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

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