IntelliPay™

Accessibility and reCaptcha and hCaptcha

We use Captcha's to help safegaurd our system and your data. There are two types of captcha on our system, reCAPTCHA and hCaptcha. hCaptcha is used if it's a new network or the network has a history of fraud like activity.

hCaptcha
hCaptcha's accessibility options, which include a cookie that can be set to let the user temporarily pass, are here: https://dashboard.hcaptcha.com/signup?
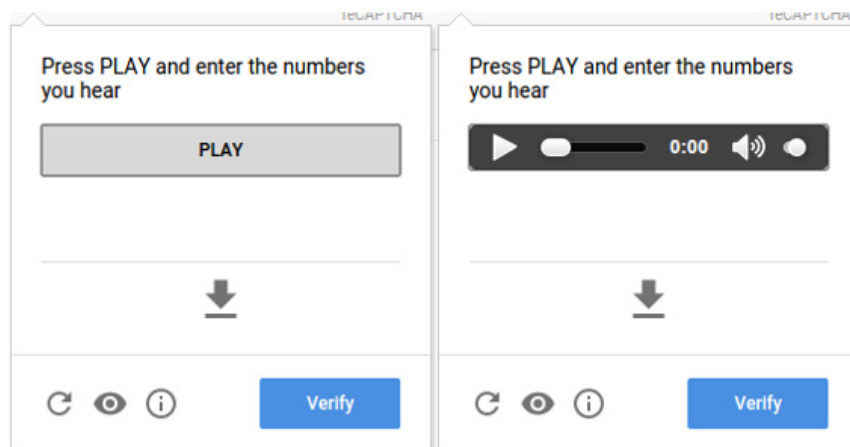
reCAPTCHA
reCAPTCHA works with major screen readers such as ChromeVox (Chrome OS), JAWS (IE/Edge/Chrome on Windows), NVDA (IE/Edge/Chrome on Windows) and VoiceOver (Safari/Chrome on Mac OS). See also: https://support.google.com/recaptcha/answer/6175971?hl=en

reCAPTCHA will alert screen readers of status changes, such as when the reCAPTCHA verification challenge is complete.

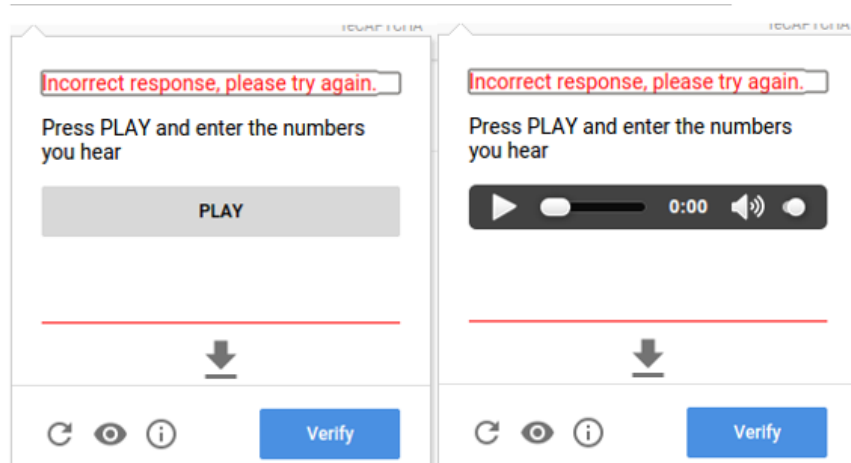Please use the following steps to solve an audio challenge:

1. f you are presented with a visual challenge, locate and click on the 🎧 button.

2. You will be presented with one of two versions of the audio challenge depending on whether you're using a mobile device.
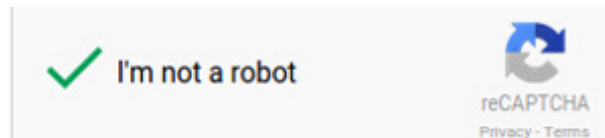

3. Press PLAY and enter the numbers you hear in the text input box located after the PLAY button or audio control. If your focus isn't automatically set on the text input box after pressing the PLAY button, tab to proceed to it. When you're done entering the numbers from the audio, press ENTER or click on the "Verify" button to submit your answer.
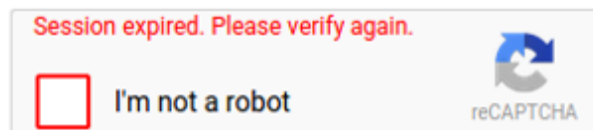
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4. If your answer is incorrect, you will be presented with another audio challenge.

5. If your answer is correct, the audio challenge will close and the reCAPTCHA checkbox will become checked. ReCAPTCHA will also notify the screen reader of the successful verification.

Please note that the verification will expire after some time and you will need to start over if this occurs.
You will be notified if the verification expires.

Tips
If the audio doesn't play, try downloading the audio by locating and clicking on the Alternatively, download audio as MP3 link.

While in the text input box, you can press the "R" button to replay the audio from the beginning

To get a different audio challenge, locate and press the Get a new challengebutton.

The reCAPTCHA verification expires after a certain amount of time so it is best to complete the reCAPTCHA verification last on a website you are accessing.

Some screen readers may have difficulties getting into forms mode, if this happens, please use your screen reader's functionality to force forms mode.