

## **LTA/ClubSpark (email & password) 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.

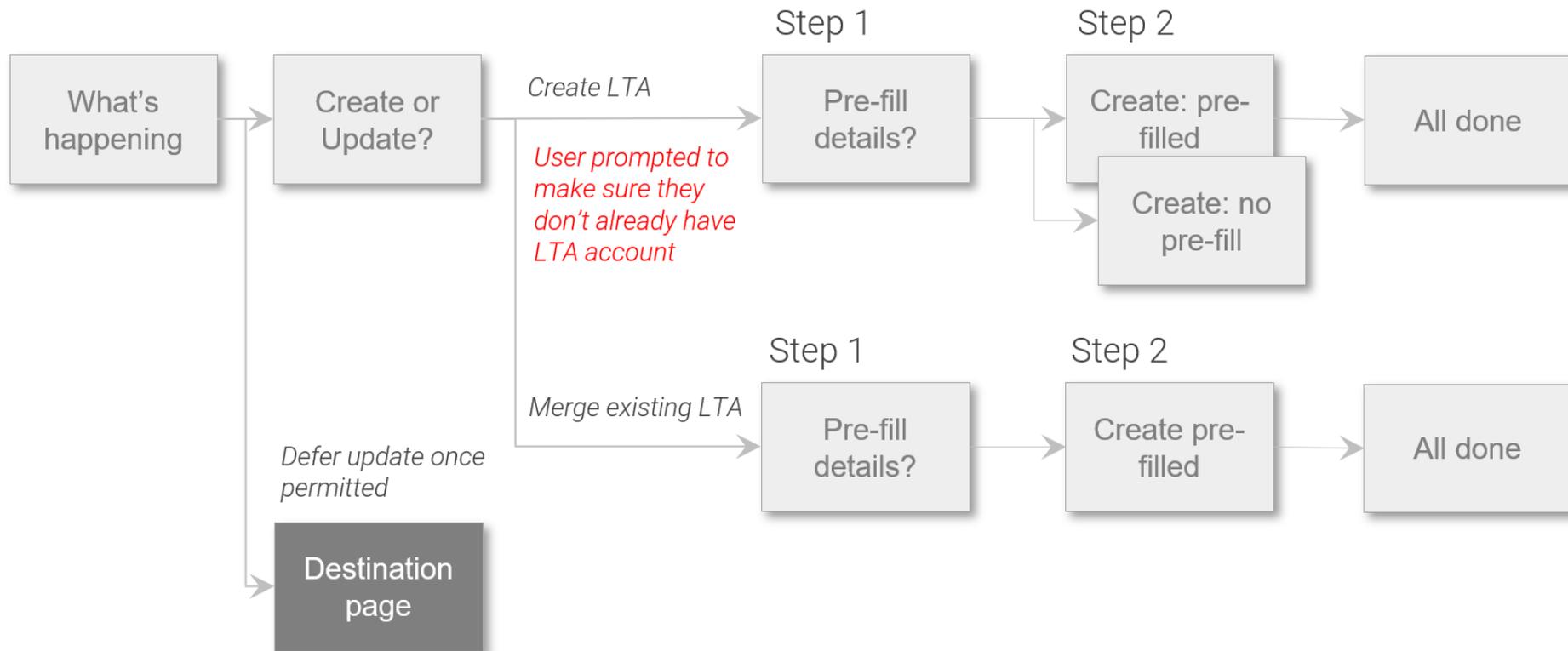
This is a **simple 2-stage process that should take 2-3 minutes**. You'll be able to skip this update of your account once before having to go through with the process as shown in the steps below.

**Please Note:** If you use 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 to log in - *skip to page 3*
- merging or creating an LTA login - *skip to page 4*
- FAQ's - *skip to page 16*

## Workflow for updating your ClubSpark login:



## No Change - Logging in via LTA

If you already log into the LTA ClubSpark platform with your LTA details, 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

 LTA

 Facebook

 Google

 Microsoft

## Creating or merging an LTA account

If you use **ClubSpark (email & password)** to log in to the LTA ClubSpark, you'll need to follow the steps below to update your account.

