

## [FAQ] Destiny Explorer

We've prepared a simple FAQ to answer any questions you may have on the Destiny Explorer. Here's everything you need to know about the plotter:

### How do I create a Destiny Explorer account?

If you're a first time user, here's what you need to do:

1. Go to: <https://register.masteryacademy.com/?product=destiny2023>
2. Key in the email address and password you want to use
3. Click on "Sign Up" and you will receive a confirmation email from us
4. Click on the confirmation link in the email
5. Once confirmation is successful, key in your **registered** email address and password
6. Then click on "Login" and you can start to plot your Destiny Chart

### It says that my email address doesn't exist or not recognized. What do I do?

Please try to register for a new account by following the above steps. If still failed, please email us with your registered email address at [support@joeyyap.com](mailto:support@joeyyap.com) by attaching the screenshot of the error message that you received.

### I can't seem to login and not sure why. What should I do?

There are a few ways you can do this:

1. Look for the confirmation email to confirm your registration first before logging in
2. Key in the REGISTERED email address and password that you used to sign up
3. Make sure the spelling of your email address or password is correct and there is no extra spacing, symbols or typos
4. If you forgot your login password, click on the "Forgot password" and follow the steps to reset.
5. If all the above still failed, please do a print screen of the error message that you received and email us with your registered email address at [support@joeyyap.com](mailto:support@joeyyap.com)

### Why are the rest of the charts/pages locked and unavailable?

Some pages are free, but the remaining pages are only available once you enroll to the **Destiny Academy** program.

### How do print my chart?

To print your chart, press 'Ctrl and P' (for Windows users) or 'Command-P' (for Mac users) and a pop-up box will appear. From here you can save as PDF or print out your chart.