

# How to Fix CAPTCHA Not Showing (Step-by-Step)

It's relatively common for CAPTCHA to fail to appear due to browser cache or cookies, extensions that block scripts, disabled JavaScript, outdated browsers, or network/VPN restrictions. The steps below walk you from the quickest fixes to deeper checks.

## Step 1: Refresh the page

Reload the page once or twice. Temporary load glitches often clear on a simple refresh.

## Step 2: Try a private/incognito window

Open the same page in a private or incognito window. If the CAPTCHA appears there, the issue is likely due to cached data or an extension in your normal profile.

## Shortcuts:

Google Chrome / Microsoft Edge: Ctrl + Shift + N

Mozilla Firefox: Ctrl + Shift + P

Safari (Mac): Command + Shift + N

## Step 3: Clear cache and cookies

- In Chrome or Edge, open Settings, go to Privacy and security, choose Clear browsing data, select Cached images and files and Cookies and other site data, then clear.
- In Firefox, open Settings, go to Privacy & Security, under Cookies and Site Data choose Clear Data.

- In Safari (macOS), open Settings or Preferences, go to Privacy, select Manage Website Data and remove data for the affected site, or clear all website data if acceptable.

#### **Step 4: Disable extensions that can block scripts**

Turn off ad blockers, privacy tools, script or tracker blockers, and similar add-ons, then reload the page.

- In Chrome and Edge, visit the Extensions page and toggle them off.
- In Firefox, open Add-ons and disable them. If the CAPTCHA returns, re-enable extensions one by one to find the culprit.

#### **Step 5: Confirm JavaScript is enabled**

In Chrome and Edge, open Settings, go to Privacy and security, select Site settings, open JavaScript, and ensure it is allowed for the site.

- In Safari, open Settings or Preferences, go to Security, and ensure Enable JavaScript is enabled.
- In Firefox, JavaScript is normally on; if it was changed, type *about:config* in the address bar and press Enter > Click Accept the Risk and Continue > search *javascript.enabled*, and set it to true.

#### **Step 6: Update your browser**

Install the latest browser version.

- In Chrome and Edge, go to Help and About to trigger the update.
- In Firefox, open Settings, then General, and check for updates.
- In Safari, update via System Settings or the App Store. Updates fix compatibility issues that can block CAPTCHAs.

#### **Step 7: Check privacy, cookie, and tracking settings**

If you block all third-party cookies or use strict tracking protection, temporarily relax those settings for the affected site, then reload. If your browser supports site exceptions, allow cookies and pop-ups for the specific

domain you're using.

### **Step 8: Test another browser or device**

Open the same page on a different browser or device. If it works elsewhere, the problem is specific to your original browser profile or machine.

### **Step 9: Check for provider or site outages**

If none of the above helps, the CAPTCHA service or the website may be experiencing an outage. Wait a few minutes and try again. If available, check the site's status page or social updates for incident notices.

### **Still need help?**

Collect your browser name and version, a brief description of what you see, the page URL, the device used, and the troubleshooting steps you have taken, then share these details with support so they can investigate quickly.

**☎️ Call us:** 1300 303 375 – Speak with one of our representatives for real-time support.

**💬 Chat with us:** Click [here](#) to initiate an online conversation

Online URL:

<https://articles.spintel.net.au/article/how-to-fix-captcha-not-showing-step-by-step.html>