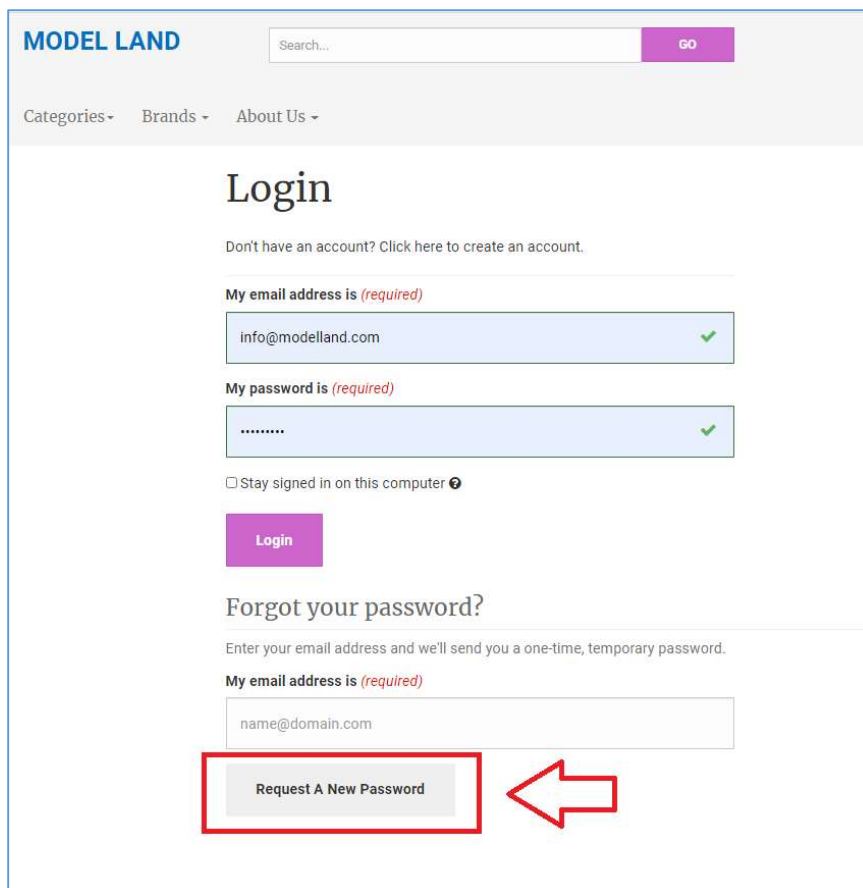


Model Land eStore: Change Customer Password

The purpose of this document is to show how to change your customer password for the e-store. It also shows how to change other account information such as your address and view your past orders.

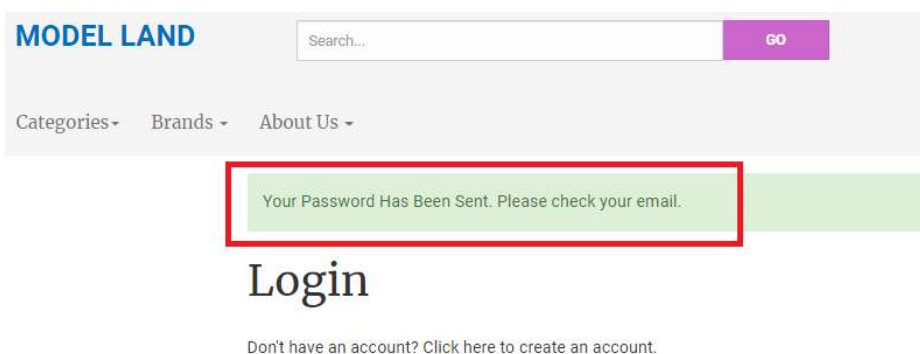
Request Password Reset

1. On the Model Land e-store login page (<https://store.modelland.com/signin.aspx>), enter your email address and click the Request A New Password button.



