

# My username or password is not accepted

If your username or password is not accepted, there may be several reasons for this:

- **Missing registration**

Please make sure that you have already registered. You cannot log in to the system without prior registration.

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- **Incorrect user name**

If you have already registered, you must ensure that you **use the email address with which you registered as your username** when logging in. And you must use the password you set when you registered as your password.

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