I receive the error message ‘The username or password is not correct’.

Answer:

You have entered either the wrong username or password. Your username is the e-mail address you used to register your account. Please check that your e-mail address is typed correctly and that there are no spaces in the field. Your password is case-sensitive and will contain numbers and special characters. If you have forgotten your password, click on the ‘Forgot your password?’ link to reset it. You will be asked to enter your e-mail address; be sure to use the one you used to register.