

LTA/Social Media (Facebook, Google & Microsoft) Single Sign-On Support Guide

The LTA are making a small change to how you log in to your ClubSpark account.

This single login will enable you to access ClubSpark and all other LTA Platforms with the same details. You'll also be able to book courts and courses as per normal.

This is a **simple 2-stage process that should take 2-3 minutes**. You'll be able to skip this update of your account once before having to go through with the process as shown in the steps below.

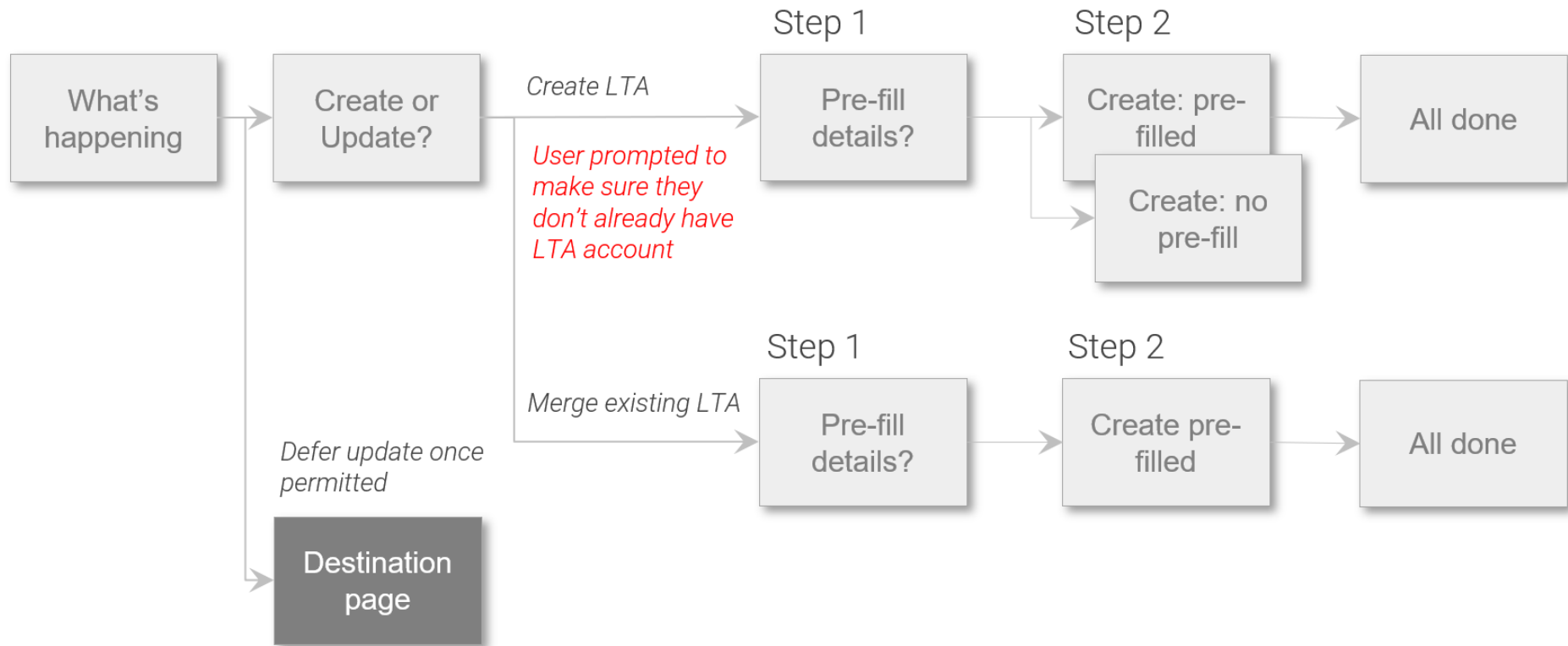
Please Note: Only Social Media logins (*Facebook, Microsoft and Google*) are currently being updated to an LTA login.

If you use an email/password (*ClubSpark login*) or an LTA login then you can continue to log in and access your venue as normal.

