

Re-setting your USTA Password and getting back into Tennislink



MIDWEST
NORTHEASTERN OHIO

Start the Password Reset Process

You should get a pop-up window

1) Click the blue button for

"Reset Password"

or the Reset Password link down here...

Make a note of the USTA # to call for help

1-800-990-8782

The screenshot shows the USTA TennisLink Login page. At the top, there's a navigation bar with links like TENNISLINK, ABOUT, USTA NEWSLETTER, and CONTACT US. Below that, a secondary navigation bar includes PLAY, IMPROVE, STAY CURRENT, COACH, ORGANIZE, PRO TENNIS, and a JOIN USTA button. The main content area is titled 'Login or Create Your USTA Account'. It features a 'Create a USTA Account to:' section with links for 'Access TennisLink & USTA Membership with a single login' and 'Have a personalized "My Tennis Page"'. Below this is a 'Login to Your USTA Account' section with fields for 'Email Address' (containing 2010510398) and 'Password' (masked with dots), a 'LOGIN' button, and a 'Sign In with Facebook' button. A 'Reset Password' link is circled in red at the bottom of the login section. A white pop-up window titled 'Making Things Better' is overlaid on the page, containing the text: 'We are making some enhancements to give you a better experience. Please, reset your password to help us successfully complete them. [Learn more](#)'. It also has a 'Reset Password' button and a 'Got it. Skip' link. At the bottom of the page, a red banner reads: 'Need help? Call USTA Member Services at 1-800-990-USTA(8782) M-F 9:00 am - 9:00 pm ET, Sat 10:00 am - 6:30 pm ET'. The browser's address bar shows 'tennislink.usta.com/Dashboard/Main/Login.aspx'. The Windows taskbar at the bottom displays various application icons and the system clock showing 8:16 AM on 7/26/2017.

