with a pond and trees.

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

Check your spam/junk filters in the event you have not received the email, in case it is caught in the providers filter.

Now you should have access to your account, you can make a booking. We hope you enjoy your next round at Chichester.