This support guide will include steps for the following:

- already using LTA or ClubSpark to login - *skip to page 3*
- merging or creating an LTA login - *skip to page 4*
- FAQ's - *skip to page 16*

Workflow for updating your Social Media login:



No Change - Logging in via LTA or ClubSpark

If you already log into the LTA ClubSpark platform with your LTA details or email address and password (ClubSpark login), there is **nothing for you to do** and you can **carry on logging in as normal with those details**.

Sign in to ClubSpark

Haven't created an account? [Click here](#)

Sign in with email..

 Remember me?
[Forgotten your password?](#)

Sign in with your social account

Creating or merging an LTA account

If you use **Facebook, Google or Microsoft** to login to the LTA ClubSpark, you'll need to follow the steps below to update your account.

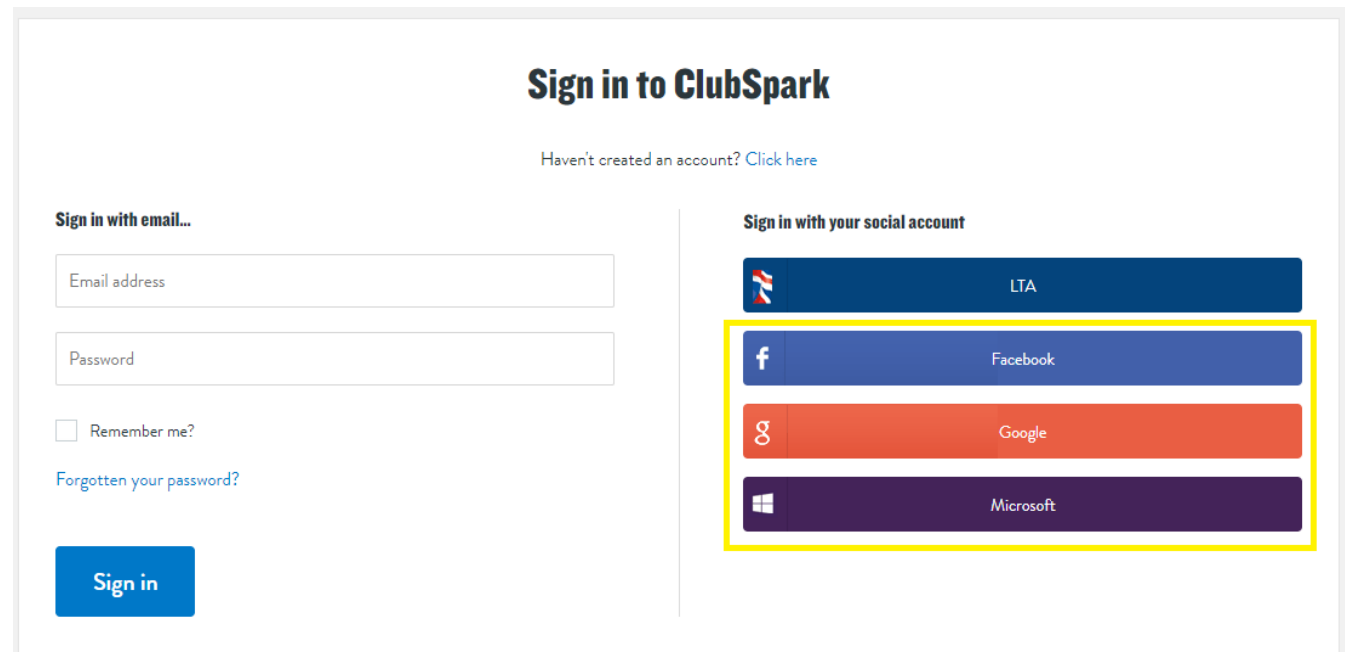
You'll have **1 opportunity to skip this process** before you'll have to make the changes.

There'll be **2 options** presented to you;

- already have an LTA account? - follow the process to merge your LTA account
- or don't have an LTA account - follow the process to create a FREE LTA account

Step 1:

- You'll first head to your venue's website
- Proceed to click on 'login' button
- Sign into your account via Facebook, Google or Microsoft



The screenshot shows the 'Sign in to ClubSpark' page. It features a title 'Sign in to ClubSpark' and a link 'Haven't created an account? Click here'. The page is divided into two main sections: 'Sign in with email...' and 'Sign in with your social account'. The 'Sign in with email...' section includes an 'Email address' input field, a 'Password' input field, a 'Remember me?' checkbox, a 'Forgotten your password?' link, and a blue 'Sign in' button. The 'Sign in with your social account' section includes four buttons: 'LTA', 'Facebook', 'Google', and 'Microsoft'. The Facebook, Google, and Microsoft buttons are highlighted with a yellow border.

