

# Troubleshooting Google ReCaptcha

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## Why can't I get reCaptcha to work?

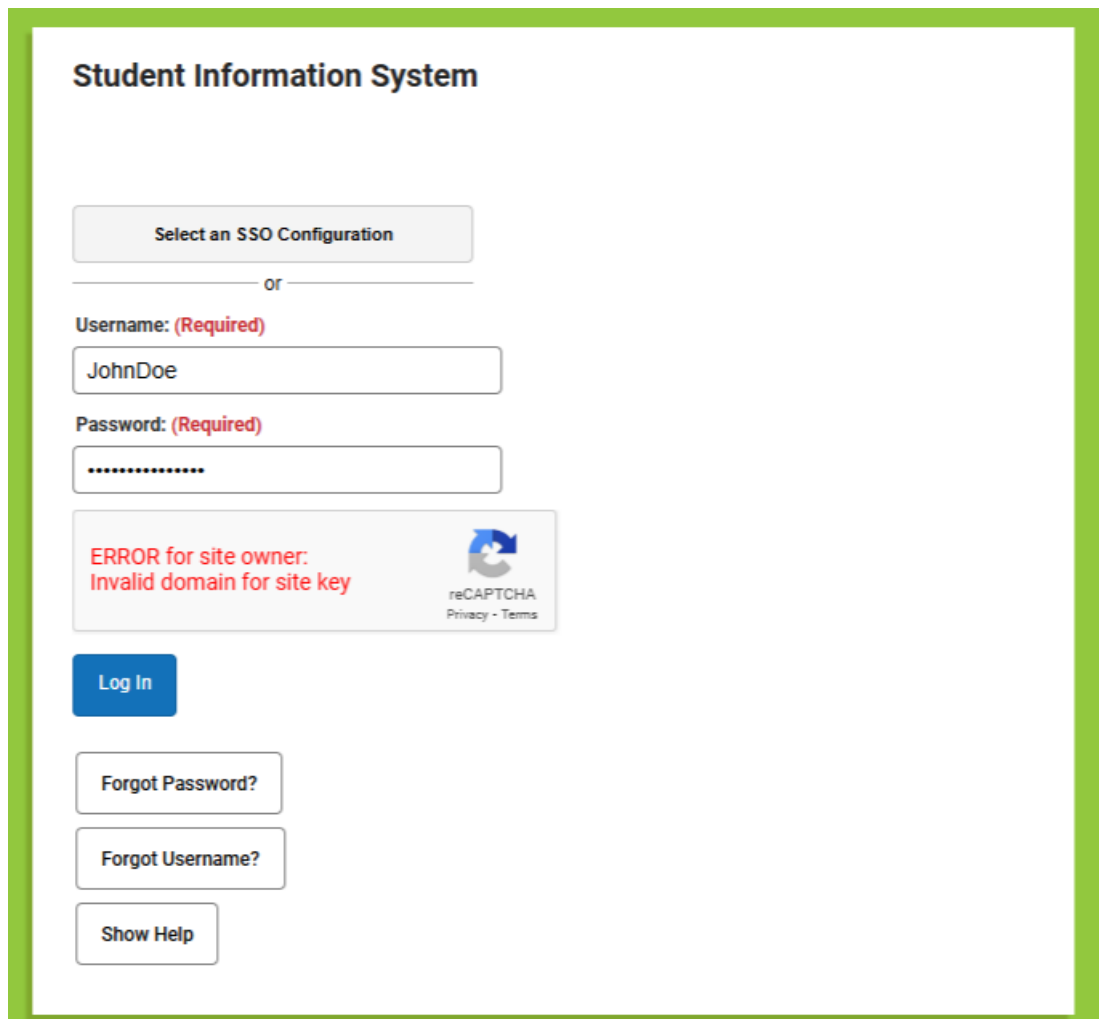
If you experience any issues after connecting Campus to reCaptcha, ensure the IP addresses that Google requires for reCAPTCHA functionality have been AllowListed. Google maintains its list of IP addresses that must be AllowListed in order for reCAPTCHA functionality to work here:

- <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 button labeled 'Select an SSO Configuration'. Below this, the word 'or' is centered. The login form includes a 'Username: (Required)' field with the text 'JohnDoe' and a 'Password: (Required)' field with masked characters. A red error message is displayed: 'ERROR for site owner: Invalid domain for site key'. To the right of the error message is the reCAPTCHA logo and a link to 'Privacy - Terms'. Below the error message is a blue 'Log In' button. At the bottom, there are three buttons: 'Forgot Password?', 'Forgot Username?', and 'Show Help'.

