

# Wrong verification code

## Windows

### Problem

When you try to enter your personal account, the error "Incorrect verification code" is displayed, although no code was requested.

### Decision

Your browser does not support google captcha. It is recommended that you change your browser or remove add-on programs that block google security.

It is recommended to use the google chrome browser.

## MAC OS

### Problem

Hello, I'm trying to enter [cab.nsu.ru](http://cab.nsu.ru), I get the following message - "Please enter the correct verification code".

No Verification codes to enter when logging in are displayed.

### Decision

Go to Safari -> Preferences -> Privacy and uncheck "Prevent Cross Site Tracking".