

How to Reset Your Password & Change Your Username

How to Reset Your Password

- 1) Open a web browser and navigate to <http://www.herafoundation.org/events/climb4life-series/>
- 2) Click on the link for your event, then click on link that says the “Log in to your fundraising page”
- 3) Click the **Forgot Username and/or Password** link.



- 4) Follow the instructions for one of the three options listed on the screen, or if you have trouble, email info@herafoundation.org and request a manual password reset.

Password Reset Request

Forgot your password? No problem, you can reset it.

Option 1: Enter your User Name

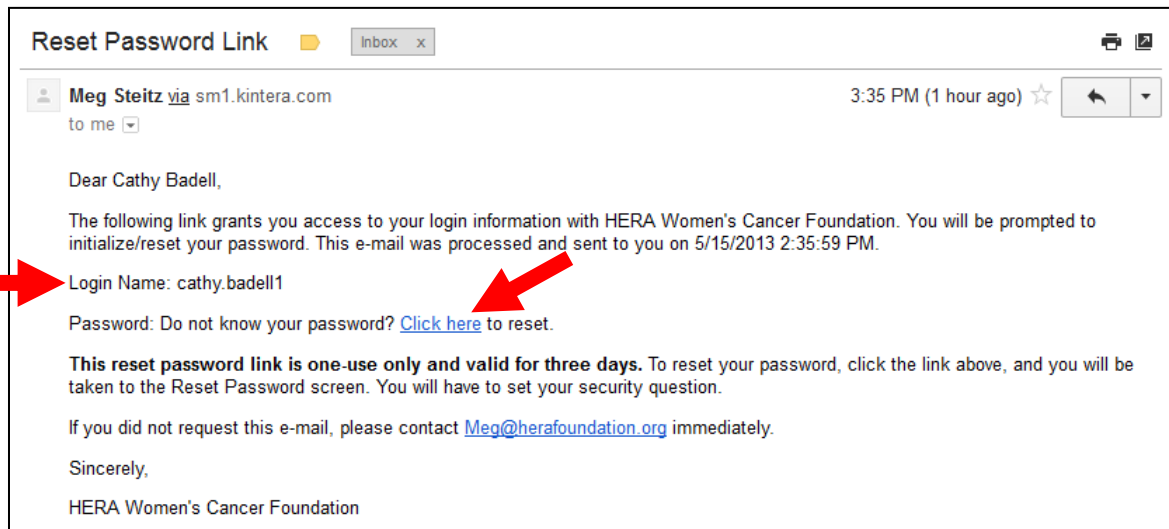
You will receive a reset password link via the E-mail address on record for this User Name.

Option 2: Enter your E-mail address

You will receive an e-mail to reset your password (Please note this must be the e-mail address on file). Additionally, you will need to answer the Security challenge question on record.

Option 3: Can't retrieve your username or password using the options above, please contact [HERA Women's Cancer Foundation](#) for assistance.

- 5) After HERA processes your password reset request (it could take up to 24 hours) , you will receive an email like the one below. **You only have THREE (3) DAYS to click on the 'Click here' link before it expires.** If your link expires, please start over with Step 1 above. **Take note of your Login Name, which is the same as your Username.**



- 6) Enter a new password and then enter it again to verify that new password. Select a security challenge question and enter the answer in the space provided, then click on the Reset Password button. **Write down or send yourself an email with your new Password and your Username (same as Login Name) from Step 5.**

This account is in Reset Password mode by user request. Please submit the required information.

Reset Password

Use the fields below to reset your password. If you do not need to reset your password, please close this browser window.

User Name: cathy.badell1

Password must be at least five characters long, cannot equal or contain your username, and is case sensitive.

New Password:

Verify New Password:

Please select your Challenge Question. (We will ask you this question if you forget your password.)

Question:

Answer:

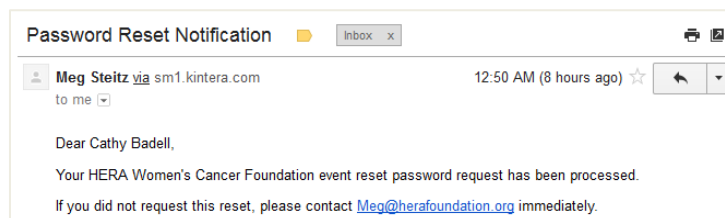
Reset Password

*required information

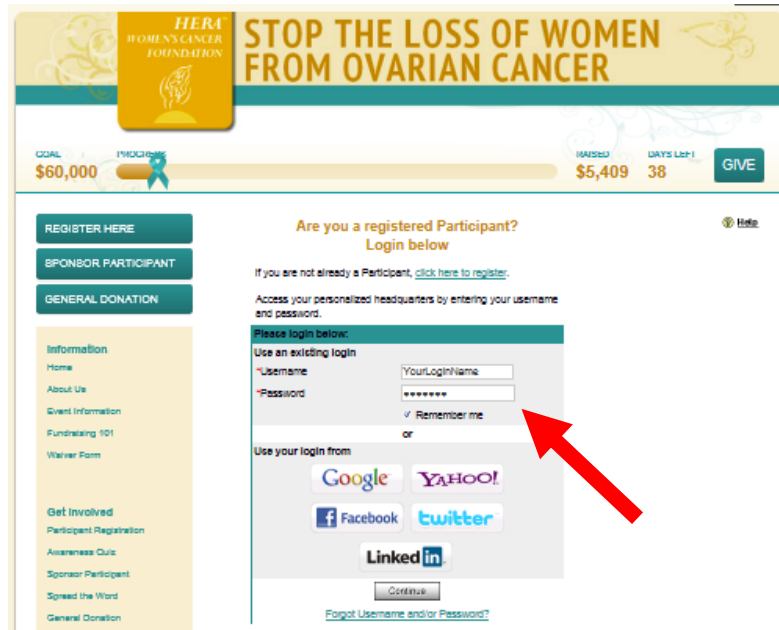
- 7) You will see a confirmation message on the webpage that your password was successfully reset, and you will also receive an email within 24 hours notifying you that your password was reset.

Password Successfully Reset

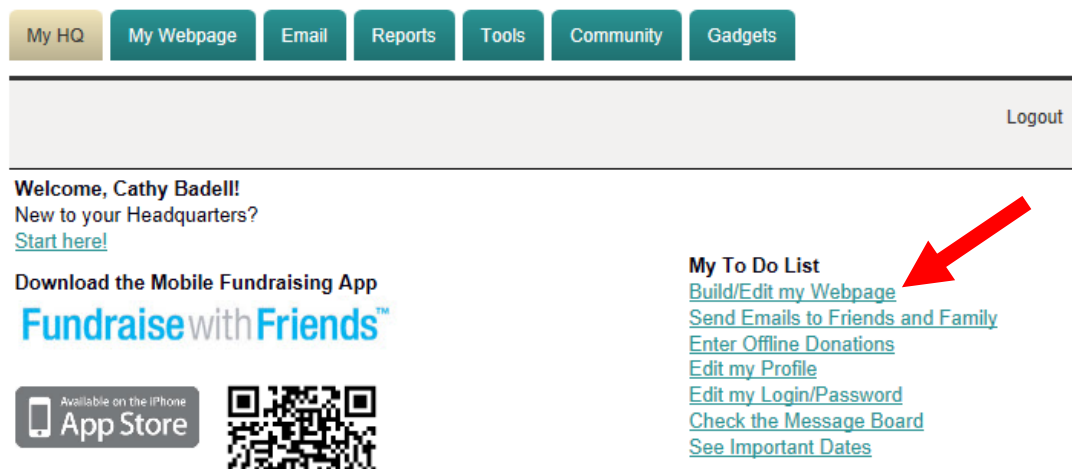
Please return to the Event page and login



- 8) Open a web browser and navigate to <http://www.herafoundation.org/events/climb4life-series/>
- 9) Click on the link for your event, then click on link that says the “Log in to your fundraising page”
- 10) Enter your Username from Step 5 above, enter your new Password from Step 6, click the ‘Remember Me’ box, then click the Continue button.



- 11) You have now accessed your Fundraising HQ. Please help HERA raise money for ovarian cancer research & education by building your fundraising webpage & sending fundraising emails to friends, family & colleagues.



How to Change Your Username

- 1) Follow Steps 8, 9 & 10 above, then click on the **Edit my Login/Password** link.

The screenshot shows a user dashboard with navigation tabs: My HQ, My Webpage, Email, Reports, Tools, Community, and Gadgets. A 'Logout' link is in the top right. Below the tabs, it says 'Welcome, Cathy Badell!' and 'New to your Headquarters? Start here!'. There is a section for 'Download the Mobile Fundraising App Fundraise with Friends™' with an App Store icon and a QR code. On the right, a 'My To Do List' contains links: Build/Edit my Webpage, Send Emails to Friends and Family, Enter Offline Donations, Edit my Profile, Edit my Login/Password (highlighted with a red arrow), Check the Message Board, and See Important Dates.

- 2) Delete your existing Username and enter your new Username. Enter your Password, enter your Password again to verify it, ensure an answer is entered for your Security Question, then click the Update button.

The screenshot shows the 'Edit Login' form. At the top, there are navigation tabs: My HQ, My Webpage, Email, Reports, Tools, Community, and Gadgets. Below the tabs, there are links: Pledge Entry, Print Donation Form, Edit Profile, Edit Login, and Logout. The form title is 'Edit Login'. Below the title, it says 'To modify your login, please make changes to the fields below.' The form fields are: *Username (with a red arrow pointing to it), *Password, *Verify Password, *Security Question (with a dropdown menu showing 'Who was your childhood hero'), and *Security Answer. At the bottom of the form is an 'Update' button.

- 3) You will see a confirmation message on the webpage that your Login/Username was updated. Please write down your new Username.

The confirmation message is displayed in a light green box. It says 'Your Login has been Updated' in large teal text, followed by 'Your login information has been updated.' in smaller teal text. At the bottom, there is a teal link that says 'Back to 'My Headquarters''.