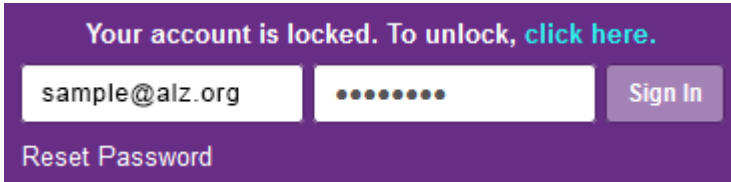


My Account is Locked

Member's account is showing that the account is locked when trying to login.



The screenshot shows a purple login form with the following elements:

- Message: "Your account is locked. To unlock, [click here](#)."
- Email input field: "sample@alz.org"
- Password input field: "••••••••"
- Sign In button
- Reset Password link

Note: Performing a reset password action will not unlock a user's account.

Reasons for a Locked Account

There are two reasons your account is locked by the system.

1. If you have not completed the validation process, your account is locked.
2. If you have 5 failed login attempts, your account will automatically lock as a security measure.

Steps to Unlock your Account

Validation: All members of the ALZConnected community must complete a validation process to maintain a secure integrity of the site. When you registered for ALZConnected, an email was sent to the email address you provided during registration with a link to log in to validate your account. If you have not received this email or cannot find it in your spam or junk mailboxes, please use the [Contact Us](#) form. We will resend it to you so you can complete the process and unlock your account.

Failed Login: If an invalid password has been entered 5 or more times, your account is temporarily locked. This action is a safety precaution that prevents others from trying to access your account. Accounts that are automatically locked due to invalid log-in attempts will be unlocked after a one-hour temporary suspension.

At the top of every hour, your account will automatically be unlocked and you can attempt to log in again. After your account has been unlocked, if you need to reset your password, [click here](#) for directions.

If you are still unable to access your account, please contact the ALZConnected® Support Team by submitting a [Contact Us](#) form.

-- End of Directions --