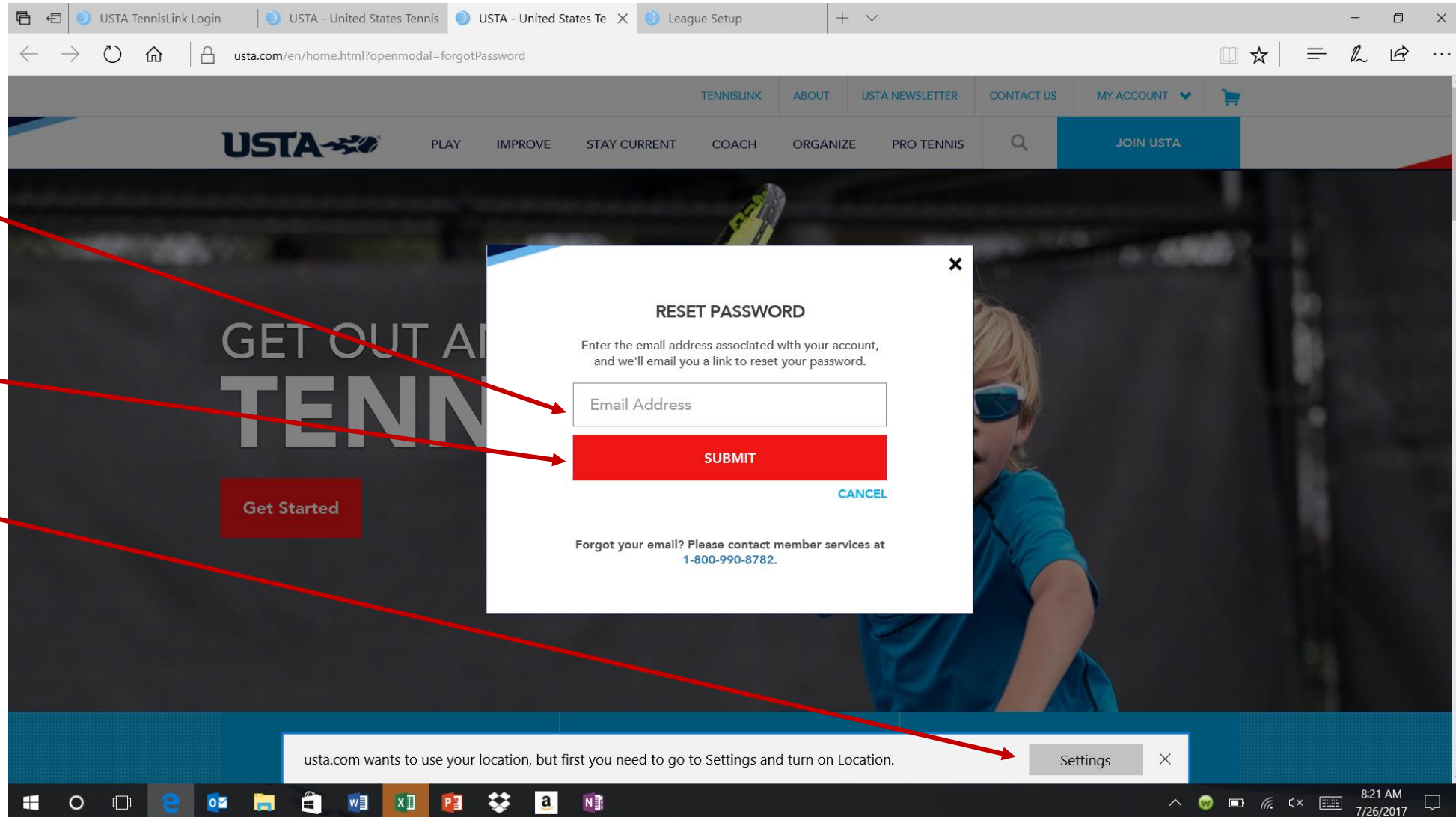
Provide your e-Mail Address

You should get a pop-up window

2) Enter the e-mail address that is used for your individual USTA Account

3) Click the red button to **"SUBMIT"**

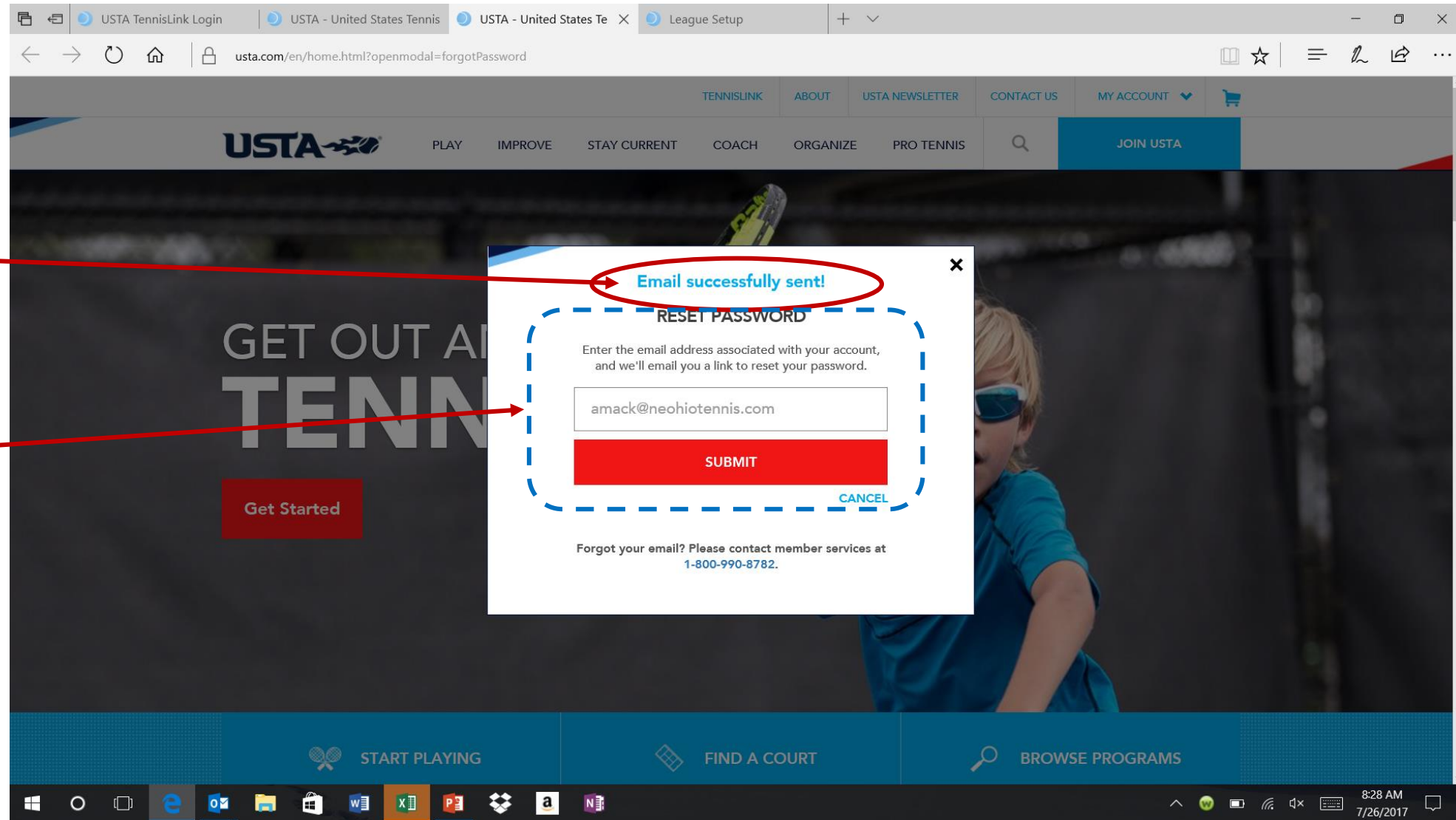
4) **Either** click on the grey **"Settings"** button and update them **OR** click on the **"x"** to the right of the **"Settings"** button to make the white box go away (but it will keep coming back so we recommend that you update your settings)



