

Forgotten Username or Password

If you have forgotten your login details for the online tee booking please DO NOT register again.

Click on 'Forgotten My Details'

esp EliteLive One Account

Sign-In / Register

Password cannot be blank

Username


Password

SIGN-IN

CLICK TO REGISTER

FORGOTTEN MY DETAILS

If you have forgotten your password enter your username and click 'Submit'.



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.

The screen should change to the following one;



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.



SUBMIT

You will then receive an email like the one below;

Lost Password Reset Request



bookings@whitehavengolfclub.com(bookings@whitehavengo

To

[Redacted]



We could not verify the identity of the sender. Click here to learn more.

The actual sender of this message is different than the normal sender. Click here to learn more.

Whitehaven Golf Club Lost Password Reset Request

A request has been made to reset your lost password.

If this was not you, or the request was made in error, please ignore this email.

To proceed fill in the on-screen form with these details:

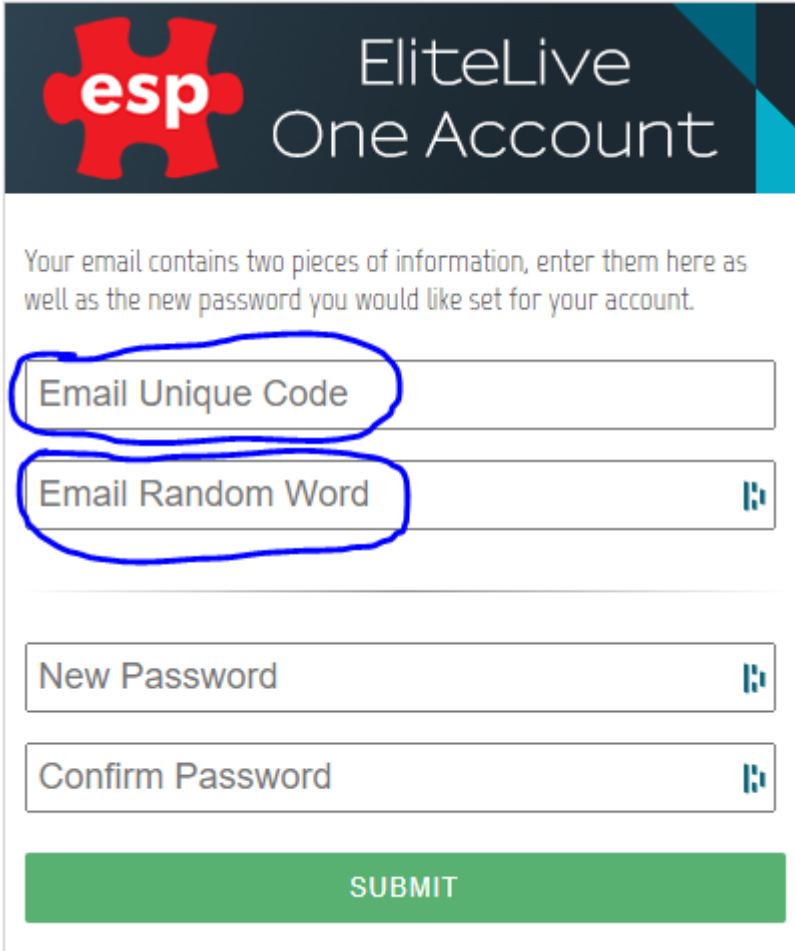
Unique code : [Redacted]

Random word : [Redacted]

The form can be found here https://www.e-s-p.com/elitelive/lost_password2.php?c=SGbggv1KL04PtGdvfnPc&

This email is only valid for 24 hours.