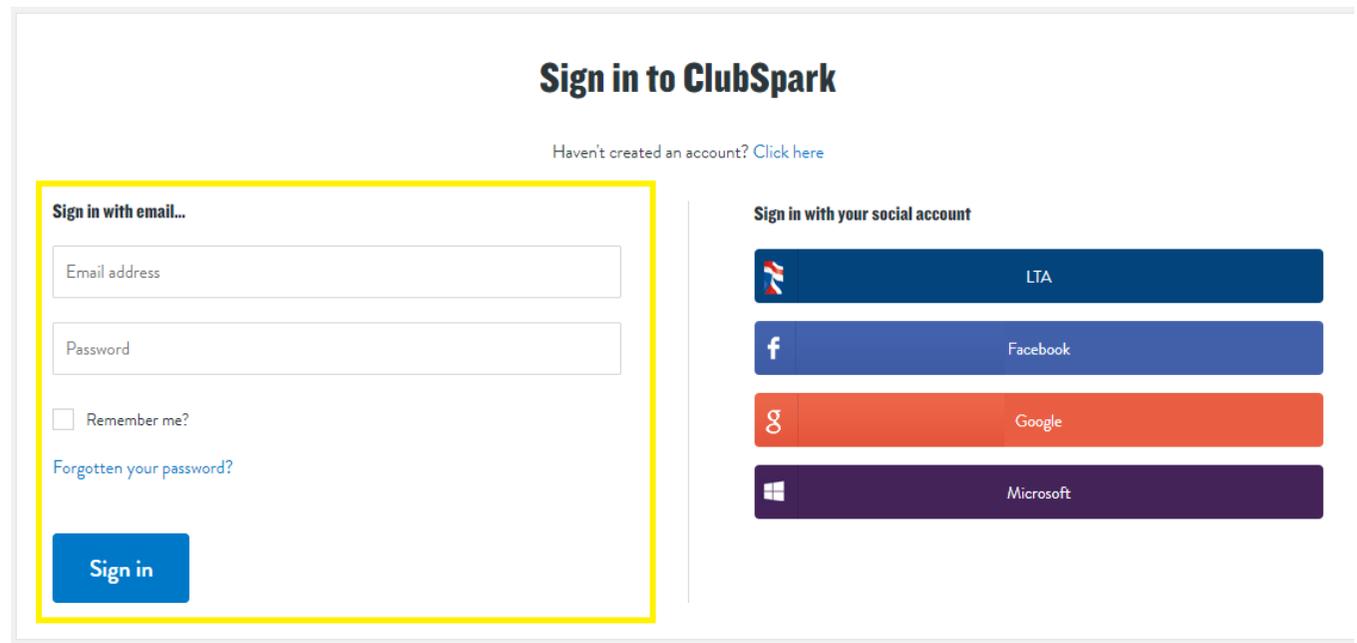
You'll have **1 opportunity to skip this process** before you'll have to make the changes.

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

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

### Step 1:

- You'll first head to your venue's website
- Proceed to click on the 'login' button
- Sign in to your account via ClubSpark



The screenshot shows the 'Sign in to ClubSpark' page. The page title is 'Sign in to ClubSpark'. Below the title, there is 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 is highlighted with a yellow border and contains 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 contains four buttons: 'LTA' (with a red and white flag icon), 'Facebook' (with a blue 'f' icon), 'Google' (with a red 'g' icon), and 'Microsoft' (with a purple Windows icon).

## Step 2:

Once you've clicked to log in 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

