

Troubleshooting Google ReCaptcha

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Why can't I get reCaptcha to work?

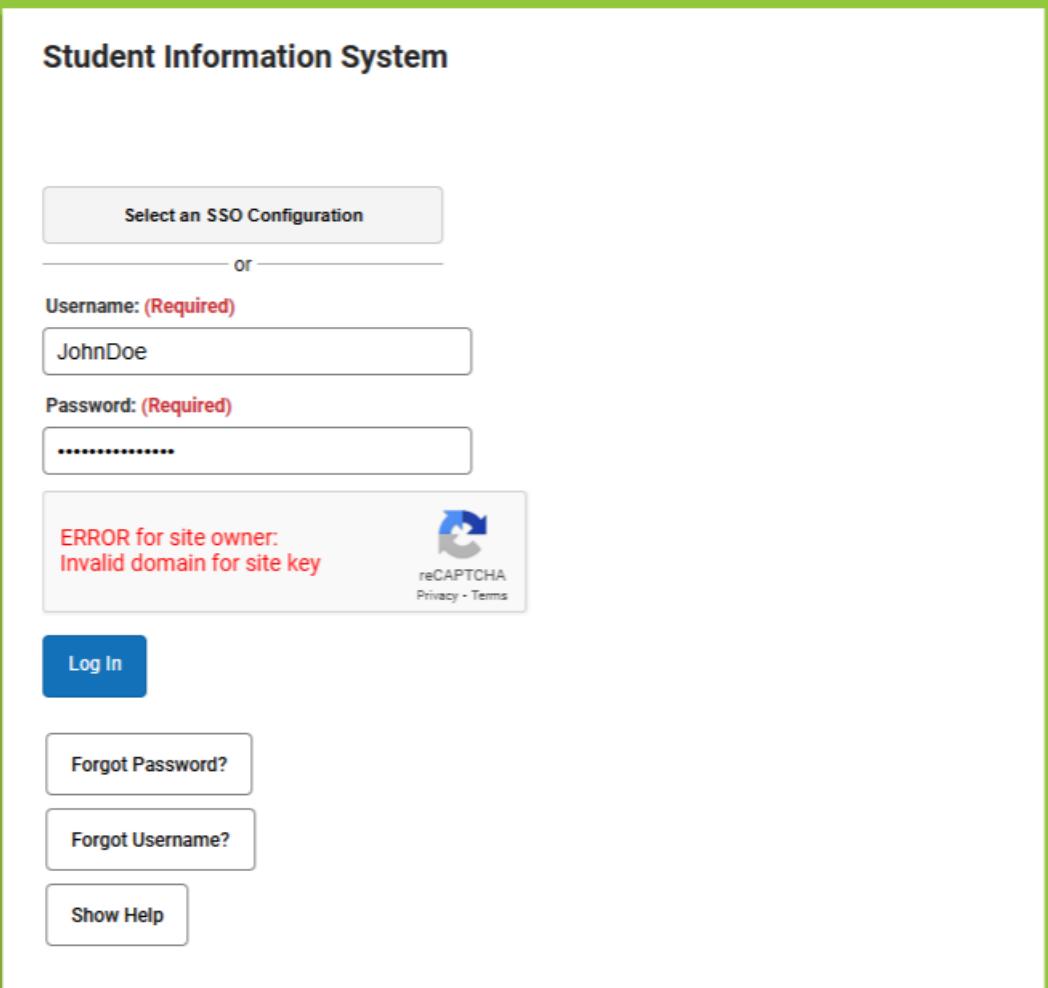
If you experience any issues after connecting Campus to reCaptcha, ensure the IP addresses that Google requires for reCAPTCHA functionality have been AllowListed. Google maintains its list of IP addresses that must be AllowListed in order for reCAPTCHA functionality to work here:

- <https://code.google.com/archive/p/recaptcha/wikis/FirewallsAndRecaptcha.wiki>

Campus login screen is stating "ERROR for site owner: Invalid domain for site key"

This message occurs when your district uses Google ReCaptcha but does not have it configured for the correct domain name.

For example, if the district did not update a necessary field within Google ReCaptcha after a Campus URL change, see the steps [here](#).



The screenshot shows the 'Student Information System' login page. At the top, there is a 'Select an SSO Configuration' button and an 'or' link. Below that are fields for 'Username: (Required)' containing 'JohnDoe' and 'Password: (Required)' containing a masked password. A red error message 'ERROR for site owner: Invalid domain for site key' is displayed above the reCAPTCHA widget. The reCAPTCHA widget includes the 'reCAPTCHA' logo and links for 'Privacy - Terms'. At the bottom of the page are 'Log In', 'Forgot Password?', 'Forgot Username?', and 'Show Help' buttons.