Step 2:

Once you've clicked to login as you normally do, you'll be informed about how your login is changing.

- You can click on the blue '**Update login now**' button at the bottom of the screen
- or the white '**Not now**' button where you'll be taken back to whatever you were trying to do

Please Note: You'll only be able to skip the update once.



'How to login' is changing

To make your life that little bit easier we're **changing how you login.**

From **2nd November 2021** there'll only be **one way to login.**

Updating your login will only take you **2-3 minutes.**

 **What do I need to do?** 

 **Why will it be better?** 

Please choose an option

Update login now

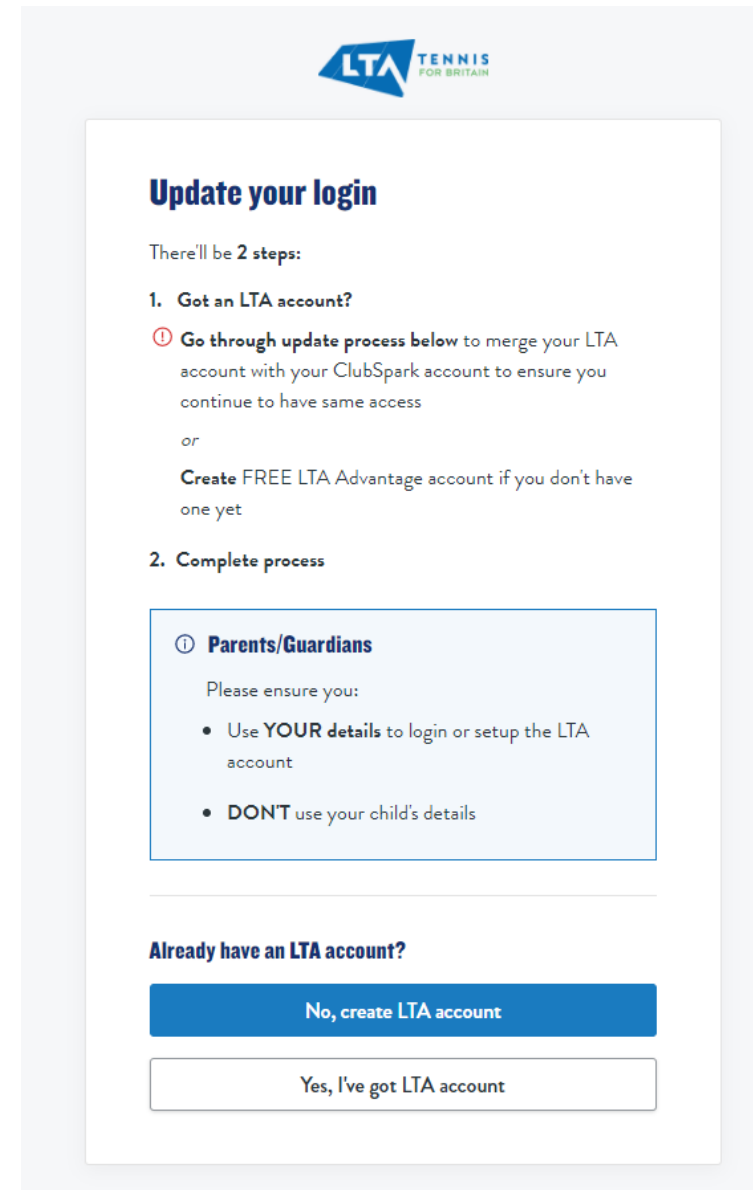
Not now

Step 3:

If you've clicked the blue '**Update login now**' you'll be taken to the next screen where you'll be asked whether you have an existing LTA account or not.