Look at the message in the Pop-Up Box

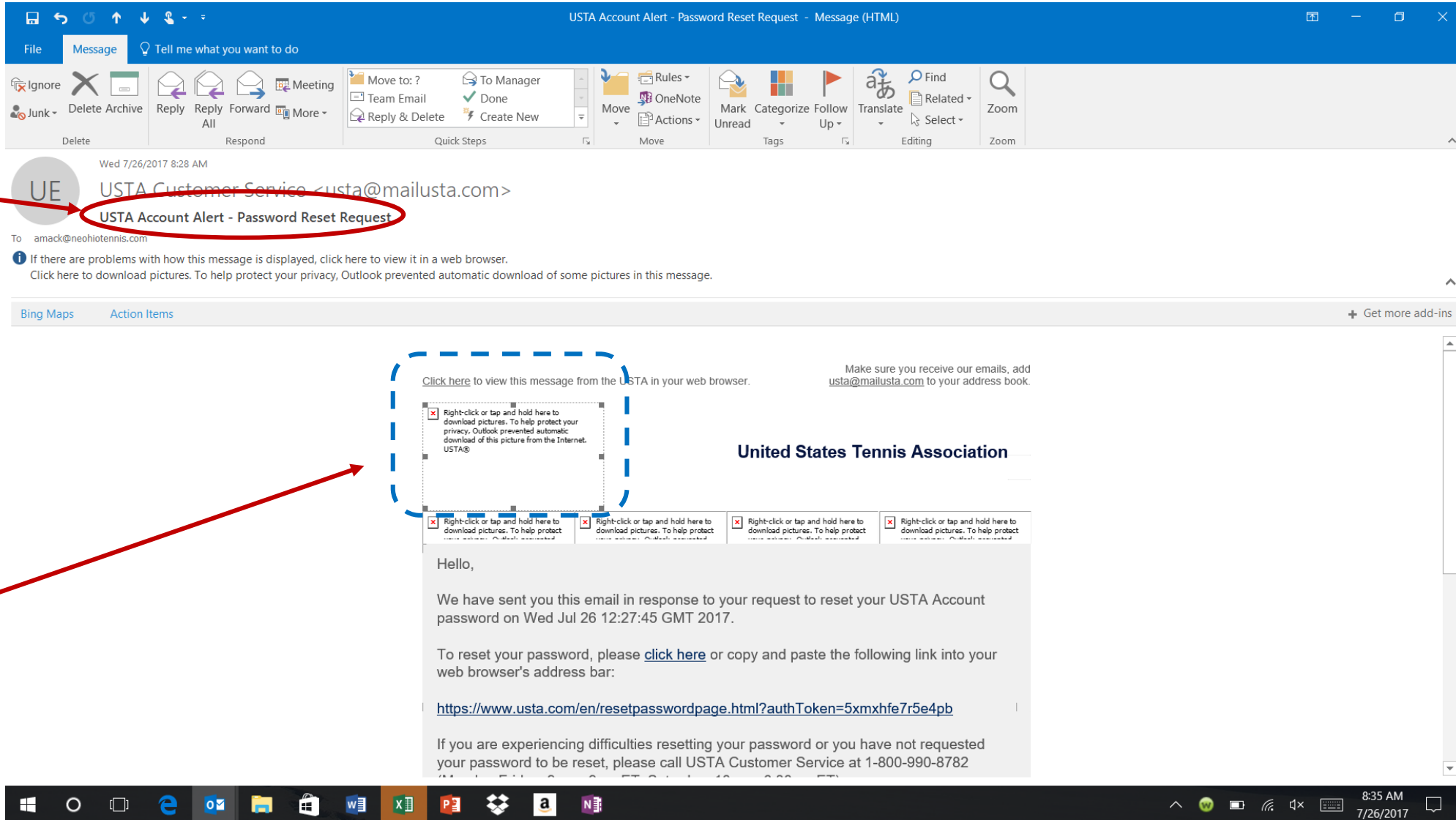
After you hit
SUBMIT to reset
your password you
should see light-
colored blue words:
**e-Mail Successfully
Sent!**

*(It will look like
nothing happened,
because the pop-up
window still displays
your email address
& the red SUBMIT
button)*



Find the Confirmation e-Mail in your Inbox

5) Go to your e-Mail account and check your inbox (and junk folder) for an email with this subject line



6) If you don't receive this email, CALL THE USTA at the # on the first slide to make sure the email address you used is the same one that is your account

7) Right click here and select "download pictures" to make the images appear on this email

Click on the e-Mail to confirm you're the authorized user

USTA Account Alert - Password Reset Request - Message (HTML)

File Message Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward More

Move to: ? To Manager Done Create New

Rules OneNote Actions

Mark Unread Categorize Follow Up

Translate Find Related Select

Zoom

UE Wed 7/26/2017 8:28 AM

USTA Customer Service <usta@mailusta.com>

USTA Account Alert - Password Reset Request

To amack@neohiotennis.com

If there are problems with how this message is displayed, click here to view it in a web browser.

Bing Maps Action Items

United States Tennis Association

USTA Net Generation TennisLink Membership

Hello,

We have sent you this email in response to your request to reset your USTA Account password on Wed Jul 26 12:27:45 GMT 2017.

To reset your password, please [click here](https://www.usta.com/en/resetpasswordpage.html?authToken=5xmxhfe7r5e4pb) or copy and paste the following link into your web browser's address bar:

<https://www.usta.com/en/resetpasswordpage.html?authToken=5xmxhfe7r5e4pb>

If you are experiencing difficulties resetting your password or you have not requested your password to be reset, please call USTA Customer Service at 1-800-990-8782 (Monday-Friday, 9am - 9pm ET, Saturday, 10am - 6:30pm ET).

