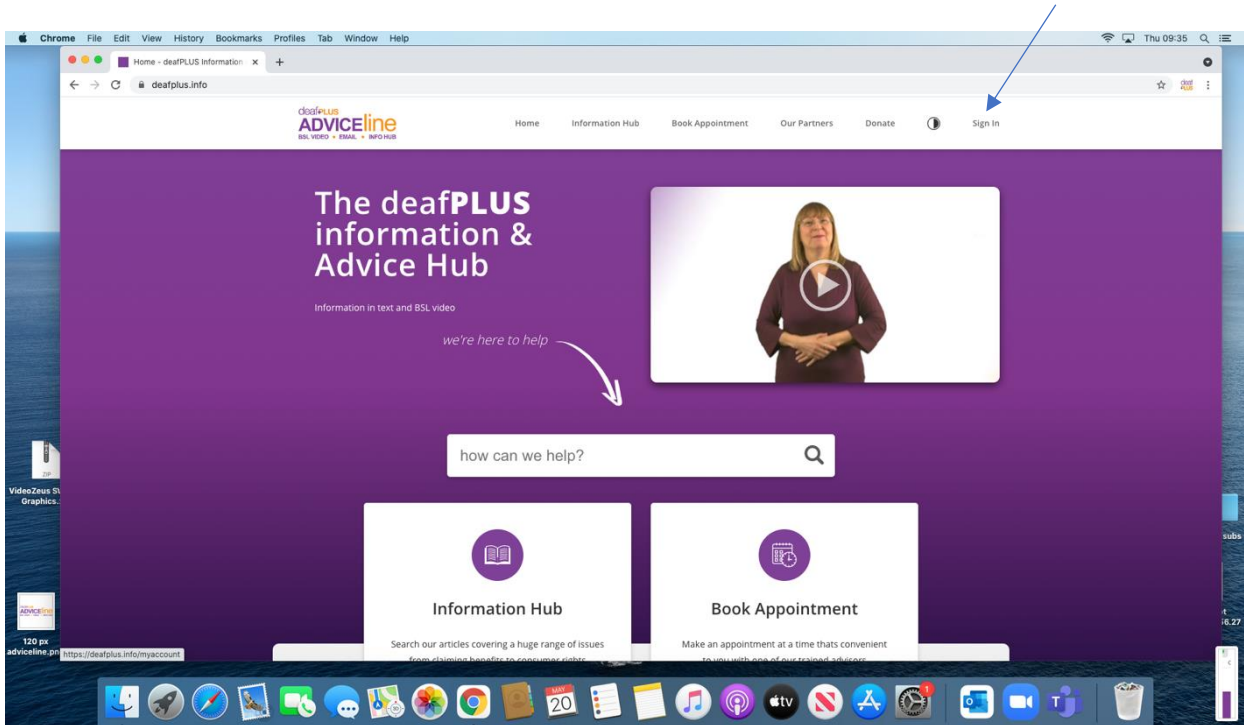
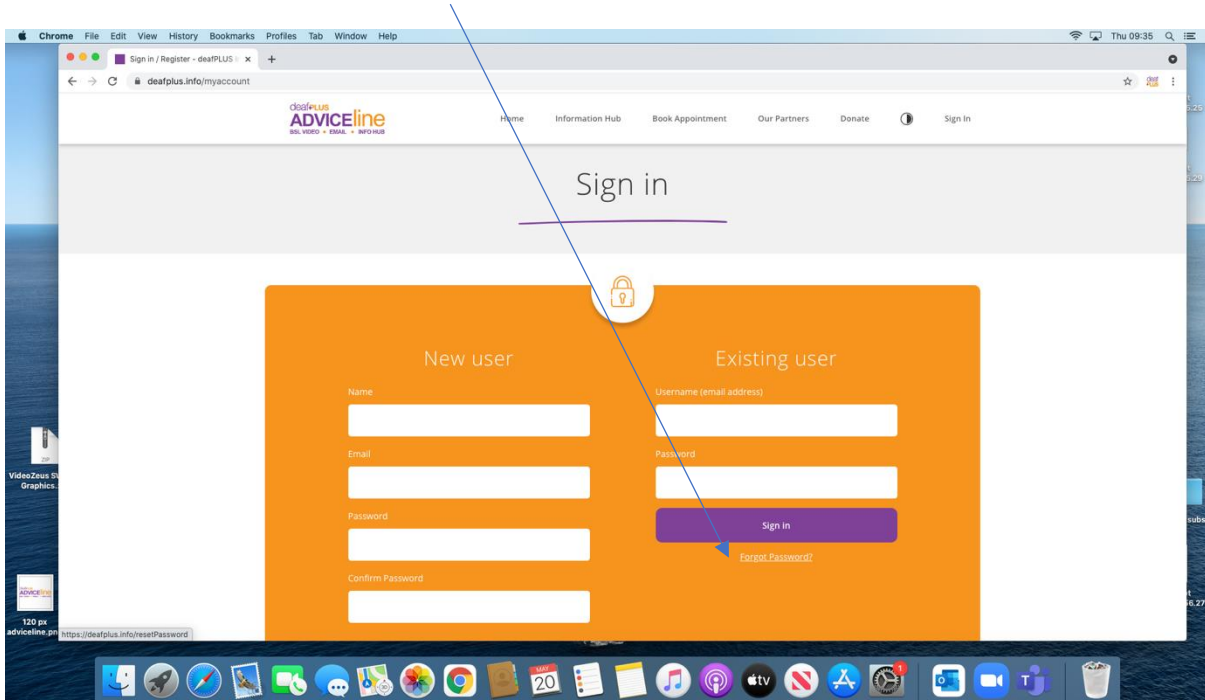