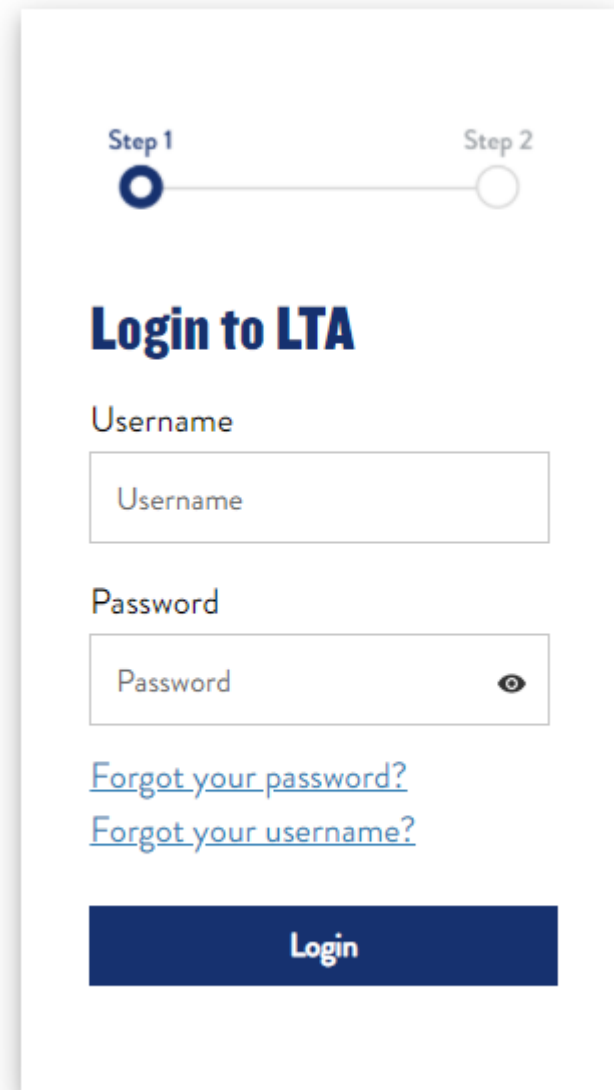
Depending on what you tell us you'll be able to:

- merge with an existing LTA account - you'll need to click on the white '**Yes I've got an LTA account**' button at the bottom of the page. *(please see Step 4 on page 7)*
- create a new LTA account - you'll need to click on the blue '**No, create an LTA account**' button. *(please see Step 5 on page 10)*



Step 4.0: *Merge with an existing LTA account*

On the next screen you'll be asked to enter your LTA username and password to login to your LTA account

A screenshot of the LTA login interface. At the top, there is a progress indicator with two steps: 'Step 1' (a solid blue circle) and 'Step 2' (an empty white circle). Below this is the heading 'Login to LTA' in a bold, dark blue font. Underneath, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the placeholder text 'Username'. The 'Password' field contains the placeholder text 'Password' and has a small eye icon on the right side to toggle visibility. Below the password field are two links: '[Forgot your password?](#)' and '[Forgot your username?](#)'. At the bottom of the form is a large, dark blue button with the text 'Login' in white.

Step 4.1

Once you have logged in, you'll be shown the information that ClubSpark and LTA hold for you

You'll need to choose which information is most up to date:

- Choose from either side or a combination of both sides and click the '**choose**' button to set what data you want to use
- If both sides happen to be incorrect, then you can click on the '**Change details**' option where you'll be able to correct this

Please Note: This will also update your LTA details if you make any changes

Choose and complete

Below are details from your LTA and ClubSpark accounts.

Please choose details which are most up to date

- These details will be used from now on
- If you make any changes to your LTA details, **your LTA account WILL be updated**

Choose most up to date details below, **you can choose options from both sides.**

First name

Clubspark

ClubSpark

Choose

LTA

Alex

Choose

⚠ Any details incorrect? [Change details](#)

Date of Birth

Clubspark

05/04/1980

Choose

LTA

17/02/1994

Choose

⚠ Any details incorrect? [Change details](#)

Step 4.2

Once you've selected (or changed) the data you'd like to keep, you'll need to scroll to the bottom of the page and tick the confirmation box to confirm your details and agree to the Terms and Conditions - ***please skip to step 6***

Confirmation

I confirm these are the details I would like to use from now on.

