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:

![Message from webpage]

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

![Login to Cure4Kids]

You have used 7 login attempts. After 10 unsuccessful login attempts your login will be locked. If you have forgotten your password, please click the Forgot Username Or Password link underneath the login box. Click here for 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.

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.

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
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.

If you are still having problems logging in to St. Jude Cure4Kids, please contact help@cure4kids.org.