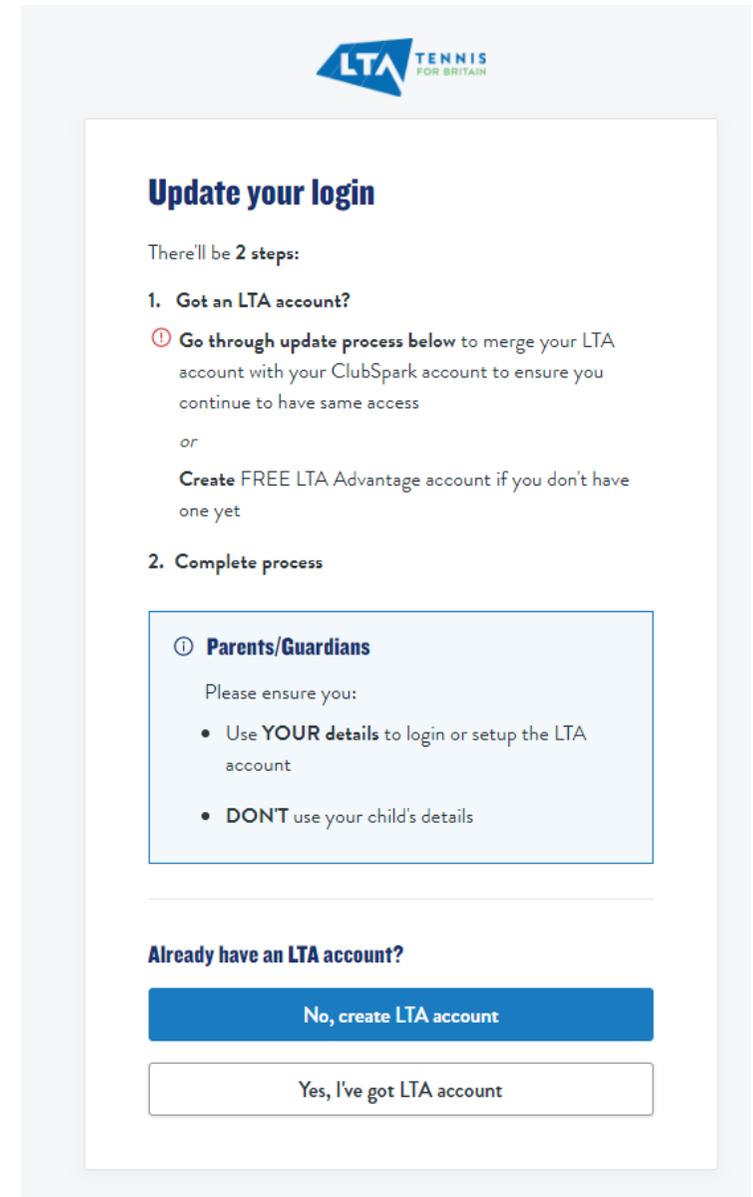
Not now

### 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)*



**Update your login**

There'll be **2 steps**:

**1. Got an LTA account?**

🕒 **Go through update process below** to merge your LTA account with your ClubSpark account to ensure you continue to have same access

or

**Create FREE LTA Advantage account** if you don't have one yet

**2. Complete process**

🕒 **Parents/Guardians**

Please ensure you:

- Use **YOUR details** to login or setup the LTA account
- **DON'T** use your child's details