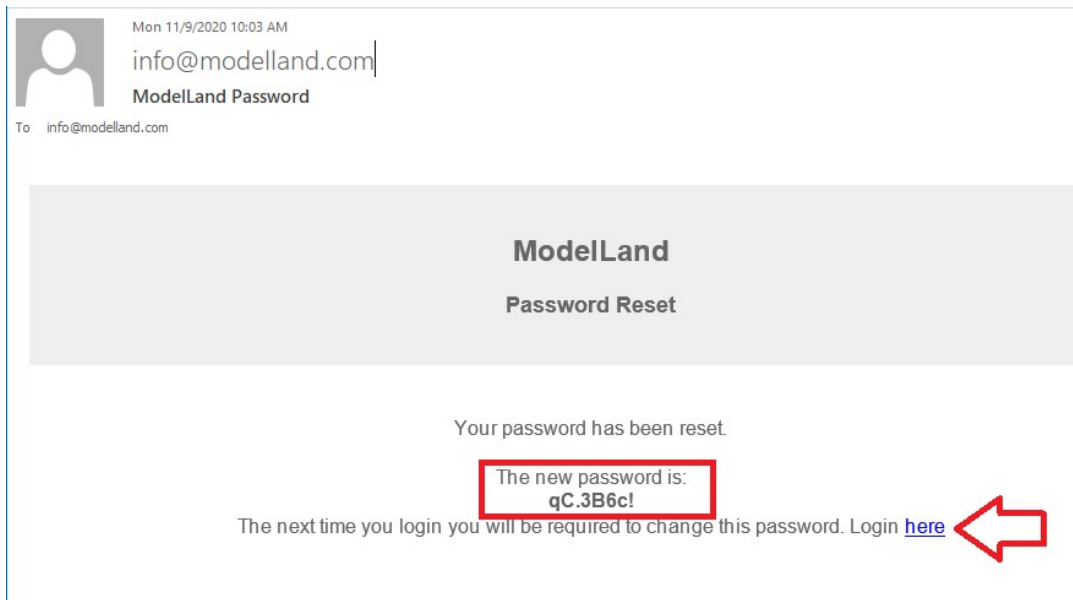
The screenshot shows the Model Land eStore login page. At the top, there is a search bar with the text "Search..." and a purple "GO" button. Below the search bar are navigation links: "Categories -", "Brands -", and "About Us -". The main heading is "Login". Below the heading, there is a link: "Don't have an account? Click here to create an account." There are two input fields: "My email address is (required)" with the value "info@modelland.com" and a green checkmark, and "My password is (required)" with a masked password "....." and a green checkmark. Below these fields is a checkbox labeled "Stay signed in on this computer" with an eye icon. A purple "Login" button is positioned below the checkbox. Below the "Login" button is the heading "Forgot your password?". Underneath, there is a text prompt: "Enter your email address and we'll send you a one-time, temporary password." There is an input field for the email address with the placeholder "name@domain.com". Below this field is a button labeled "Request A New Password", which is highlighted with a red rectangular box. A red arrow points from the right towards this button.

An email will be sent to your inbox with a **temporary password**. The page displays the message:



The screenshot shows the Model Land eStore login page after a password reset request. At the top, there is a search bar with the text "Search..." and a purple "GO" button. Below the search bar are navigation links: "Categories -", "Brands -", and "About Us -". A green message box is displayed, containing the text: "Your Password Has Been Sent. Please check your email." Below the message box is the heading "Login". Below the heading, there is a link: "Don't have an account? Click here to create an account." The "Request A New Password" button from the previous screenshot is no longer visible.

2. Find the email with the **new temporary password** in your inbox. It should look similar to this:



Login with temporary password

3. Click the Login [here](#) link in the email to display the Model Land e-store login page (<https://store.modelland.com/signin.aspx>).
4. Enter your email address and type the **new temporary password** from the email.
NOTE: Copy and pasting the password may not work. Carefully type the password.

Login

Don't have an account? [Click here to create an account.](#)

My email address is *(required)*

info@modelland.com ✓

My password is *(required)*

..... **Enter the temp password here**

Stay signed in on this computer ⓘ

Login

Click the Login button.

The page refreshes with a message is saying:

Your password has expired, please change it now.

5. Enter the **temporary password** in the **Old Password** input box.

Enter a **new password** in the **New Password** input box and again the **Confirm New Password** input box.

NOTE: Your password must be at least 7 characters with at least one letter and one number.

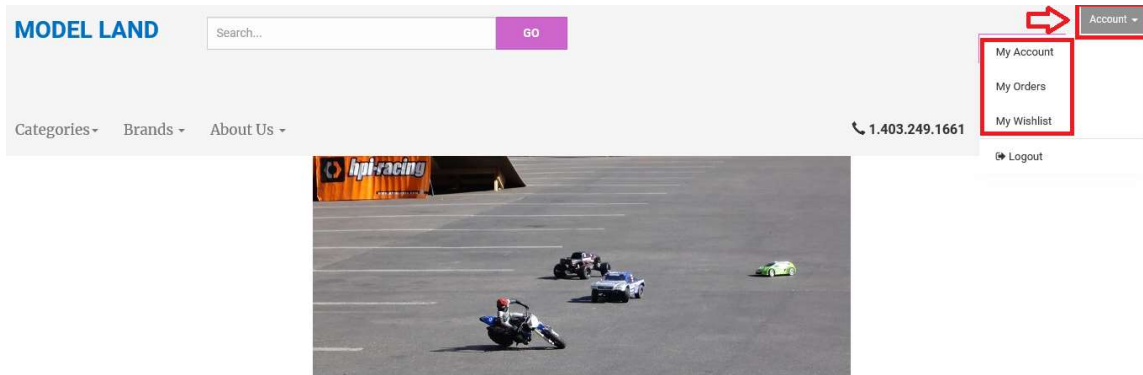
The screenshot shows the top navigation bar of the MODEL LAND website. It includes a search bar with a 'GO' button and navigation links for 'Categories', 'Brands', and 'About Us'. Below the navigation bar, a light blue message box states: 'Your password has expired, please change it now.' The main heading is 'Login'. The form contains the following elements:

