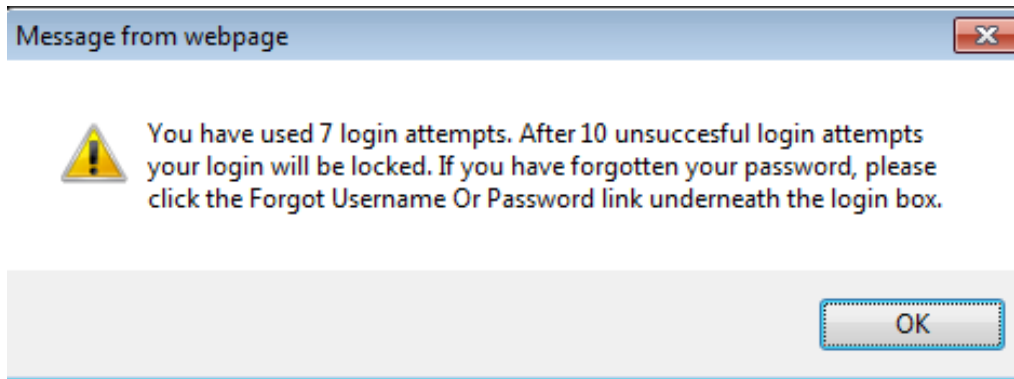


The following are instructions on how to unlock your St. Jude Cure4Kids account.

When trying to login, the system gives you 10 login attempts. If you have forgotten your password, click the **“Forgot Username or Password”** link to reset it.

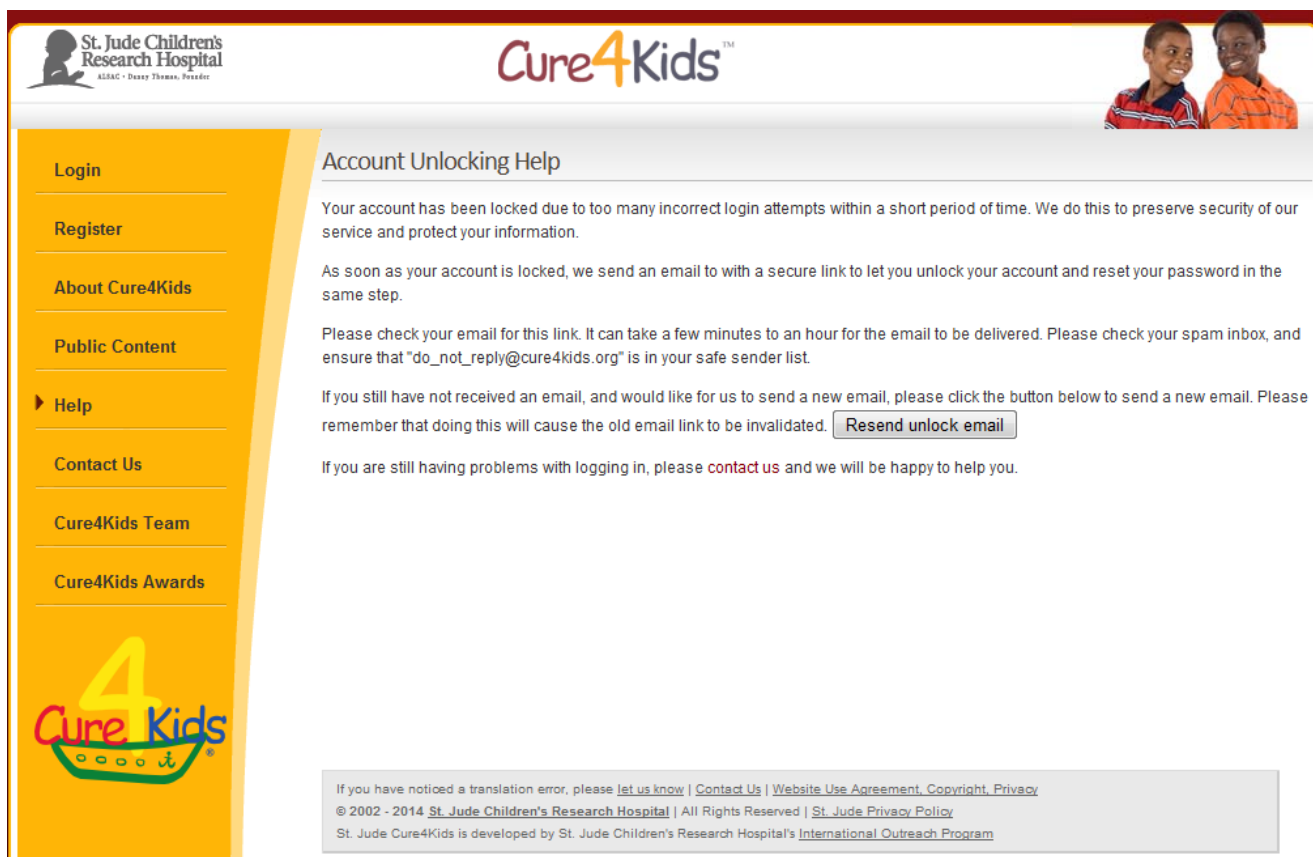
After seven login attempts you will receive the following message:



