

Google Help for reCAPTCHA users

1. Browser requirements for reCAPTCHA

We support the two most recent major versions of the following:

- desktop (Windows, Linux, Mac)
 - [Chrome](#)
 - [Firefox](#)
 - [Safari](#)
 - [IE / Edge](#)
- mobile
 - [Chrome](#)
 - [Safari](#)
- Android native browser

2. reCAPTCHA isn't displaying properly on Internet Explorer, what do I do?

reCAPTCHA cannot display correctly if the IE Compatibility View is enabled for google.com. We suggest that you remove google.com from your list of sites that have Compatibility View enabled.

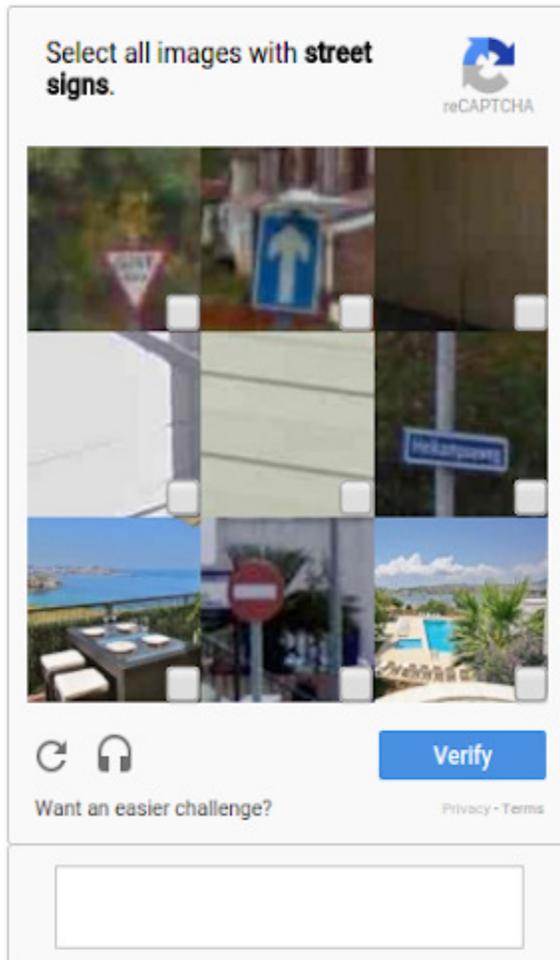
Turn off Compatibility view

- IE 10
 1. In Internet Explorer, press the **Alt** key to display the Menu bar, or press and hold the address bar and select **Menu bar**.
 2. Click **Tools** and select **Compatibility View settings**.
 3. Select **google.com** under "Websites you've added to Compatibility View."
 4. Click **Remove**.
- IE 9
 0. In Internet Explorer, press the **Alt** key to display the Menu bar, or press and hold the address bar and select **Menu bar**.
 1. Click **Tools** and select **Compatibility View settings**.
 2. Select **google.com** under "Websites you've added to Compatibility View."
 3. Click **Remove**.
- IE 8
 0. In Internet Explorer, open the **Tools** menu at the top and select **Compatibility View Settings**.
 1. Select **google.com** under "Websites you've added to Compatibility View."
 2. Click **Remove**.

If you don't see google.com listed, or if you still see a warning about Compatibility View after following the steps above, make sure that your computer has the latest Windows updates. See Microsoft's instructions for [getting Windows updates](#).

3. Not seeing the checkbox and want an easier challenge?

If you're seeing this reCAPTCHA challenge, your browser environment doesn't support the reCAPTCHA checkbox widget.



There are a few steps you can take to improve your experience:

- Make sure your browser is fully updated (see [minimum browser requirements](#))
- Check that JavaScript is enabled in your browser
- Try disabling plugins that might conflict with reCAPTCHA

For more help on Google reCAPTCHA please visit: <https://support.google.com/recaptcha/?hl=en>