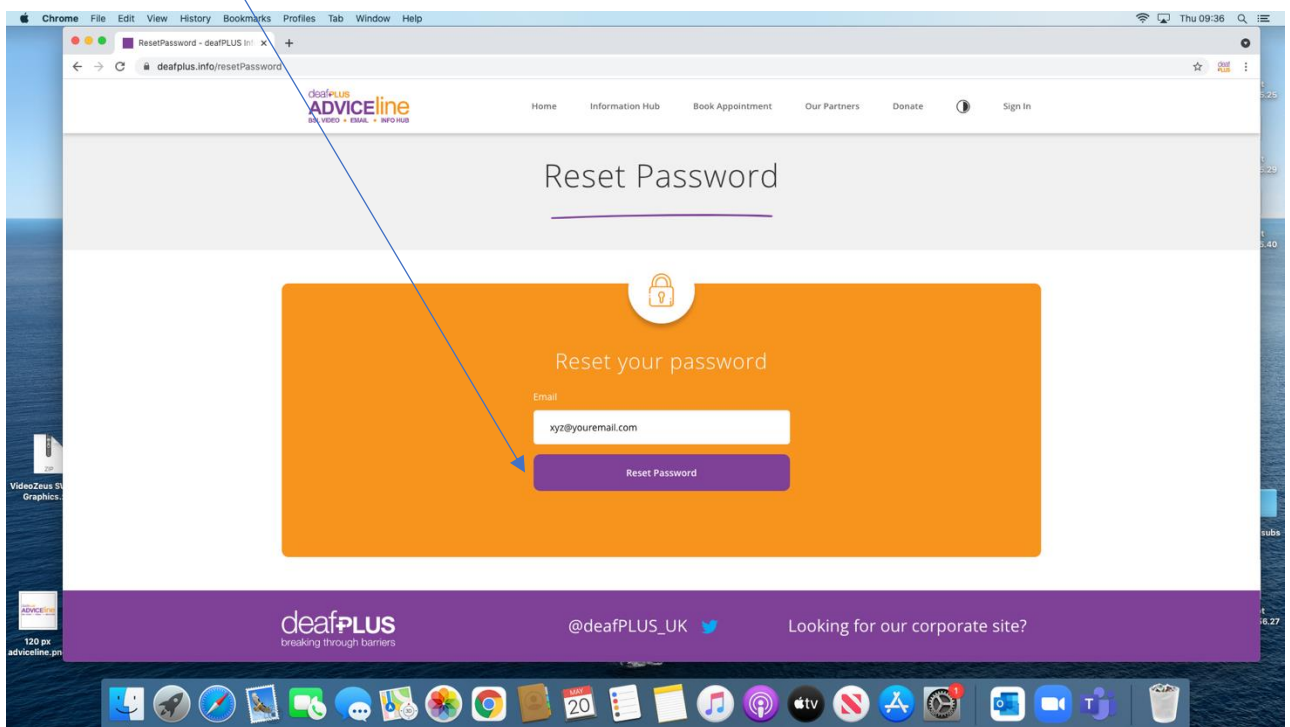
1. Visit www.deafplus.info. Click on “Sign in” on the top right of your screen.



