

LTA/ClubSpark Single Sign-On

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 will be also able to book courts and courses as per normal.

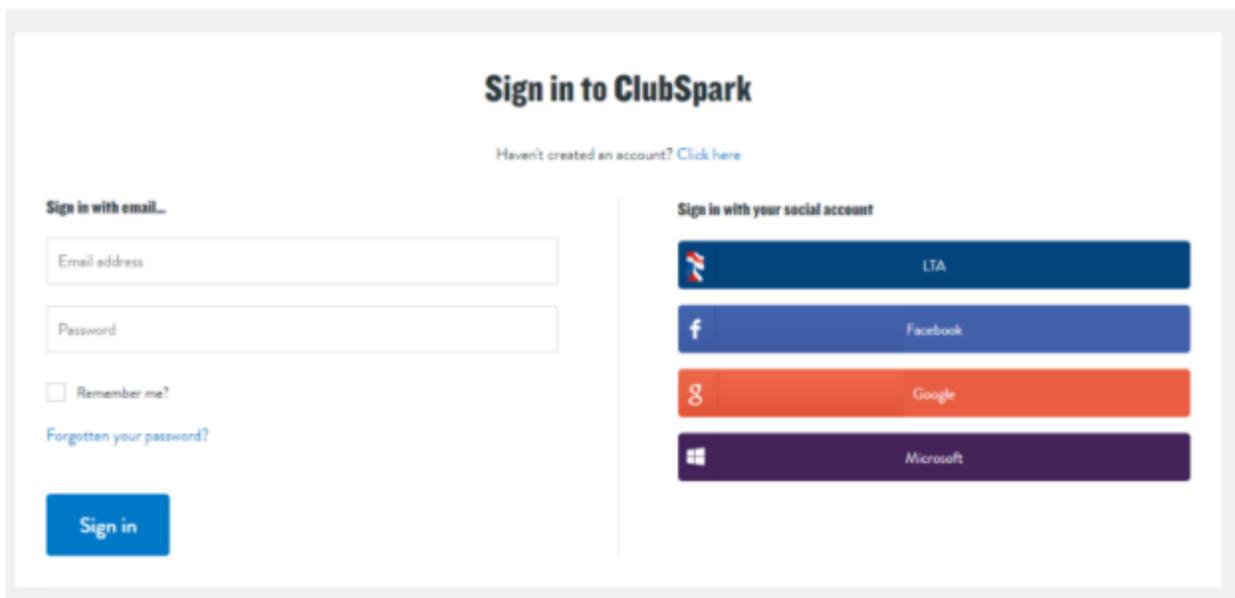
This is a simple two-stage process that should take 2-3 minutes. Before you know it, you'll have your new LTA account!

This guide includes the following:

- Already Using LTA to Login
- Merging/Creating an LTA Login
- FAQ's

Already Using LTA to Login

If you **already log in to ClubSpark using an LTA login** then there is nothing for you to do and you can carry on as normal.



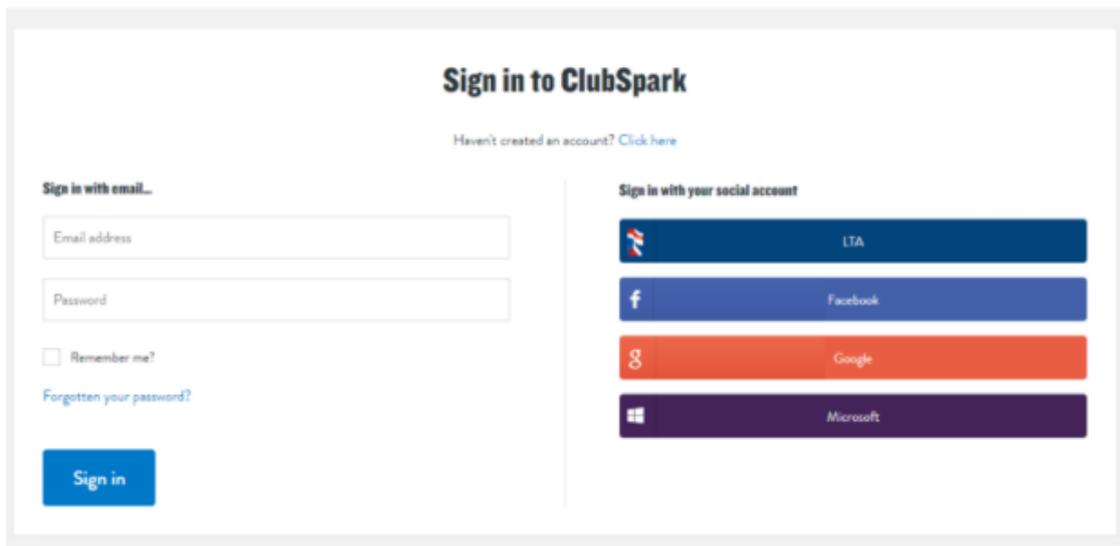
Steps for merging & creating an LTA login to your ClubSpark Login

If you already have an LTA account but you use a separate login method for ClubSpark, you will need to complete a process to merge these accounts which will also take around 2-3 minutes.

