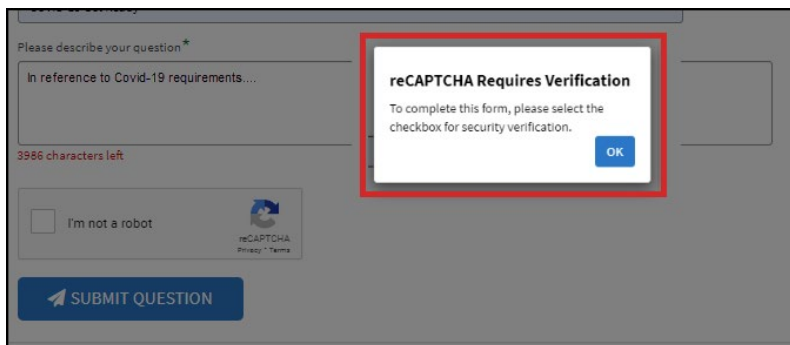


CCSQ ServiceNow: Update reCAPTCHA Challenge Error Message

Affected Customers: CCSQ ServiceNow Customers

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the reCAPTCHA message on the following portal webpages. This update will improve the ServiceNow customer experience by standardizing the reCAPTCHA pop-up message for these portals.

- QualityNet Question and Answer Site
 - Q&A Ask a Question (new)
 - Q&A My Questions - Request a report of your open or closed Questions.
- QSEP Help Center
- iQIES HCD Research Form
- Support Central Track a Ticket



When the customer does not check the "I'm not a robot" checkbox in reCAPTCHA, the customer will receive a standardized reCAPTCHA error message to address the security verification. The customer will click the 'OK' button to close the pop-up message. The focus will then be directed to reCAPTCHA box. The customer will click the "I'm not a robot" checkbox, and then click the appropriate 'Submit' or 'Send' button to proceed with their submission.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email:

ServiceCenterSOS@cms.hhs.gov