

## Resetting your GSTC password or username

All GSTC members have an account at ClubBuzz (gstc.clubbuzz.co.uk). You need to use this account to see and pay subs and fees, book courts, and maintain your membership data. These are accessed via the Members Area menu, which requires you to login. If you cannot access your GSTC account on ClubBuzz because you have forgotten your password, or your username, you can generally reset these yourself by following the procedure below.

On the login screen, click on the forgotten username or password link:

Login

If you are a member of the club and don't yet have login details then please do contact a member of the committee via the contact page or in person and you will then be able to enjoy all the content in the members area.

If you are not a member of the club, sorry but at the moment these pages are not for you. However if you would like to join or find out more about our club please do contact us via the contact page and we look forward to hearing from you.

Login details

Username

Password

Login

Forgotten your password or username? [Reset your password or username](#)

The next screen will allow you to enter your username, if you know it. You will receive an email at your registered email address with a link to allow you to reset your password. If you do not know your username, click on the forgotten username link:

Forgotten your password?

Enter your username below and we will send you instructions for how to reset your password.

Username

Username

Send instructions

Forgotten your username too? [Get a reminder](#)

The next screen will look like this:

The screenshot shows a web form titled "Forgotten your username?". Below the title is a grey box with the instruction: "Enter your name and email address below and we will send you your username via email." The form contains three input fields: "Forename", "Surname", and "Email address". A red hand-drawn circle highlights these three fields. To the right of the form is a green button labeled "Send reminder". Below the form, there are two lines of text. The first line says: "If you get the message 'No member was found with those details' Then please contact club and check the details that you have entered are the same as the details they hold for you." The second line says: "If you get the message 'The member 'Your Name' doesn't have a user account yet. You should have received an email inviting you to register as a user. If you did not receive this email or have lost it, please contact a club administrator who can resend it.' Then please contact club and ask them to resend the invitation email to you." The phrases "contact club" in both lines are circled in blue.

You need to enter your Forename and Surname exactly as they are held by the system, which should be easy for most people. If the request is rejected there are two possibilities as noted on the bottom of the screen:

a) Your registered details are different than you think they are

Your names should be as provided by you. If you are receiving emails from us, then that is your registered email address. If not, then please first check that emails are not ending up in your Spam/Junk folder. Otherwise, if you wish to confirm the email address we hold, please email [membership@gstc.org.uk](mailto:membership@gstc.org.uk)

If your email address is correct but you still cannot proceed, click on the contact the club links highlighted in blue above, or email [bookings@gstc.org.uk](mailto:bookings@gstc.org.uk)

b) Although we hold your basic details, you are not yet fully registered as a member

When you were accepted as a member, you will have received an email from ClubBuzz with a link that will allow you to complete registration, including selecting a username and password. Until this is done, you will not be able to logon.

If you did not get this, please first check that emails are not ending up in your Spam/Junk folder. If they are, please whitelist the [gstc.org.uk](http://gstc.org.uk) domain, and move the welcome email (if you still have it) back to the Inbox and click the link. Please note that links in emails in the Spam/Junk folder are inactivated. Any emails must be moved back to your Inbox first.

If you no longer have it, or you are uncertain whether you have ever completed registration, please email [membership@gstc.org.uk](mailto:membership@gstc.org.uk).