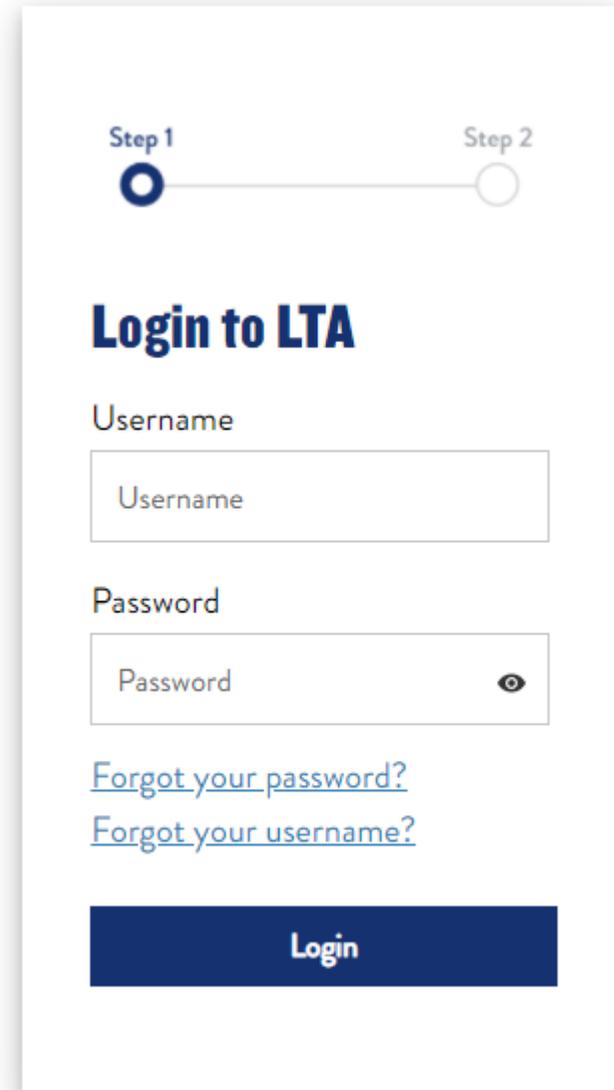
**Already have an LTA account?**

**No, create LTA account**

Yes, I've got LTA account

**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 into 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 a small eye icon on the right side. Below the password field are two links: '[Forgot your password?](#)' and '[Forgot your username?](#)'. At the bottom of the form is a 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	
<b>Clubspark</b> ClubSpark	<b>LTA</b> Alex
<input type="button" value="Choose"/>	<input type="button" value="Choose"/>
ⓘ Any details incorrect? <a href="#">Change details</a>	

Date of Birth	
<b>Clubspark</b> 05/04/1980	<b>LTA</b> 17/02/1994
<input type="button" value="Choose"/>	<input type="button" value="Choose"/>
ⓘ Any details incorrect? <a href="#">Change details</a>	

