We have implemented Google reCAPTCHA into the Reallusion member login to eliminate malicious activity. The "CAPTCHA verification failed" error is from [Google](https://www.google.com) (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

Reallusion FAQ

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