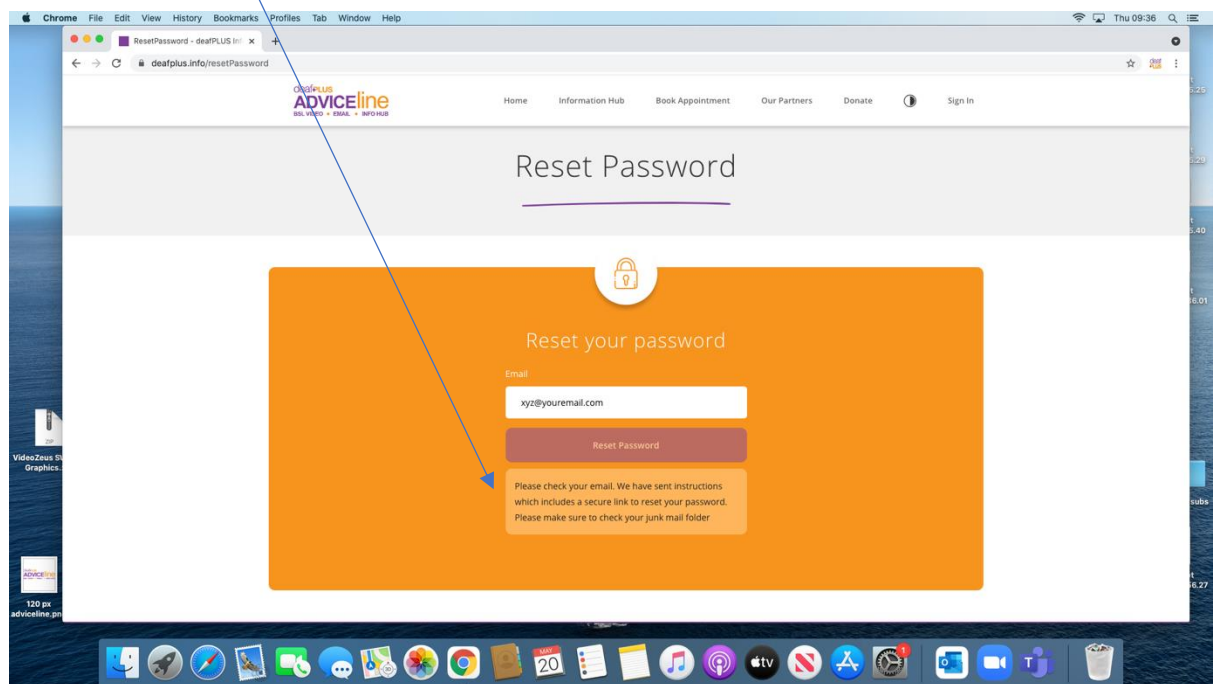
2. Click on “Forgot Password”



- Now, type in your email address in the white box provided. Then click on “reset password”

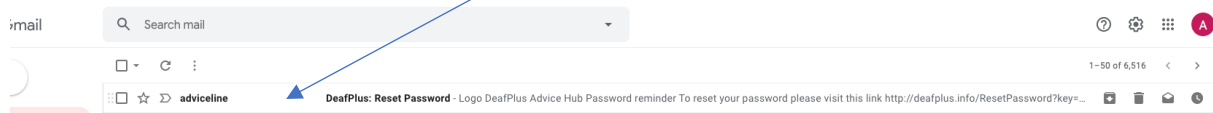


- Once you click on “Reset Password” this message will appear: “Please check your email. We have sent instructions which includes a secure link to reset your password. Please make sure to check your junk mail folder”