You will then use this account across all LTA platforms. Please follow the steps below.

Step 1:

Firstly, you'll need to enter the account details you use to access the platform (email address and password)

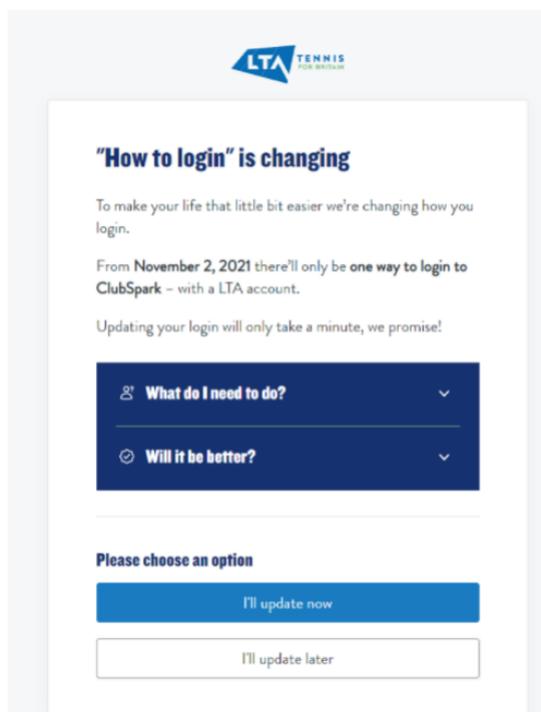


The screenshot shows the 'Sign in to ClubSpark' page. At the top center is the title 'Sign in to ClubSpark' and a link 'Haven't created an account? Click here'. Below this are two main sections: 'Sign in with email...' and 'Sign in with your social account'. The 'Sign in with email...' section contains 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 features four buttons: 'LTA' (blue with a tennis racket icon), 'Facebook' (blue with the 'f' icon), 'Google' (orange with the 'g' icon), and 'Microsoft' (purple with the Windows icon).

Step 2:

This is where you get to choose, you can update now, so it is completed or you can default to a later date.

Click on **I'll Update now** to proceed.



The screenshot shows a notification from LTA Tennis. At the top is the LTA Tennis logo. The main heading is '"How to login" is changing'. Below this is a message: 'To make your life that little bit easier we're changing how you login. From November 2, 2021 there'll only be one way to login to ClubSpark - with a LTA account. Updating your login will only take a minute, we promise!'. There are two expandable sections: 'What do I need to do?' and 'Will it be better?'. Below these is the instruction 'Please choose an option' followed by two buttons: a blue button labeled 'I'll update now' and a white button labeled 'I'll update later'.

Step 3:

Do you already have an LTA Log in?

Click **Yes, but it needs updating**. If not, **No, I need to create one**.

Update your login

There'll be **two steps**:

- 1 **Login** OR set up a free **LTA Advantage account**
- 2 Finish updating OR creating your new account

Really, it's that simple

Parents/Guardians

Please ensure you:

- Use **YOUR details** to login or setup the LTA account
- **DONT** use your child's details

Already have a LTA account?

No, I need to create one

Yes, but it needs updating

Step 4: If linking to an EXISTING LTA account

The system can pull your details from your current login, if you are happy for the system to auto-populate the details then click **Yes, share my Details** - you will be able to edit these if needed.

If you wish to start from scratch then click **No, don't share**.

Before we start ...

Would you like us to share the details we've got for you with the LTA so we can pre-fill the registration form?

What does sharing my details mean?

It should make it **quicker and easier**.

We'll pass the following info about you to the LTA.

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

Please choose an option

Yes, share my details

No, don't share

Step 5: If you are creating a NEW LTA login

Complete the form on the next page.

Step 1 Step 2



Create your LTA Account

Please complete the information required below to create your [Free LTA Advantage Account](#).