By confirming these details, I agree to [ClubSpark's Terms and Conditions](#) and [ClubSpark's Privacy Policies](#)

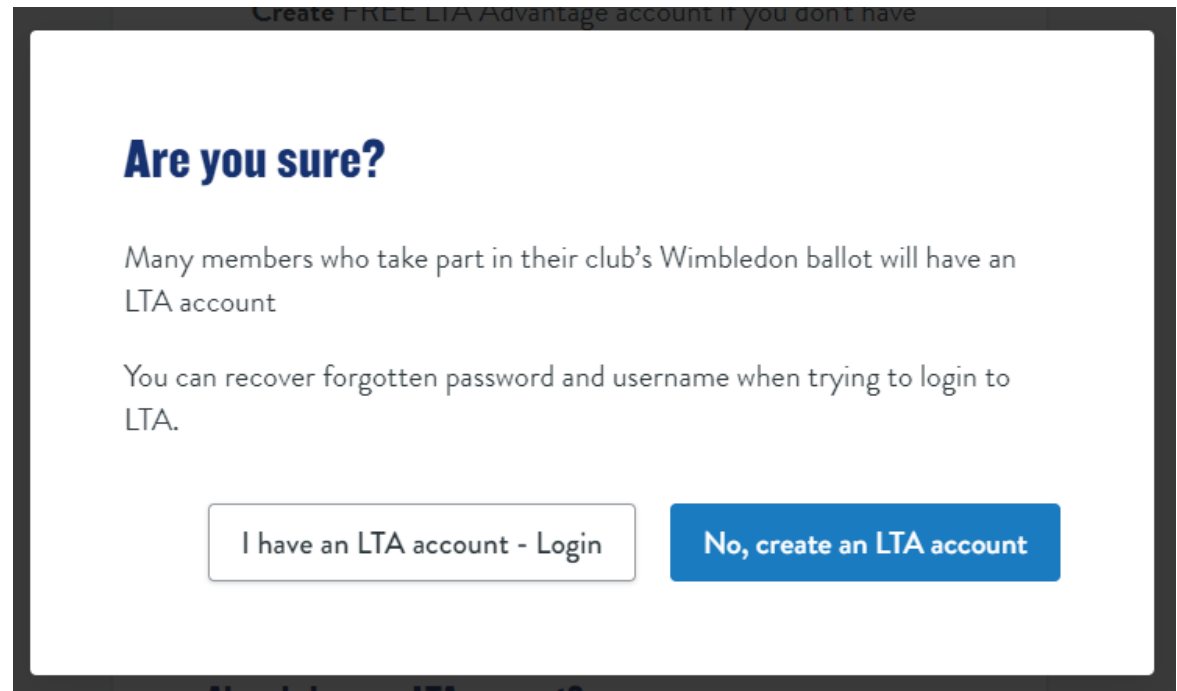
Confirm details

Step 5: Creating a new LTA account

If you don't have an LTA account, you'll need to click on the blue '**No, create an LTA account**' button.

Please Note: You'll see a pop-up if you select this option to check that you're sure you need to create an account as many members who take part in the Wimbledon ballot will have an LTA account but may have forgotten this due to the disruption that has been caused to tennis over the last couple of years.

You can recover your LTA details if you've forgotten them, and you'll need **to follow the steps shown in Step 4** (above)



Step 5.1:

If, after the pop-up, you've confirmed you don't have an LTA login you'll next be taken to the next screen where you'll be asked to choose whether you'd like ClubSpark to pre-fill the registration form with your details

- **'Yes, pre-fill my form'** (*blue button*)
- or **'No, I'll do it myself'** to enter your details yourself (*white button*)

Before we start ...

Would you like us to **pre-fill the registration form** with details from your account to make it **quicker and easier**?

We'll pre-fill the registration form with the following info about you:

- First name
- Last name
- Date of birth
- Gender
- Email

Please choose an option

Yes, pre-fill my form

No, I'll do it myself

Step 5.2

Whichever option you choose, you'll be taken to the 'create your account' screen where you'll need to create your LTA username and password, as well as enter any missing information.

Please Note:

Your username must be:

- between 6 and 18 characters
- contain numbers and letters ONLY
- **CANNOT** be an email address

Your password must be at least:

- 8 characters long
- contain at least 1 number
- have at least 1 uppercase character
- contain a special character (@ & £ ?)