After 10 attempts you will receive the following message. Click on **“click here”** for further information on how to unlock your login.



The window below appears. Because of the large number of incorrect attempts that you have made to log in within a short period of time, your account has been locked to preserve security and protect your information.



The screenshot shows the Cure4Kids website interface. At the top left is the St. Jude Children's Research Hospital logo. The main header features the Cure4Kids logo and a photo of two children. A left-hand navigation menu includes links for Login, Register, About Cure4Kids, Public Content, Help, Contact Us, Cure4Kids Team, and Cure4Kids Awards. The main content area is titled "Account Unlocking Help" and contains the following text:

Your account has been locked due to too many incorrect login attempts within a short period of time. We do this to preserve security of our service and protect your information.

As soon as your account is locked, we send an email to with a secure link to let you unlock your account and reset your password in the same step.

Please check your email for this link. It can take a few minutes to an hour for the email to be delivered. Please check your spam inbox, and ensure that "do\_not\_reply@cure4kids.org" is in your safe sender list.

If you still have not received an email, and would like for us to send a new email, please click the button below to send a new email. Please remember that doing this will cause the old email link to be invalidated. [Resend unlock email](#)

If you are still having problems with logging in, please [contact us](#) and we will be happy to help you.

At the bottom of the page, there is a footer with the following text:

If you have noticed a translation error, please [let us know](#) | [Contact Us](#) | [Website Use Agreement](#), [Copyright](#), [Privacy](#)  
© 2002 - 2014 [St. Jude Children's Research Hospital](#) | All Rights Reserved | [St. Jude Privacy Policy](#)  
St. Jude Cure4Kids is developed by St. Jude Children's Research Hospital's [International Outreach Program](#)

An e-mail is sent automatically. Check the e-mail that you used when you registered on Cure4Kids. On this e-mail will be a link for you to unlock your account. If you do not find it, check your SPAM or JUNK folder.

### Cure4Kids Account Locked ▾



Cure4Kids <do\_not\_reply@cure4kids.org>  
to me ▾

Dear Ana Shuler Test:

Your account was locked due to too many incorrect login attempts. Please use the link below to update your password and unlock your account.

[Click here to unlock your account.](#)