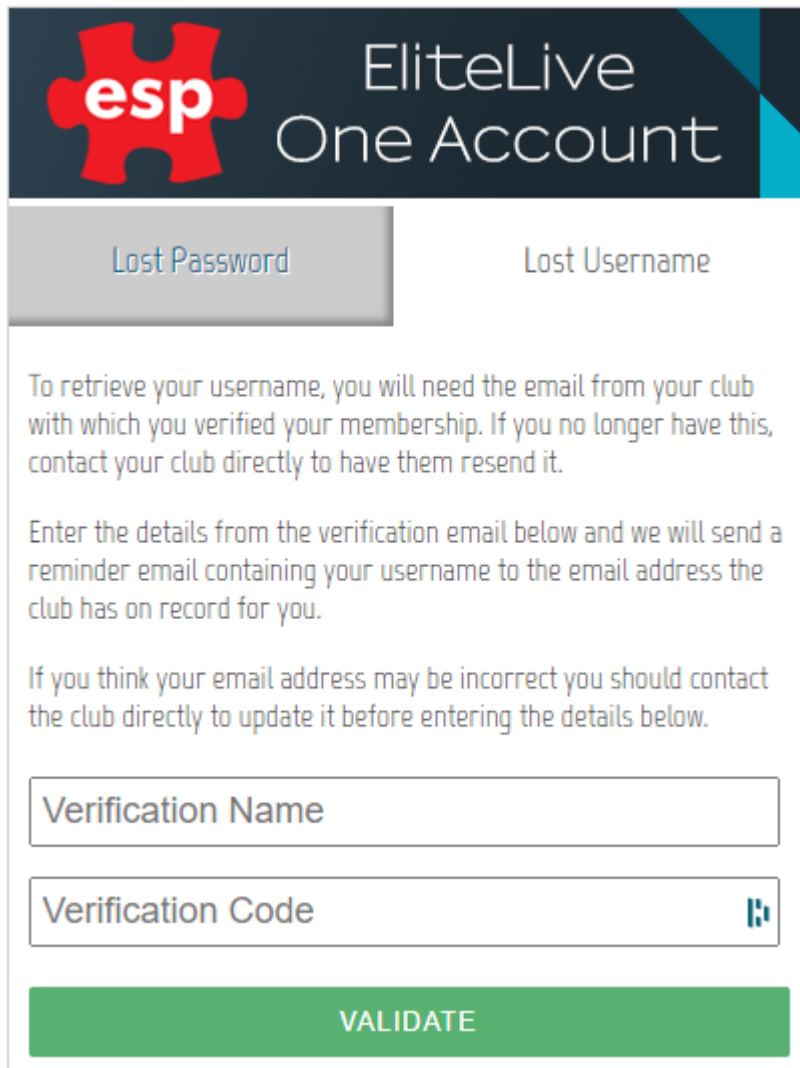
You will need to input the unique code and random word into the relevant boxes (it may be easier to copy and paste these values to avoid typing errors);



The image shows a login form for 'EliteLive One Account'. At the top left is the 'esp' logo, which consists of three red puzzle pieces forming the letters 'esp'. To the right of the logo, the text 'EliteLive' is in a large, white, sans-serif font, and 'One Account' is in a smaller, white, sans-serif font below it. The background of the top header is dark blue with a teal triangle on the right side. Below the header, there is a white area with the text: 'Your email contains two pieces of information, enter them here as well as the new password you would like set for your account.' There are four input fields: 'Email Unique Code', 'Email Random Word', 'New Password', and 'Confirm Password'. The first two fields are circled in blue. Each of the last three fields has a small blue icon on the right side. At the bottom of the form is a green button with the word 'SUBMIT' in white capital letters.

Choose a new password and add it to both boxes. Click 'Submit' and your password will be changed allowing you to sign in.

If you have forgotten your username click 'Lost Username'. The following screen will appear;





The screenshot shows the 'EliteLive One Account' interface. At the top left is the 'esp' logo, a red puzzle piece with the letters 'esp' in white. To its right, the text 'EliteLive One Account' is displayed in white on a dark blue background. Below this is a navigation bar with two buttons: 'Lost Password' (highlighted in grey) and 'Lost Username'. The 'Lost Username' section 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.' Below this is another paragraph: '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.' A third paragraph follows: 'If you think your email address may be incorrect you should contact the club directly to update it before entering the details below.' There are two input fields: 'Verification Name' and 'Verification Code'. A green 'VALIDATE' button is at the bottom.

You will need the original email you received from the club when you first registered with the online tee booking. If you no longer have this email, please contact the clubhouse and they will resend it to you.

The email will show the details you need to enter into the boxes;

Validation Details:

Username : 
Password : 



Enter these and click 'Validate'. You will received your username by email.