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:

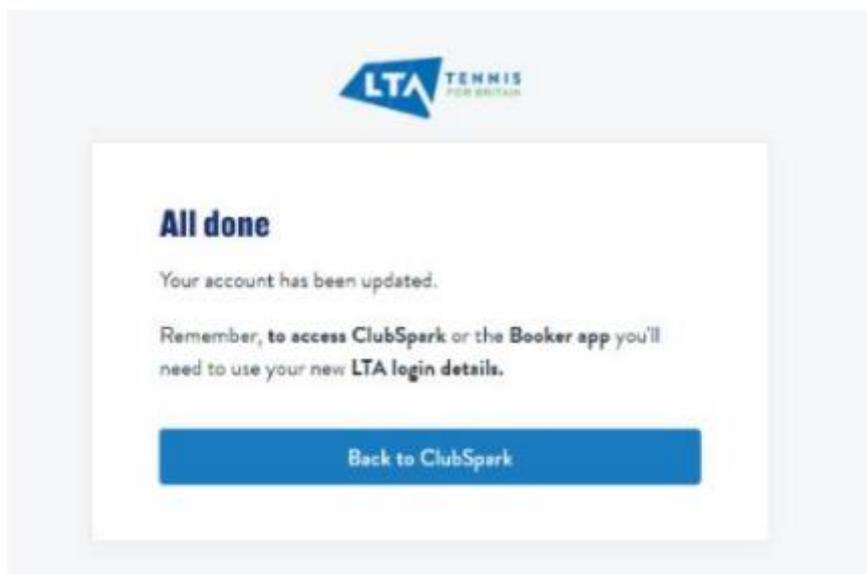
- 8 characters long
- Contain at least 1 number
- Have at least 1 uppercase character
- Contain a special character eg. @!%&

The consents are not mandatory. If you do not wish to receive correspondence from the LTA, you do not have to tick the consent boxes to proceed. However, by creating your account, you are consenting to be contacted for messages necessary for the administration of your account. Your personal information will be used in accordance with the privacy policies listed.

Click **Create your Account and Continue**

Step 6:

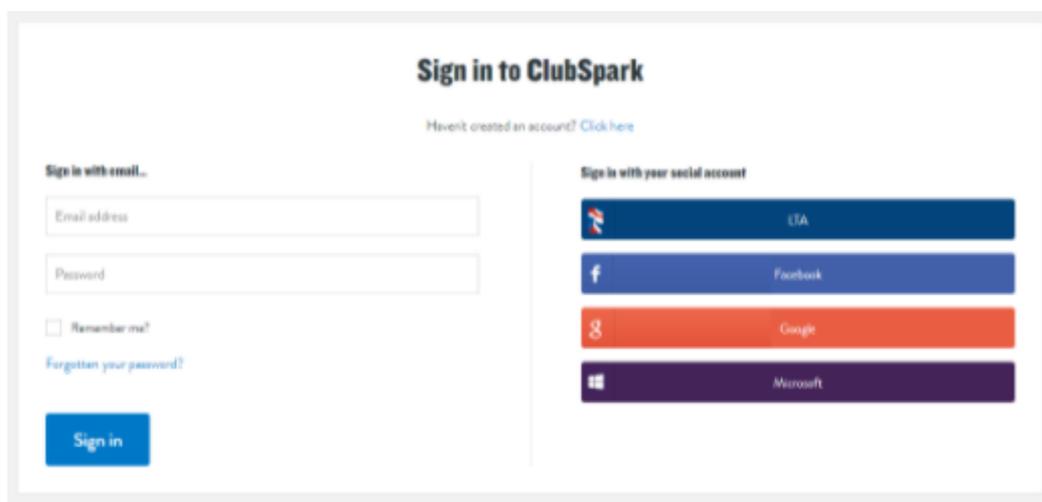
This is the last page. You will then be given the option to **Return to ClubSpark** to your venue account.



Tip: You may want to save your new password on your device/web browser, so you can log in quickly next time.

Step 7:

Next time you log in, click on the **LTA Login** to take you directly to your account.



Frequently Asked Questions

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

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?

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?

Please visit the LTA FAQs page for more details: https://helpcentre.lta.org.uk/help/s/lta-helpcentre?category=General_Information

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

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?

You will be able to skip getting an LTA to log in once then you will need to create or merge with your LTA account. Once you have updated your account you will only be able to access ClubSpark with your LTA login.

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

You can click on Forgot Username? or Forgot Password? 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?

If you share your details, the linked accounts will be linked to your new LTA login.