First Name

Last Name

Date of Birth

Gender

- Male
 Female

Email Address

Create a Username

Your Username must be:

- Between 6 and 18 characters
- Containing just letters and numbers
- Cannot be an email address
- Must not contain special characters
eg. @!%#

Create a Password

Your password must be at least:

- 8 characters long
- Contain at least 1 number
- Have at least 1 uppercase character
- Contain a special character eg.
@!%#

Step 5.3

Once you have completed the form, you'll now be able to proceed with creating your account and continuing by clicking the blue button at the bottom of the page - ***please skip to step 6***

Consents

By creating an Advantage account, I confirm that I understand and agree to both the [LTA Terms and Conditions](#) and the [ClubSpark Terms and Conditions](#).

Yes, I would like to receive emails from the LTA and its group companies including exclusive benefits, upcoming events, relevant tennis programmes and courses for all ages and abilities.

Yes, I would like to receive emails with information about the LTA's official partners, sponsors and suppliers. You'll hear about the discounts, offers, competitions, products and services they provide.

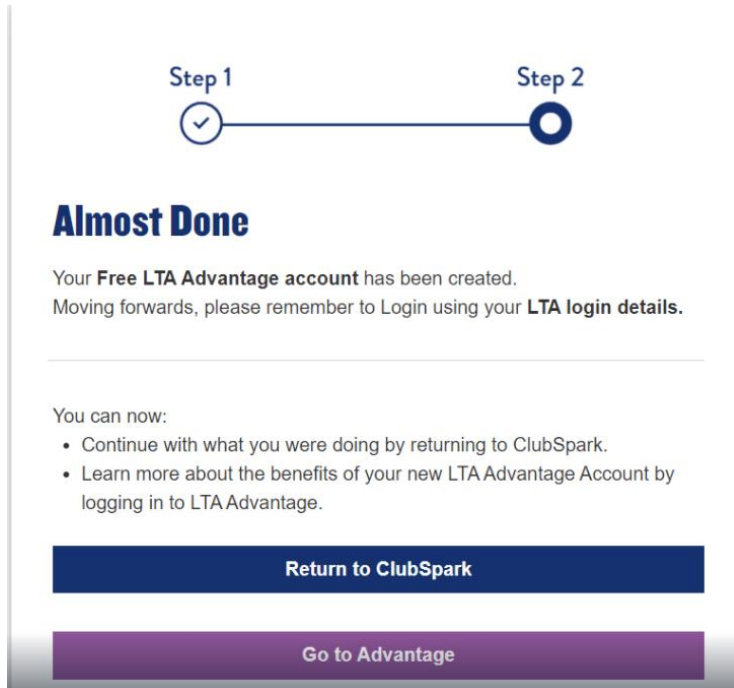
We will also send you messages which are necessary for the administration of your account, or the services we provide to you. Your personal information will be used in accordance with the [LTA's Privacy Policy](#), [ClubSpark's Privacy Policy](#) and, for players only, the ITF's World Tennis Number Privacy Policies for [Adults](#) and [Under 18s](#).

[Create your Account and Continue](#)

Step 6:

Now that you've merged (*step 4*) or created (*step 5*) your LTA account and clicked the blue continue button, you'll be taken to the next page which will confirm that you now have **1 login** and can proceed back to ClubSpark

1. Created a NEW account screen:
2. Merged to an EXISTING account screen:



The screenshot shows a progress indicator with two steps. Step 1 is completed, indicated by a checkmark in a circle. Step 2 is the current step, indicated by a circle with a dot. Below the progress indicator, the heading "Almost Done" is displayed. The text states: "Your Free LTA Advantage account has been created. Moving forwards, please remember to Login using your LTA login details." Below this, a section titled "You can now:" lists two bullet points: "Continue with what you were doing by returning to ClubSpark." and "Learn more about the benefits of your new LTA Advantage Account by logging in to LTA Advantage." At the bottom, there are two buttons: a dark blue button labeled "Return to ClubSpark" and a purple button labeled "Go to Advantage".