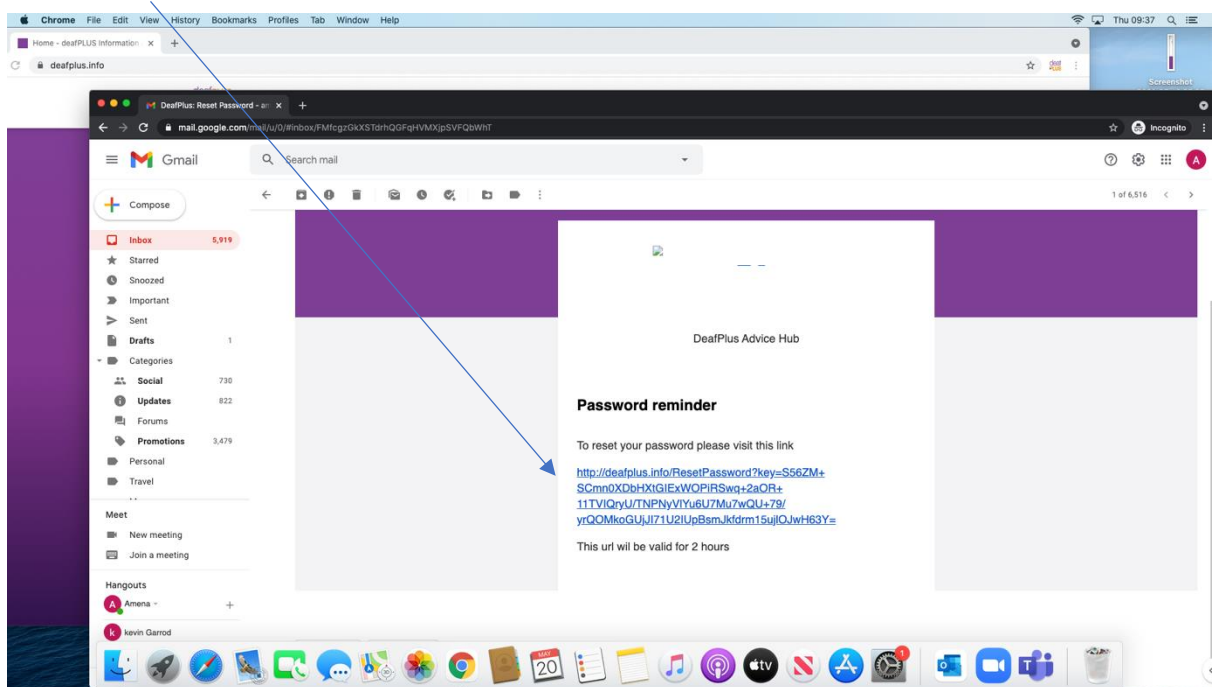


5. Check your email inbox and junk mail box to see the email sent to you by the Adviceline. Please note: you only have 2 hours to reset your password, else the link sent in your email will expire.

