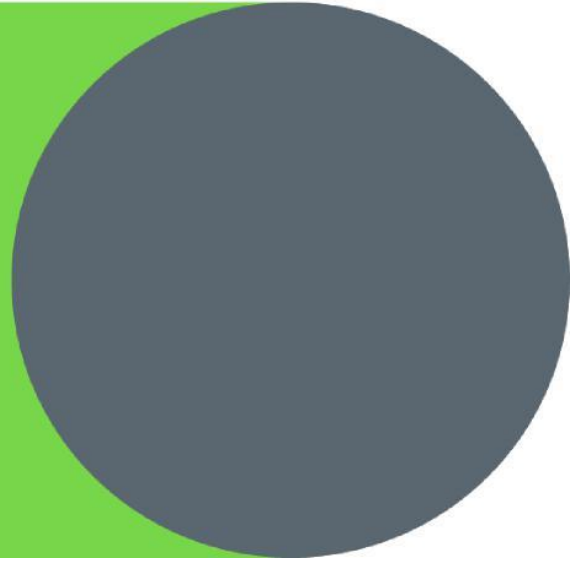# reCAPTCHA

Frequently Asked Questions

Frequently Asked Questions regarding **reCaptcha**

What is a CAPTCHA?

A CAPTCHA (Completely Automated Public Turing Test To Tell Computers and Humans Apart) is a program that generates a test that only humans can pass. It supplies two distorted words or distorted audio that the user must decipher and enter into a text box before continuing.

What benefit is there in having this program on the Select2Perform application?

CAPTCHAs prevent "bots" (i.e. computer robots) from auto-populating form fields in an effort to attack and disrupt a website. SHL has implemented the CAPTCHA program to add another layer of security against such an attack.

How common are CAPTCHAs on websites?

Approximately 200 million CAPTCHAs are solved each day on the Internet.

What is reCAPTCHA?

reCAPTCHA is the implementation that many sites use for the CAPTCHA program.

How does reCAPTCHA work?

The user is presented two distinct sets of letters or numbers. They must enter both series of characters into a field correctly before being allowed to move forward in their process.

What is the user encounters a problem with being able to read the characters?

Over 97% of all CAPTCHAs are entered correctly. If the user cannot read the characters, there is a refresh icon that will present a new set of characters. There is no limit to the number of times that a user can click the refresh icon.

For those with visual impairment or for those who want an alternative to the viewing the characters, there is an option to have the characters read out loud through the speakers of the computer.

What if the characters are entered incorrectly?

Over 97% of all CAPTCHAs are entered correctly. If the characters are entered incorrectly, the user will need to begin the process again and will be presented with another set of characters to enter.

Who do I contact if I have questions?

Please contact your account manager or contact technical support: http://support.shl.com.