## 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](#)

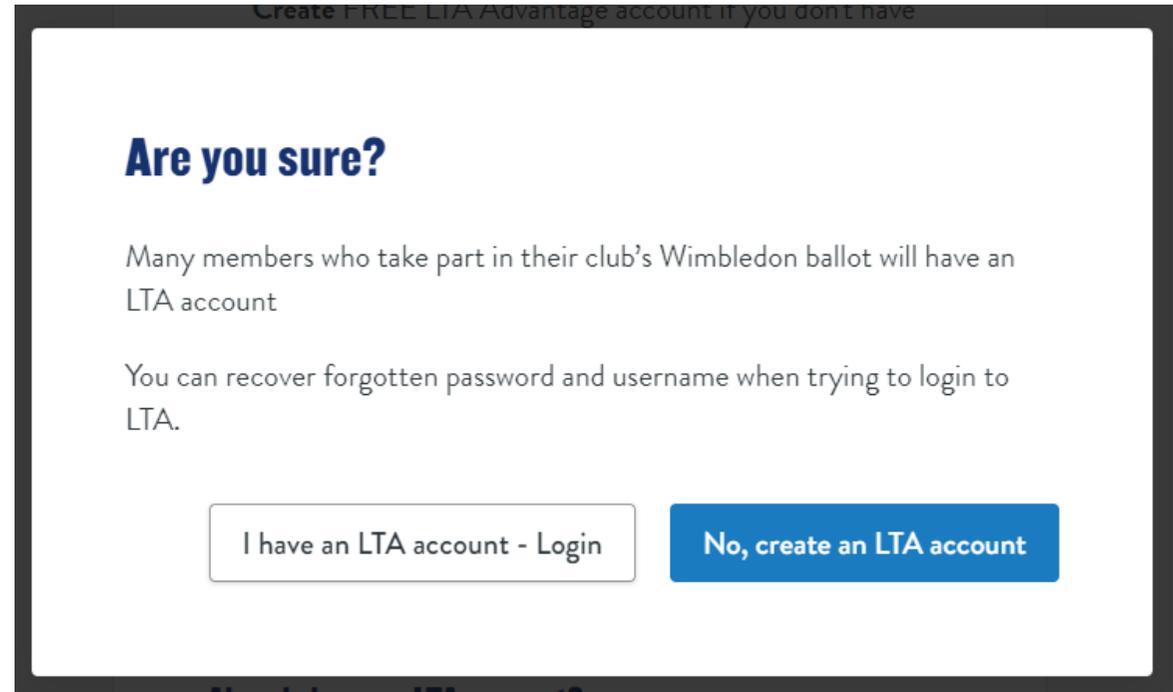
Confirm details

### 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.

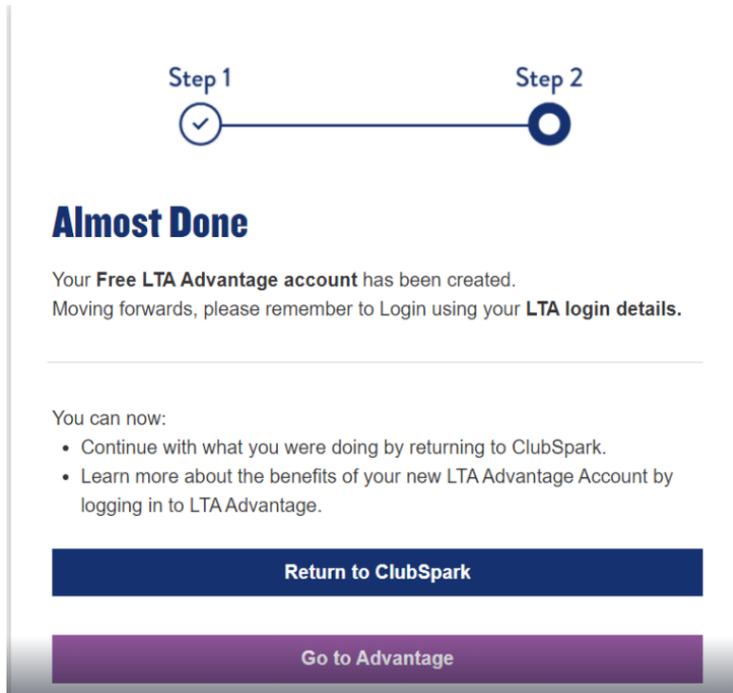
We will also send you messages which are necessary for the administration of your account, or the services we provide to you. Your personal information will be used in accordance with the [LTA's Privacy Policy](#), [ClubSpark's Privacy Policy](#) and, for players only, the ITF's World Tennis Number Privacy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

Create your Account and Continue

## Step 6:

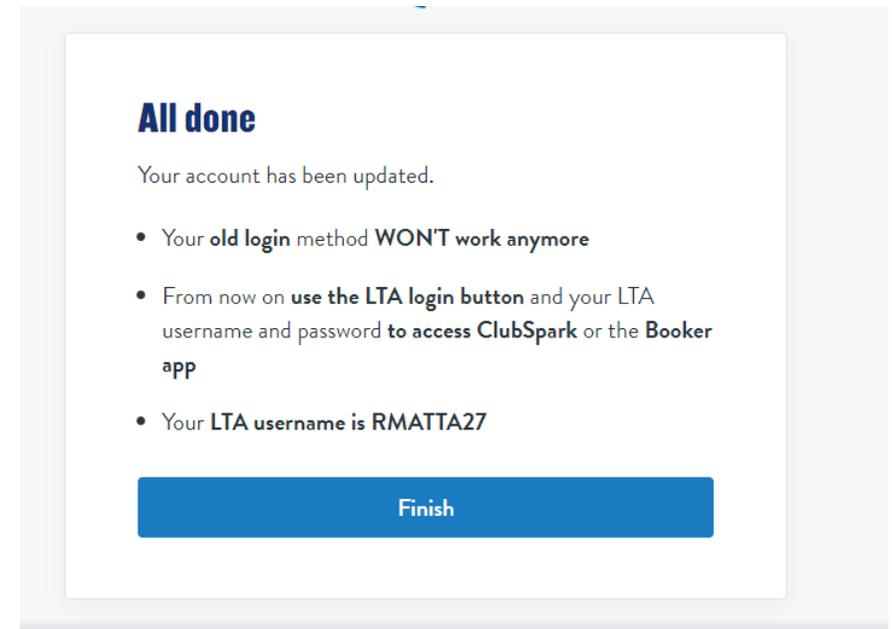
Now that you've merged (*step 4*) or created (*step 5*) your LTA account and clicked the blue continue button, you'll be taken to the next page which will confirm that you now have **1 login** and can proceed back to ClubSpark

1. Created a NEW account screen:



The screenshot shows a progress bar at the top with 'Step 1' marked as complete (a circle with a checkmark) and 'Step 2' as the current step (a circle with a dot). Below the progress bar, the heading 'Almost Done' is displayed in bold. The text reads: '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'.

