

I receive the error message 'An account already exists for this e-mail address'.

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Answer:

There is already an account registered to this e-mail address. If this is your address and you have forgotten your password, click on 'Sign in' on the right of the menu bar. In the authentication window, click on 'Forgot your password?'. Enter your e-mail address and click on 'Validate'.

An e-mail will immediately be sent to your mailbox with a link to reset your password. If you do not receive an e-mail, please make sure you entered the e-mail address you originally registered with, and check your spam folder.