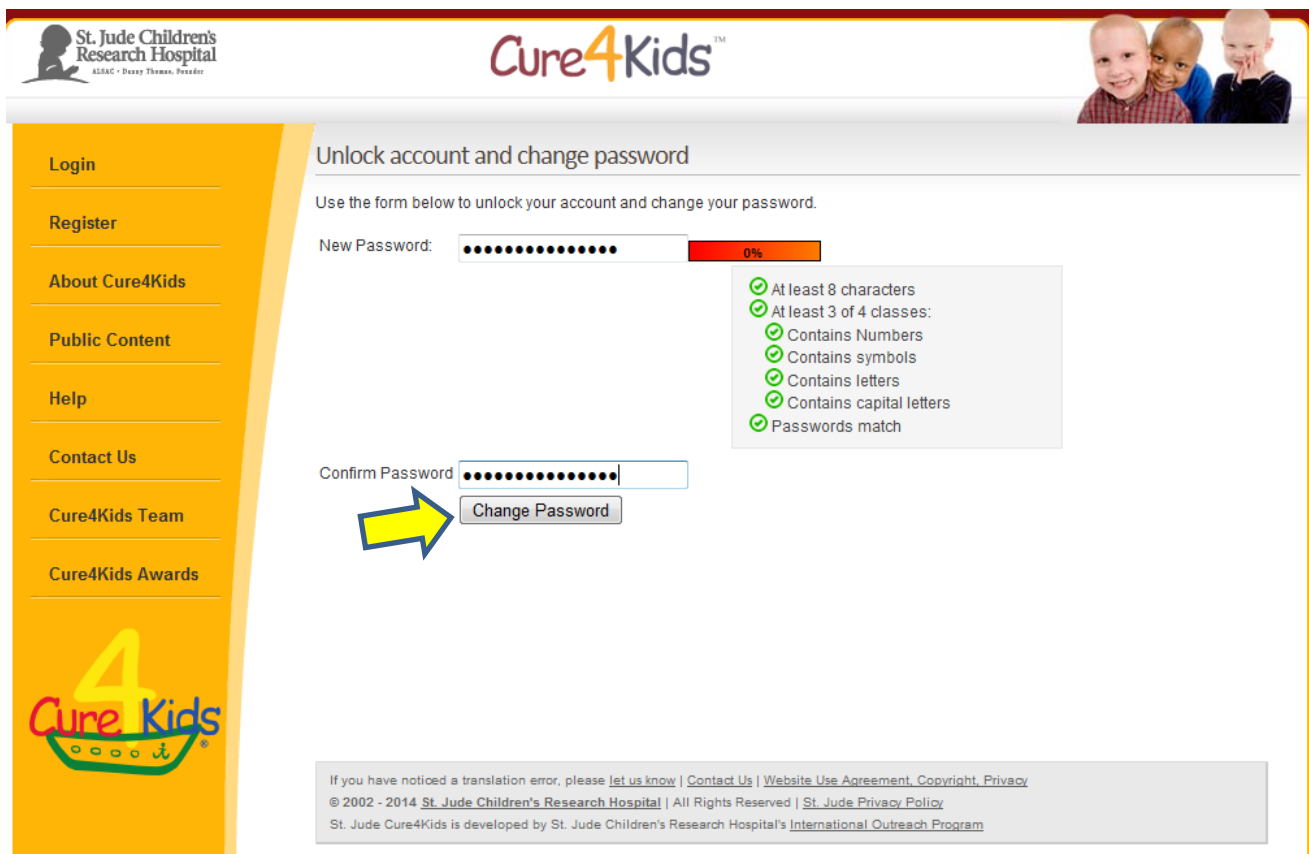
Thank you,  
Cure4Kids Team.

If you still do not see it, click the “Resend unlock email” to send a new e-mail. By doing this, it will cause the old e-mail link to be invalidated. **Make sure you find the latest e-mail.**

In the e-mail received, click the link and the window below will appear. Type new password and confirm it. Passwords must have at least **8 characters** that include at least **3 of the following**:

