

How to fix the reCAPTCHA verification failed error?

We have implemented Google reCAPTCHA into the Reallusion member login to eliminate malicious activity. The "CAPTCHA verification failed" error is from [Google](#) (NOT from Reallusion). Usually, we suggest that users do the following: -

- 1) Try again later and restart the computer.
 - 2) Make sure the browser is up to date.
 - 3) Use another internet browser like Firefox, Opera, & etc.
 - 4) Use another computer --or-- turn on/off the modem with a brand new IP address.
 - 5) Log into their Reallusion member account on another device like a mobile phone.
 - 6) Manually enter email address and password, instead of browser autofill login credentials.
 - 7) Directly connect to the network instead of using a VPN/proxy/firewall.
 - 8) Clear browser cache and cookies.
 - 9) Delete the "User Data" folder in Chrome, and restart Chrome.
- Know more: <https://www.technewstoday.com/recaptcha-not-working/>
- 10) Deactivate browser extensions.
 - 11) Disable Ad Blockers.
 - 12) Enable JavaScript.
 - 13) **May Google for more help.**

On top of that, avoid using bland email addresses such as: -

contact@yourdomain.com

office@yourdomain.com

admin@yourdomain.com

info@yourdomain.com

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If you are using the above generic email addresses, then we suggest changing your email address: -

<https://kb.reallusion.com/General/50049/How-do-I-change-my-personal-profile-d>

Reallusion FAQ

<https://kb.reallusion.com/General/53089/How-to-fix-the-reCAPTCHA-verification-failed-error>