We have had a calendar access/Captcha issue come up intermittently over the last year or so for a few people. It's my understanding that it's something between the device and the site you're trying to access (in this case google calendar). It seems to me that it's an Apple/Google issue though it's hard to know for sure. I have experienced it personally with other sites and know it's frustrating! I have been able to resolve it personally on other sites (as has everyone who has reported it to me regarding our calendar) with one or a combination of the following:

- Try using a different browser. Particularly, if you're using iPhone I have a report of success using Firefox instead of the native search engine
- Log-out of the application and log back in
- Clear cookies/browsing history
- Power device off and restart
- Try incognito mode
- Try accessing from a different device (preferably a PC)
- If a URL link comes up below the reCAPTCHA, click on that (see screen shot below)

For most people, once they regain access to the calendar the issue does not come up again but, I do suggest keeping the window open in the browser once you can view the calendar so you can just go back to it and refresh anytime you want to see it.

I also did an internet search on how to get out of a CAPTCHA loop and found the suggestions below. There were lots of things that came back so if you don't have luck with these suggestions, you could try a search of your own. I know sometimes these types of issues (when I've had them personally with other sites) are temporary, so maybe you'll have success without doing anything.

## **Troubleshooting tips to resolve repeated CAPTCHAs:**

- 1. Disable any browser extensions or plugins. ...
- 2. Try signing in from a different browser, or in private mode. ...
- 3. If connected to a VPN, disconnect from the VPN when signing in. ...
- 4. Reset your internet router to receive a new IP address.

Let me know if you're still having an issue in the next couple of days and if so, I can reach out to our internal help desk to see if anyone there has learned anything about this since the last time I asked.

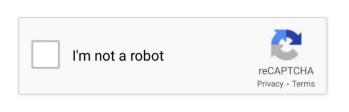




## **Calendar**

## Click here to download typical practice timing

If you cannot access the calendar below, please click this link instead.



## About this page

Our systems have detected unusual traffic from your computer network. This page checks to see if it's really you sending the requests, and not a robot. Why did this happen?

IP address: 2606:54c0:76c0:10a8::10:28b

Time: 2023-02-14T21:49:32Z

URL: https://calendar.google.com/calendar/embed?

src=20mpqfvuns3k59arrn3a5abtik%40group.calendar.googl