Thank you,

USTA Customer Service

<https://www.usta.com/en/resetpasswordpage.html?>

8) Click on this link
to continue the
process

Select & Confirm a new Password

The screenshot shows the USTA TennisLink 'RESET PASSWORD' page. The browser's address bar shows the URL: `usta.com/en/resetpasswordpage.html?authToken=5mxhfe7r5e4pb`. The page has a navigation bar with links: TENNISLINK, ABOUT, USTA NEWSLETTER, CONTACT US, MY ACCOUNT, and a JOIN USTA button. Below the navigation bar, the page title is 'RESET PASSWORD'. The form contains two input fields: 'NEW PASSWORD:' and 'CONFIRM PASSWORD:'. A red 'SUBMIT' button is at the bottom of the form. A yellow box with the text 'IMPORTANT!!! Passwords must be' and a bulleted list of requirements is positioned to the left of the form. Red arrows point from the instructions on the left to the form fields and the submit button. A Windows taskbar is visible at the bottom, showing various application icons and the system clock (8:46 AM, 7/26/2017). A notification bar at the bottom of the browser window states: 'usta.com wants to use your location, but first you need to go to Settings and turn on Location.' with a 'Settings' button and a close 'X' icon.

9) Type in your new password and type it in again to confirm

10) Hit the red "SUBMIT" button

11) **Either** click on the grey "Settings" button and update them **OR** click on the "x" to the right of the "Settings" button to make the white box go away (but it will keep coming back so we recommend that you update your settings)

IMPORTANT!!!
Passwords must be

- 8 characters long
- Include 1 Capital Letter
- Include 1 Number

NEW PASSWORD:
New Password

CONFIRM PASSWORD:
Confirm Password

SUBMIT

usta.com wants to use your location, but first you need to go to Settings and turn on Location. Settings X

You're Done (even though it doesn't look that way)...

After you hit
SUBMIT to specify
and confirm your
password you
should see light
blue words
Password Changed!

*(It will look like
nothing happened
because the pop-up
window still
displays the
password boxes)*