Step 1 Step 2

Almost Done

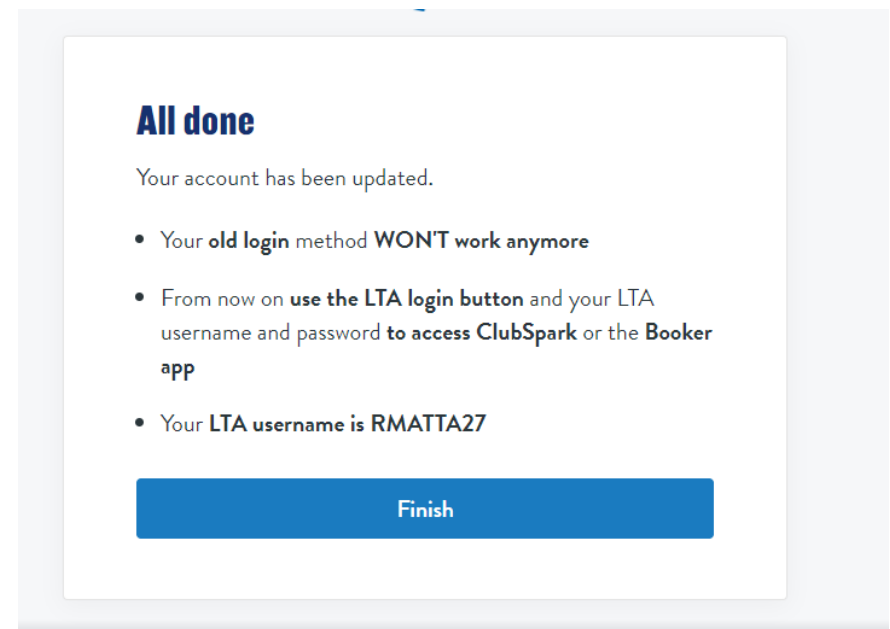
Your **Free LTA Advantage account** has been created.
Moving forwards, please remember to Login using your **LTA login details**.

You can now:

- Continue with what you were doing by returning to ClubSpark.
- Learn more about the benefits of your new LTA Advantage Account by logging in to LTA Advantage.

[Return to ClubSpark](#)

[Go to Advantage](#)



The screenshot shows a confirmation screen titled "All done". The text states: "Your account has been updated." Below this, there are three bullet points: "Your old login method WON'T work anymore", "From now on use the LTA login button and your LTA username and password to access ClubSpark or the Booker app", and "Your LTA username is RMATTA27". At the bottom, there is a blue button labeled "Finish".

All done

Your account has been updated.

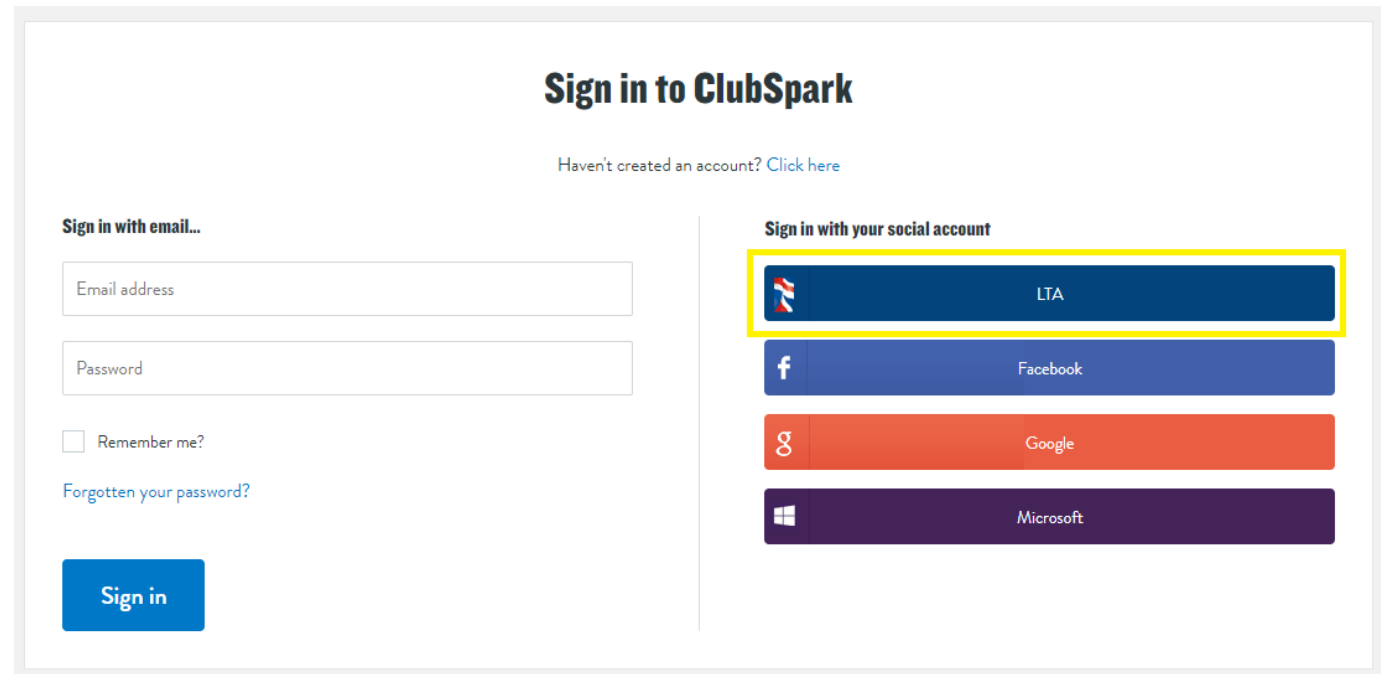
- Your **old login** method **WON'T** work anymore
- From now on **use the LTA login button** and your LTA username and password **to access ClubSpark** or the **Booker app**
- Your **LTA username** is **RMATTA27**