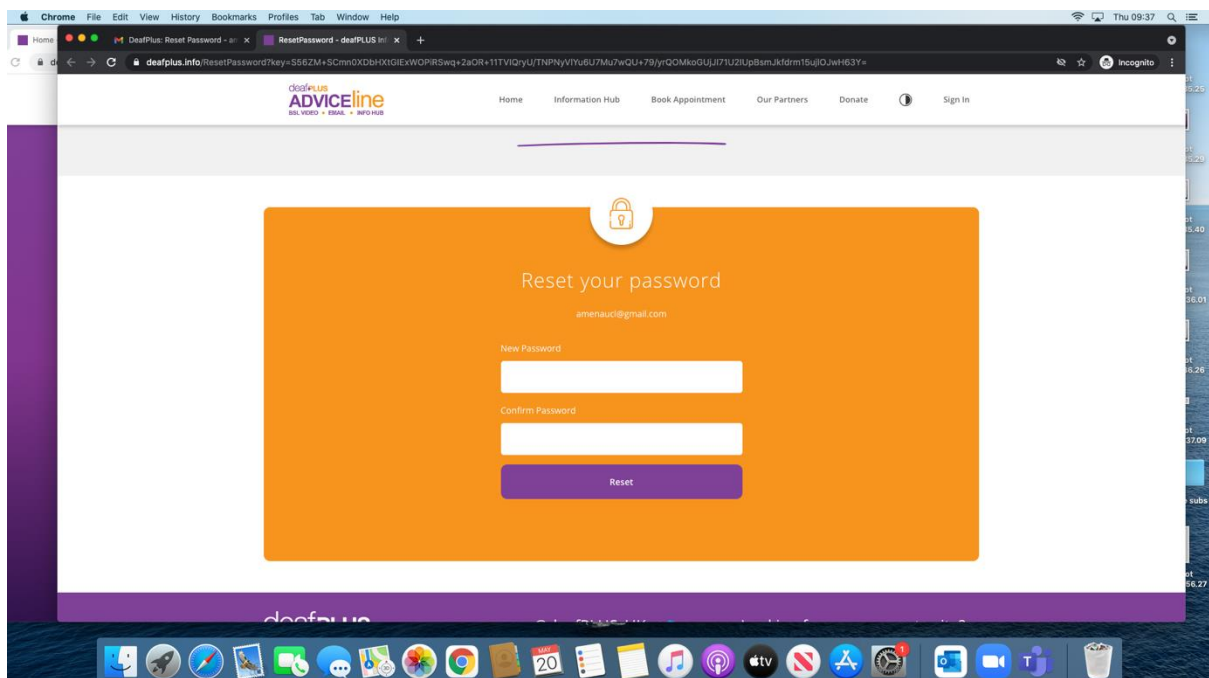
The email will look like this in your mail box:



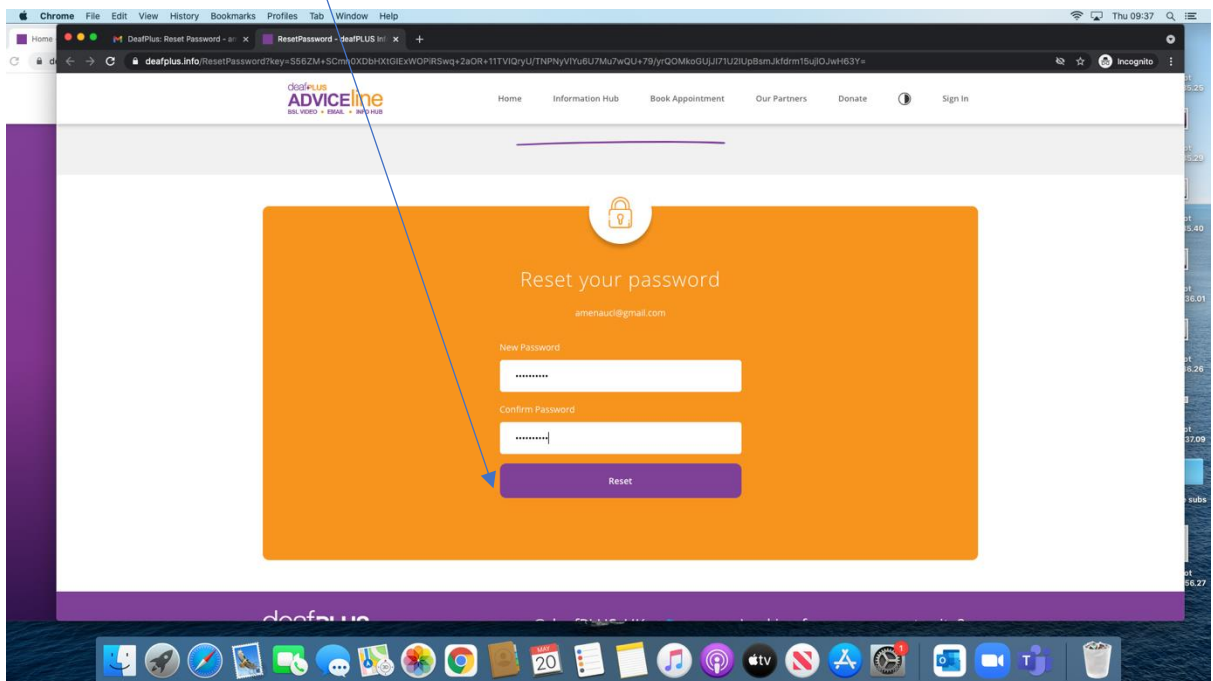
When you open the email, it will look like this with a link inside in you need to click on, Click on this link:



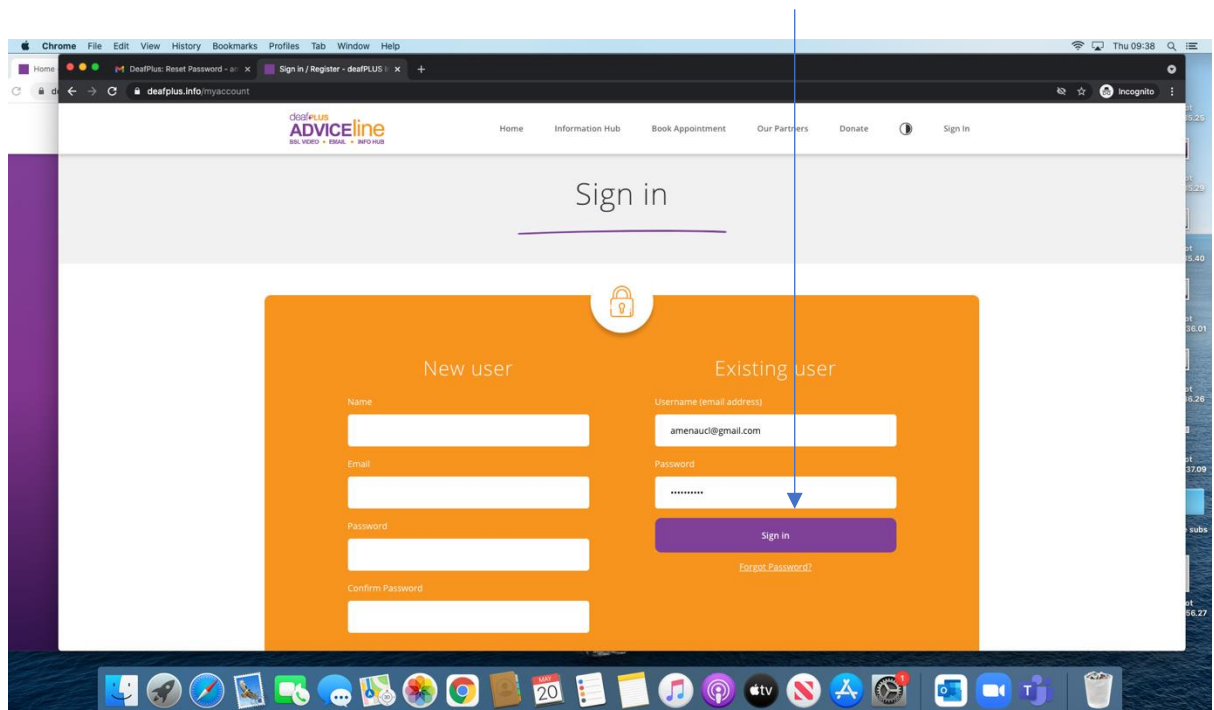
6. When you click on this link, this page will be loaded:



7. Now type in your new memorable password (and make a note of it somewhere too)! Then click on “reset”



8. Now the sign in page will be loaded. On the right hand section, under “existing user” type in your email address and new password and click “Sign In”:



9. You have now successfully reset your password and signed in! The page below will be loaded. You can now click on “Book Appointment” and make a booking with one of our advisers.

The screenshot shows the 'My Account' page of the deaf+US ADVICEline website. The navigation menu at the top includes 'Home', 'Information Hub', 'Book Appointment' (highlighted with a blue arrow), 'Our Partners', and 'Donate'. The main content area features the 'My Account' title, a purple underline, and a welcome message: 'Welcome to your account amena. Use this area to update your details, or go to [My Appointments](#)'. Below the message is a form field labeled 'Name'.