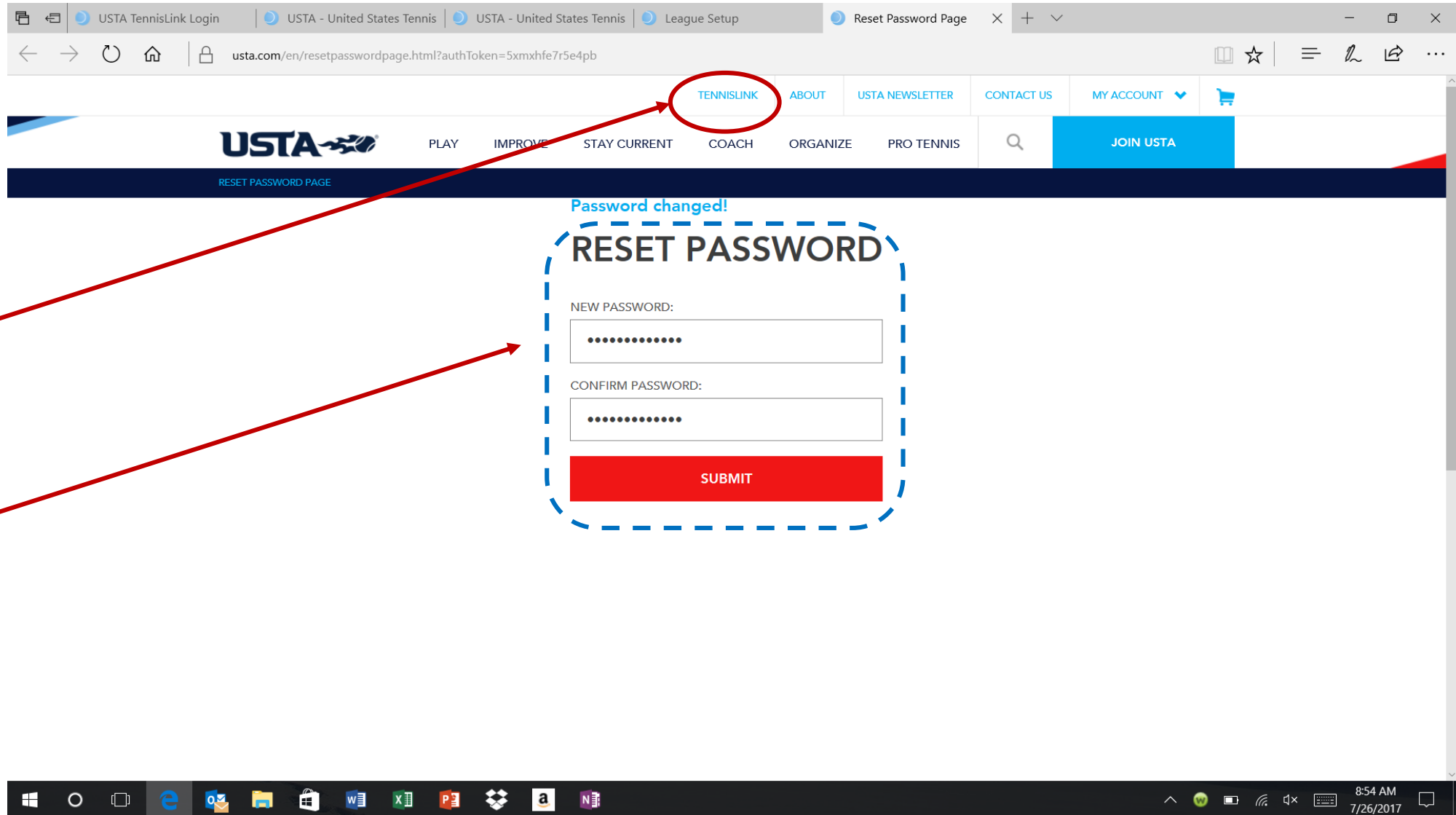
The screenshot shows a web browser window with the URL `usta.com/en/resetpasswordpage.html?authToken=5xmxhfe7r5e4pb`. The page title is "RESET PASSWORD PAGE". The USTA logo is visible in the header. A navigation bar contains links: TENNISLINK, ABOUT, USTA NEWSLETTER, CONTACT US, MY ACCOUNT, and a shopping cart icon. A blue "JOIN USTA" button is on the right. The main content area has a dark blue header with the text "RESET PASSWORD PAGE". Below this, a light blue message "Password changed!" is circled in red. A dashed blue box highlights the "RESET PASSWORD" form, which includes fields for "NEW PASSWORD:" and "CONFIRM PASSWORD:", both masked with dots, and a red "SUBMIT" button. Two red arrows point from the text on the left to the "Password changed!" message and the form area. The Windows taskbar at the bottom shows various application icons and the system clock indicating 8:54 AM on 7/26/2017.

Now try to use Tennislink...