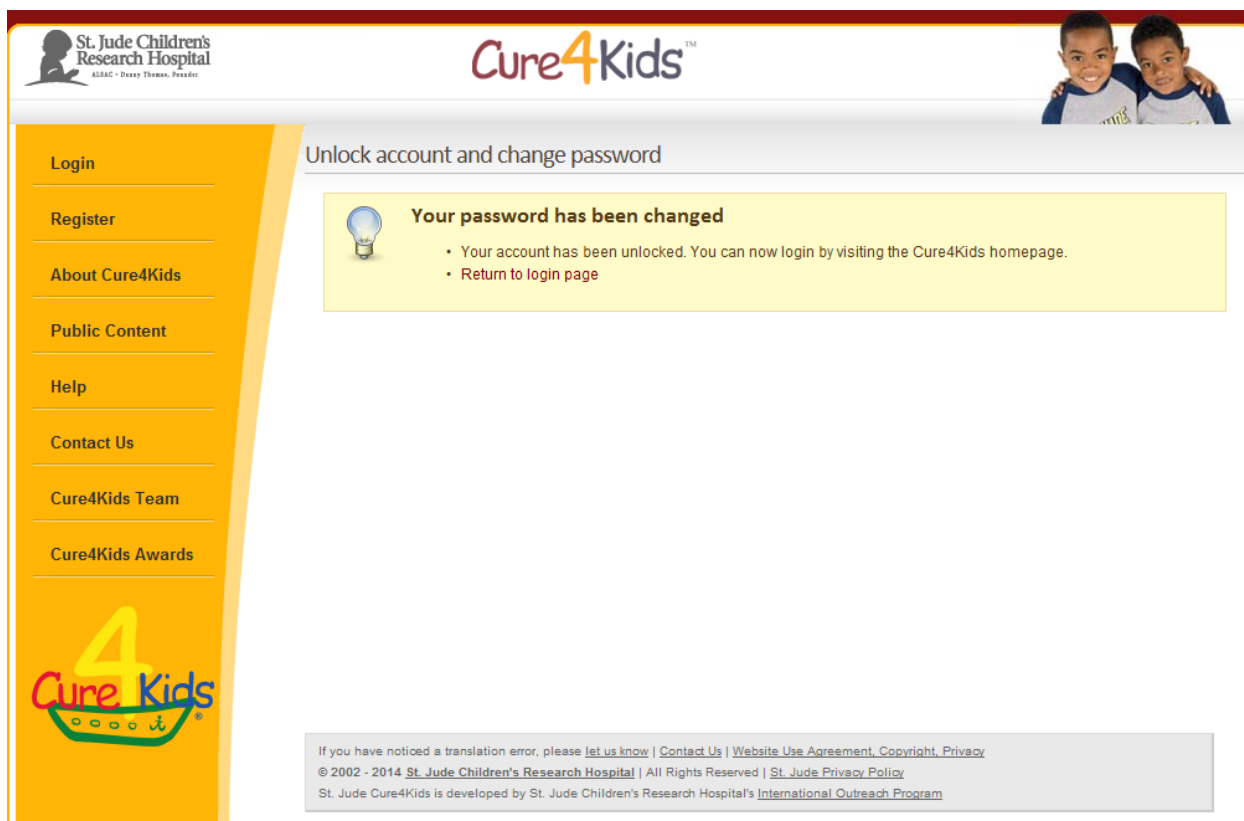
- Capital letters
- Numbers
- Letters
- Symbols

Then click **Change Password**



The screenshot shows the 'Unlock account and change password' form on the Cure4Kids website. The page header includes the St. Jude Children's Research Hospital logo and the Cure4Kids logo. A navigation menu on the left lists: Login, Register, About Cure4Kids, Public Content, Help, Contact Us, Cure4Kids Team, and Cure4Kids Awards. The main content area has the heading 'Unlock account and change password' and the instruction 'Use the form below to unlock your account and change your password.' The 'New Password' field is filled with 10 dots and has a progress bar showing 0%. A list of requirements is shown with green checkmarks: 'At least 8 characters', 'At least 3 of 4 classes: Contains Numbers, Contains symbols, Contains letters, Contains capital letters', and 'Passwords match'. The 'Confirm Password' field is also filled with 10 dots. A yellow arrow points to the 'Change Password' button. The footer contains a disclaimer: 'If you have noticed a translation error, please let us know | Contact Us | Website Use Agreement, Copyright, Privacy © 2002 - 2014 St. Jude Children's Research Hospital | All Rights Reserved | St. Jude Privacy Policy St. Jude Cure4Kids is developed by St. Jude Children's Research Hospital's International Outreach Program'.

Finally you will see the following window saying that your password has been changed and that your account has been unlocked. You can click on “Return to login page” to proceed.



The screenshot shows the Cure4Kids website interface. At the top left is the St. Jude Children's Research Hospital logo with the text "ALMAG - Denny Thomas, President". At the top center is the "Cure4Kids™" logo. At the top right is a photo of two young boys. Below the header is a navigation menu on the left with items: Login, Register, About Cure4Kids, Public Content, Help, Contact Us, Cure4Kids Team, and Cure4Kids Awards. At the bottom of the menu is a logo featuring a large number "4" above a boat with the text "Cure Kids". The main content area has a heading "Unlock account and change password" and a yellow message box with a lightbulb icon. The message box contains the text "Your password has been changed" and a bulleted list: "Your account has been unlocked. You can now login by visiting the Cure4Kids homepage." and "Return to login page". At the bottom of the page is a footer with the text: "If you have noticed a translation error, please [let us know](#) | [Contact Us](#) | [Website Use Agreement](#), [Copyright](#), [Privacy](#) © 2002 - 2014 [St. Jude Children's Research Hospital](#) | All Rights Reserved | [St. Jude Privacy Policy](#) St. Jude Cure4Kids is developed by St. Jude Children's Research Hospital's [International Outreach Program](#)".

If you are still having problems logging in to St. Jude Cure4Kids, please contact [help@cure4kids.org](mailto:help@cure4kids.org)