[Finish](#)

Step 7:

Next time you go to use LTA ClubSpark (or the Booker app) you'll now need to login via the LTA button (shown circled in yellow on the screenshot) and enter in your LTA username and password.

Tip: You may wish to save your LTA details to your device/web browser so that you can log in quicker and easier next time.



Sign in to ClubSpark

Haven't created an account? [Click here](#)

Sign in with email...

Email address

Password

Remember me?

[Forgotten your password?](#)

Sign in

Sign in with your social account

- LTA
- Facebook
- Google
- Microsoft

Frequently Asked Questions

1. Why do I have to change my login to the LTA platform?

A: We are trying to simplify the logging in process meaning that you only need one log in for all your tennis activities and benefits. This will reduce the confusion caused by having multiple Logins

From November 2021, this will be mandatory for all users of ClubSpark.

2. I am having problems with my login? Who do I contact?

A: If you are unable to log in - please reach out to the LTA support team for assistance.

You can reach them here: <https://helpcentre.lta.org.uk/help/s/contact-us>

3. What are the advantages of this change?

A: The key benefit of this project is to simplify the digital experience for users of ClubSpark by offering all of the LTA's digital tools and services to members using the same login process. This will mean one single user account and the same password for accessing ClubSpark, entering competitions, entry to the Wimbledon ballot, buying tickets to the LTA's grass court events and more. We have implemented this account migration process in response to feedback from users regarding them holding multiple accounts for LTA digital tools. The changes will allow more tennis players to access other free LTA benefits, such as discounts with LTA partners such as Castore and Dunlop and access to the ITF's World Tennis Number which is launching soon.

4. Do I have to consent to share my details?

A: Yes, by creating an LTA advantage account, you are consenting to share your details as necessary for the administration of your account, or the services we provide to you.

Your personal information will be used in accordance with the LTA's Privacy Policy, ClubSpark's Privacy Policy and, for players only, the ITF's World Tennis Number Privacy Policies for Adults and Under 18s.

You do have the option to opt in to receiving other marketing emails from the LTA and its group companies and/or the LTA's official partners, sponsors and suppliers. This is not mandatory and you can unsubscribe at any time if you wish to, via your account.

5. When do I have to do this by and what happens if I don't??

You will be able to bypass creating or using an LTA login once. However, on the second attempt, you will need to either create an LTA login below if you do not currently have one, or login with your current LTA account login details in order to continue.

6. What if I have forgotten my password and username for my LTA log in?

A: You can click on *Forgot Username?* or *Forgot Password?* links on the LTA sign-in page where the LTA will send you an email with your username or password reset.

7. Will my children's memberships and account currently linked to my Social Media log in still be linked?

A: Yes, once you have created and/or merged your account to an LTA account, you will still have access to your memberships and any linked memberships that were originally linked to your social media account will now be linked to your LTA account so you will still be able to book courts and coaching sessions.