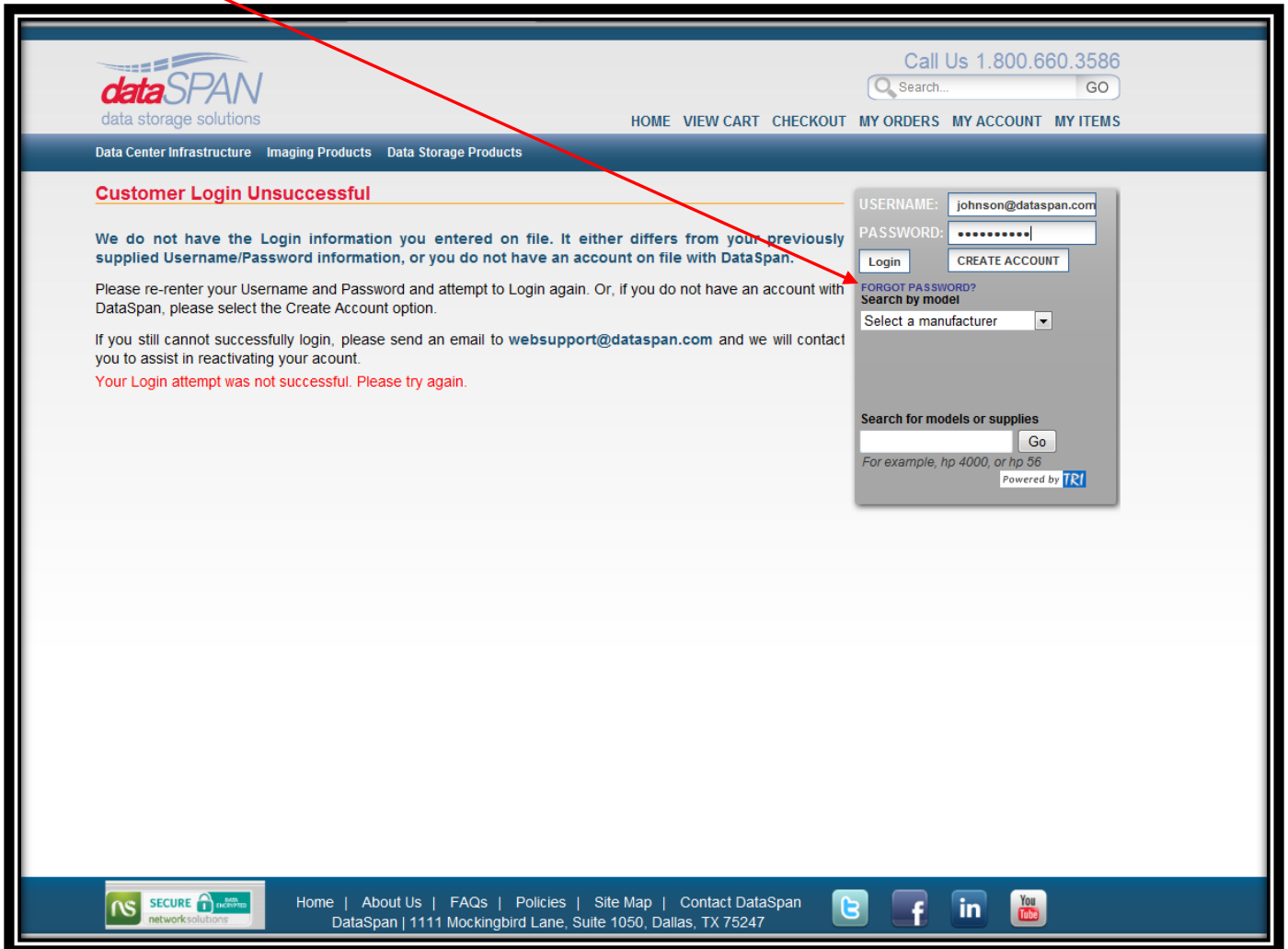


Forgot Password Page

This page appears when an unsuccessful Login is attempted. If you have forgotten your password, then please select the **FORGOT PASSWORD?** option. An email will be delivered to the email address you selected when creating your DataSpan webstore account.



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Customer Login Unsuccessful

We do not have the Login information you entered on file. It either differs from your previously supplied Username/Password information, or you do not have an account on file with DataSpan.

Please re-renter your Username and Password and attempt to Login again. Or, if you do not have an account with DataSpan, please select the Create Account option.

If you still cannot successfully login, please send an email to websupport@dataspan.com and we will contact you to assist in reactivating your account.

Your Login attempt was not successful. Please try again.

USERNAME: johnson@dataspan.com
PASSWORD: [REDACTED]
Login CREATE ACCOUNT

FORGOT PASSWORD?
Search by model
Select a manufacturer [v]

Search for models or supplies
[REDACTED] Go
For example, hp 4000, or hp 56
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Forgot Password Page

This is the page which appears when select **FORGOT PASSWORD?**

Enter your email address and select the **Retrieve Password** option.

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Forgot Password
Please enter your email address
djohnson@exchange.mediarecov
Retrieve Password

An email will be sent to your email account, you have 24 hours to change your password.

Internet | Protected Mode: On

An email is sent to you with a link to reset your password.