- My email address is (required)**: Input field containing 'lwbardell@gmail.com' with a green checkmark.
- Old Password (required)**: Input field with masked characters (dots), a red arrow pointing to the field, the text 'Enter the temp password here', and a green checkmark.
- New Password (required)**: Input field with masked characters (dots), a red arrow pointing to the field, the text 'Enter your new password here', and a green checkmark. Below this field is the note: '(at least 7 characters with at least one letter and one number)'. A red arrow also points to the 'New Password' label.
- Confirm New Password (required)**: Input field with masked characters (dots), a red arrow pointing to the field, the text 'Enter your new password here', and a green checkmark.
- Login**: A purple button with a red arrow pointing to it.

Click the Login button. The home page of the e-store will be displayed.

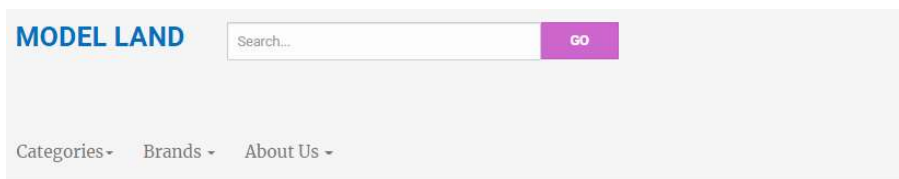
Manage Your Account – Change Password

1. You can manage your account password, orders, and wishlist by clicking the Account menu in the upper right corner of the home page and selecting the appropriate option.



Popular Categories

2. Select the My Account menu option. The Account Information page appears where you can update your Password and other personal information.



Account Information

[View Your Order/Billing History](#)

Your Account and Contact Information

Your account information is used to login to the site. Please save your password in a safe place.

Your First Name *(required)*

Your Last Name *(required)*

Your Email *(required)*

Change Your Password *(optional)*

(at least 7 characters with at least one letter and one number)

Confirm Your Password *(optional)*

Phone *(required)*

3. Click the Update Account to save your changes



Manage Your Account – Change Billing Address

1. Click the Account menu in the upper right corner of the home page and select My Account. Scroll down to the Your Address Book section.

Your Address Book

Your primary billing and shipping addresses are shown below:

My Primary Billing Address

Leah Bardell
60 Cougarstone PK SW
Calgary, AB T3H 4Z9
Canada
(403) 465-1758

Edit Addresses

My Primary Shipping Address

Leah Bardell
60 Cougarstone PK SW
Calgary, AB T3H 4Z9
Canada
(403) 465-1758

2. Click the Edit Addresses button. A new page is displayed showing your address.

Your Address Book

Leah Bardell

60 Cougarstone PK SW
Calgary, AB T3H 4Z9
Canada
(403) 465-1758

Edit

Delete

Back To Account

Add Address

Click the Edit button. The Edit Address page is displayed.

Edit Address

Country *(required)*

Canada

Name *(required)*

Leah Bardell

Phone *(required)*

(403) 465-1758

Address Line 1 *(required)*

60 Cougarstone PK SW

+ Address Line 2 *(optional)*

3. Enter your changes as needed then click the Save Edited Address button.

+ Address Line 2 (optional)
 + Suite (optional)
 + Company (optional)
Postal Code (required)

City (required)

Region/County/Province (required)

The Your Address Book page is displayed showing your changes.

Manage Your Account – View Order History

1. Click the Account menu in the upper right corner of the home page and select My Orders or scroll down on the Account Information page to the Order History section.

Order History

| Order Number (Click For Receipt) | | Order Date | Payment Status | Shipping Status | Order Total | Customer Service Notes |
|-------------------------------------|--------------------------|-------------------------|---|---------------------------------------|-------------------------|------------------------|
| 8732 | Re-Order | 4/13/2020 5:15:01 PM | Payment Method: REQUESTQUOTE (PENDING) | Not Yet Shipped | REQUEST FOR QUOTE | None |
| 8532 | Re-Order | 4/3/2019 3:01:07 PM | Payment Method: CREDITCARD (CAPTURED) | Not Yet Shipped | \$1.75 | None |
| 8531 | Re-Order | 3/29/2019 9:35:48 AM | Payment Method: REQUESTQUOTE (CAPTURED) | Shipped on 4/1/2019 12:00:00 AM | REQUEST FOR QUOTE | None |
| 8529 | Re-Order | 3/28/2019 2:51:22 PM | Payment Method: CREDITCARD (CAPTURED) | Not Yet Shipped | \$10.50 | None |

Click the Re-Order button to start a new order with the items from the previous order.