Now return to
Tennislink.usta.com

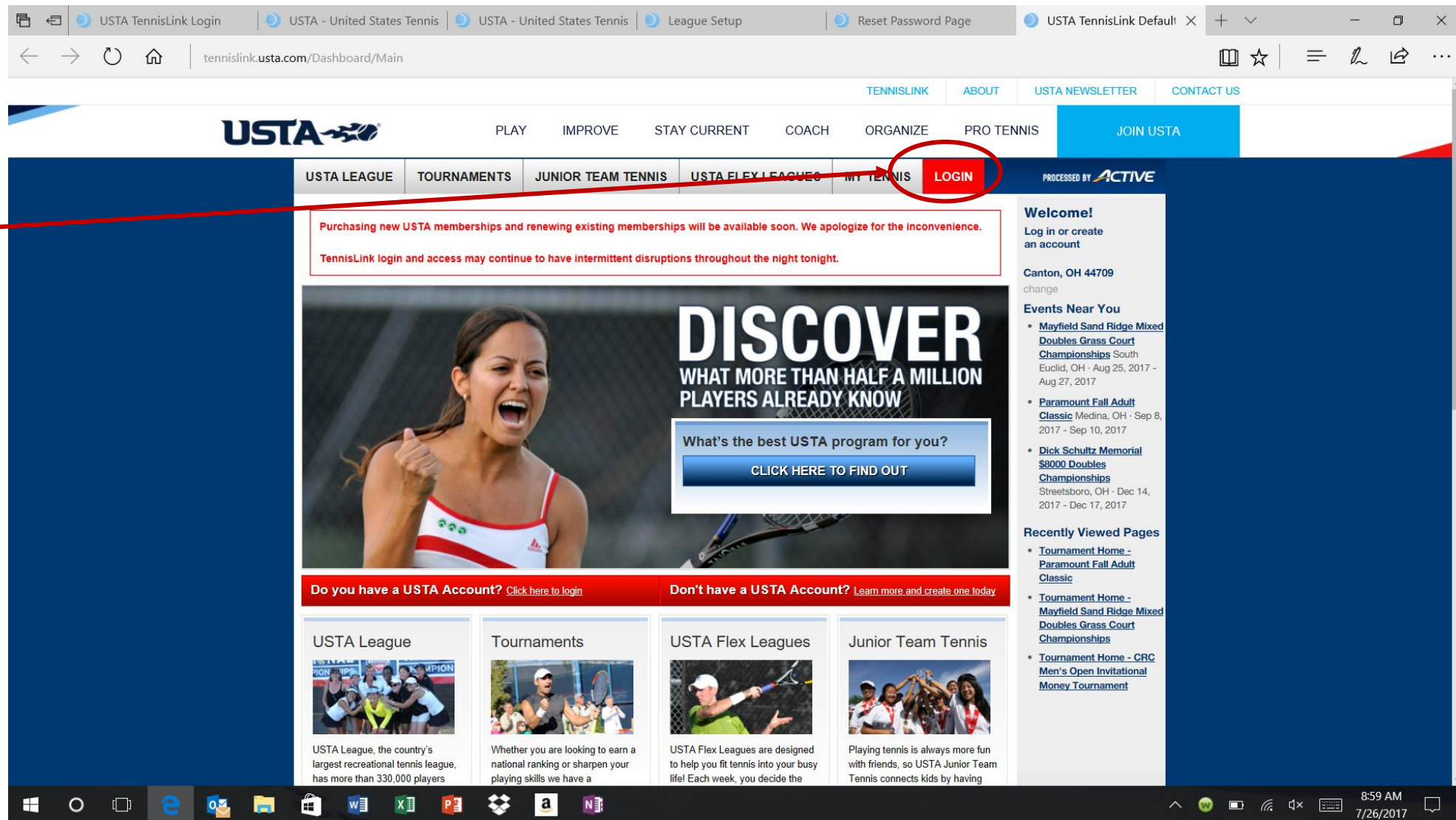
11) Click on
“Tennislink” at the top
of your screen

(Continue to disregard
the pop-up window
prompting you to reset
your password)



Start the process to Log In with your new Password

12) Click on the red **LOGIN** button



The screenshot shows the USTA TennisLink website dashboard. The browser's address bar displays "tennislink.usta.com/Dashboard/Main". The website's navigation bar includes links for TENNISLINK, ABOUT, USTA NEWSLETTER, and CONTACT US. Below this, a secondary navigation bar features links for PLAY, IMPROVE, STAY CURRENT, COACH, ORGANIZE, PRO TENNIS, and a prominent blue JOIN USTA button. A horizontal menu contains links for USTA LEAGUE, TOURNAMENTS, JUNIOR TEAM TENNIS, USTA FLEX LEAGUES, MY TENNIS, and a red LOGIN button, which is circled in red. A red arrow points from the instruction text to this button. A red-bordered warning box at the top center states: "Purchasing new USTA memberships and renewing existing memberships will be available soon. We apologize for the inconvenience. TennisLink login and access may continue to have intermittent disruptions throughout the night tonight." The main content area features a large banner with a tennis player and the text "DISCOVER WHAT MORE THAN HALF A MILLION PLAYERS ALREADY KNOW", with a button that says "CLICK HERE TO FIND OUT". Below the banner, a red bar asks "Do you have a USTA Account?" with links to "Click here to login" and "Learn more and create one today". The bottom section displays four categories: USTA League, Tournaments, USTA Flex Leagues, and Junior Team Tennis, each with a representative image and a brief description. The right sidebar includes a "Welcome!" message, a user profile for "Canton, OH 44709", a list of "Events Near You" with links to various championships, and a "Recently Viewed Pages" section.