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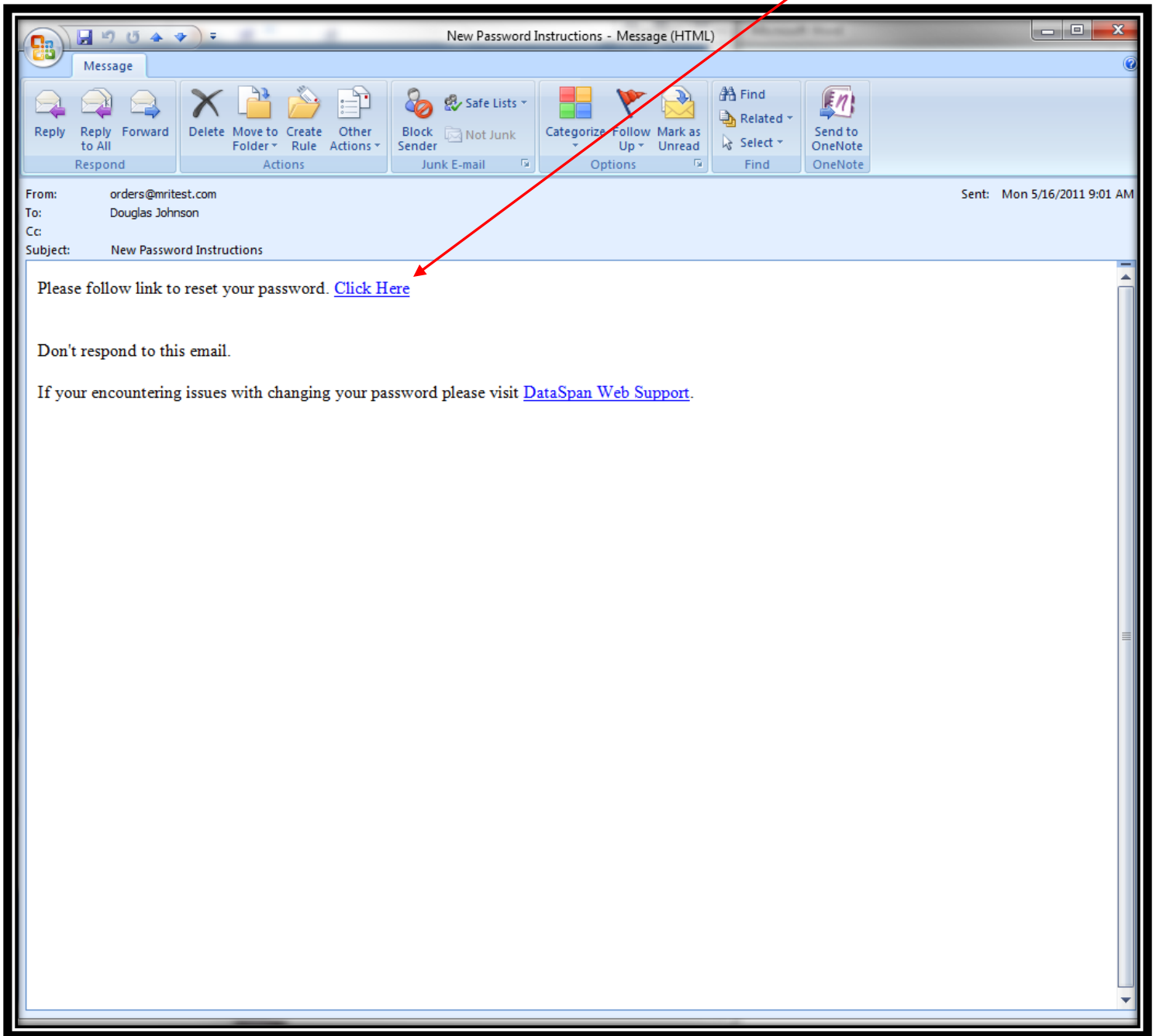
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Forgot Password
An email was sent to your account with instructions to change your password.
→ [Click here to go back](#)

Password Reset Email with Hyperlink

This email will be delivered if the **FORGOT PASSWORD?** option is selected. Select the **Click Here** link.



New Password page accessed via email link

This is the Reset Password page accessed from the supplied email link. Enter, then Confirm, your new password.

The screenshot shows the DataSpan website's 'Enter New Password' page. The page features the DataSpan logo and navigation links at the top. The main content area contains a form for entering a new password, with fields for 'New Password' and 'Confirm Password', both masked with dots. A red arrow points to the 'New Password' field. Below the fields is a red note: 'Note: Passwords need to be 6 or more characters!' and a 'Change Password' button. To the right of the password form is a search and login section with fields for 'USERNAME:' and 'PASSWORD:', buttons for 'Login' and 'CREATE ACCOUNT', a 'FORGOT PASSWORD?' link, a 'Search by model' dropdown menu, and a search box with a 'Go' button. The footer contains a 'SECURE' badge, navigation links, contact information, and social media icons.

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Enter New Password

New Password:

Confirm Password:

Note: Passwords need to be 6 or more characters!

Change Password

USERNAME:

PASSWORD:

Login CREATE ACCOUNT

FORGOT PASSWORD?

Search by model

Select a manufacturer

Search for models or supplies

Go

For example, hp 4000, or hp 36

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