2. Merged to an EXISTING account screen:

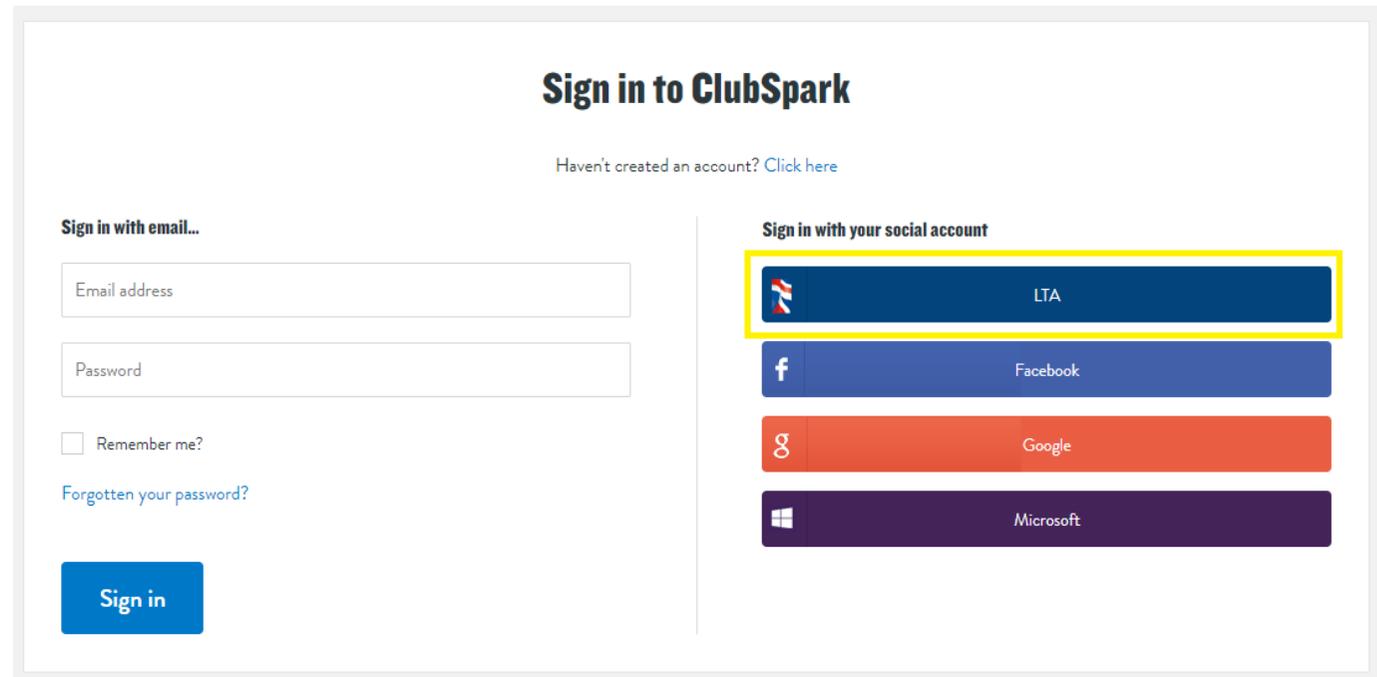


The screenshot shows a confirmation screen with the heading 'All done' in bold. The text reads: 'Your account has been updated.' Below this, there are three bullet points: 'Your old login method WON'T work anymore', 'From now on use the LTA login button and your LTA username and password to access ClubSpark or the Booker app', and 'Your LTA username is RMATTA27'. At the bottom, there is a large blue button labeled '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:** The change is so there is just one way to log in, known as a single sign-on. 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:** Please visit the LTA FAQs page for more details:

[https://helpcentre.lta.org.uk/help/s/lta-helpcentre?category=General\\_Information](https://helpcentre.lta.org.uk/help/s/lta-helpcentre?category=General_Information)

#### **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. What if I do this by and what happens if I don't?**

**A:** You will be able to skip getting an LTA to log in, However, as of 2nd November 2021, you will only be able to access ClubSpark with your LTA login.

If you have not created an LTA login, your existing account will be disabled. You would then need to contact the LTA to create the account on your behalf.

#### **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 ClubSpark 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 ClubSpark account will now be linked to your LTA account so you will still be able to book courts and coaching sessions.