Start the process to Log In with your new Password

13) Log in using your e-Mail address (using your USTA# won't work any more) and new Password

14) Click on **LOGIN**

The screenshot shows the USTA TennisLink Login page. The browser's address bar displays `tennislink.usta.com/Dashboard/Main/Login.aspx`. The page features a navigation bar with links like TENNISLINK, ABOUT, USTA NEWSLETTER, and CONTACT US. Below this is a header with the USTA logo and various menu items including PLAY, IMPROVE, STAY CURRENT, COACH, ORGANIZE, PRO TENNIS, and a prominent JOIN USTA button. The main content area is titled 'Login or Create Your USTA Account'. It includes a red-bordered warning box at the top stating that purchasing and renewing memberships will be available soon and that there may be intermittent login disruptions. The page is divided into two main sections: 'Login to Your USTA Account' and 'Create Your USTA Account'. The login section contains fields for 'Email Address' and 'Password', both of which are circled in red. Below these fields is a 'LOGIN' button, also circled in red. There is an 'OR' separator followed by a 'Sign In with Facebook' button. The create account section has two sub-sections, each with a 'CREATE ACCOUNT' button. A red banner at the bottom provides contact information for USTA Member Services. On the right side of the page, there is a 'Welcome!' section with a 'Log in or create an account' link, a location 'Canton, OH 44709', and a list of 'Events Near You' including 'Mayfield Sand Ridge Mixed Doubles Grass Court Championships' and 'Paramount Fall Adult Classic'. A 'Recently Viewed Pages' section is also present.

Purchasing new USTA memberships and renewing existing memberships will be available soon. We apologize for the inconvenience.

TennisLink login and access may continue to have intermittent disruptions throughout the night tonight.

Login or Create Your USTA Account

Create a USTA Account to:

- Access TennisLink & USTA Membership with a single login
- Get a NTRP rating (Self Rate) without joining a USTA League team
- Have a personalized "My Tennis Page"
- Learn about additional relevant play opportunities

Login to Your USTA Account

Email Address:

Password:

LOGIN

OR

Sign In with Facebook

- Reset Password
- Not sure if you have a USTA Account?
- Do you have an existing TennisLink ID or login?

Create Your USTA Account

Do you have a USTA Membership but not a USTA Account?

CREATE ACCOUNT

Do you play in a USTA program (Team Tennis, USTA Flex Leagues, Tournaments) without a USTA Membership?

CREATE ACCOUNT

Welcome!
Log in or create an account

Canton, OH 44709
[change](#)

Events Near You

- [Mayfield Sand Ridge Mixed Doubles Grass Court Championships](#) South Euclid, OH · Aug 25, 2017 - Aug 27, 2017
- [Paramount Fall Adult Classic](#) Medina, OH · Sep 8, 2017 - Sep 10, 2017
- [Dick Schultz Memorial \\$8000 Doubles Championships](#) Streetsboro, OH · Dec 14, 2017 - Dec 17, 2017

Recently Viewed Pages

- [Tournament Home - Paramount Fall Adult Classic](#)
- [Tournament Home - Mayfield Sand Ridge Mixed Doubles Grass Court Championships](#)
- [Tournament Home - CRC Men's Open Invitational Money Tournament](#)

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