

# Sometimes when my parents try to log in to book the site will tell them that they are a bot. Why is that?

The "bot" message is triggered by **Google reCAPTCHA**, a security tool we use to protect the system from automated spam and cyberattacks. It runs in the background and analyzes browsing behavior to ensure the user is a real person.

## Why "False Positives" Happen

Occasionally, the system incorrectly flags a parent as a bot. This usually happens if:

- The parent is using a **VPN** or a very restrictive corporate/school network.
- They have browser extensions or "Ad Blockers" that interfere with Google's scripts.
- They are using an outdated browser.
- They have performed a high number of rapid clicks or refreshes in a short period.

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## How to Solve It

If a parent reports this issue, advise them to try the following steps:

### 1. Perform a Hard Refresh:

- **Windows:** Press `Ctrl` + `Shift` + `R`
  - **Mac:** Press `Cmd` + `Shift` + `R`
  - *This clears the browser's cache for that specific page and forces it to reload the security scripts.*
2. **Try a Different Browser:** If they are using Safari, have them try Chrome or Firefox (or vice-versa).
  3. **Switch to Incognito/Private Mode:** This disables extensions that might be causing the conflict.
  4. **Check the Network:** If they are on a mobile device, suggest switching from Wi-Fi to cellular data (or the reverse) to change their IP address.

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