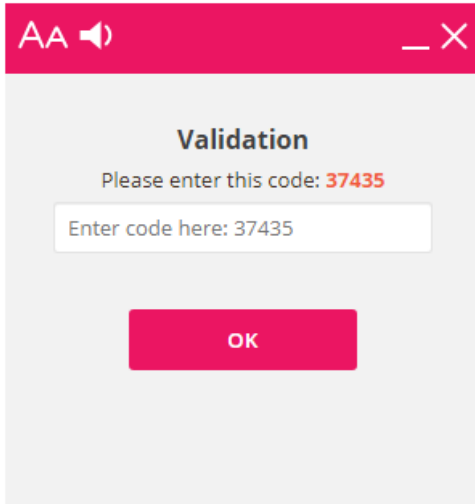


Validation (CAPTCHA)

To aid in the prevention of cyber-attacks the company recommends activating our validation (CAPTCHA) feature to distinguish humans from machines. This feature is activated by marking the checkbox next to the “Enable captcha on chat” option in the Administration Portal chat settings (*Administration Portal->Users->Products->Chat*). The call centre administrator, or a Puzzel technician, will need to perform this task for you. When enabled, the chatter is required to enter a five-digit code displayed on the screen before being able to start the conversation.



The image shows a validation dialog box with a pink header bar containing 'AA' and a speaker icon on the left, and a minus and close icon on the right. The main content area is light gray and contains the following text and elements:

- Validation** (Section Header)
- Please enter this code: **37435**
- Enter code here: 37435 (Text input field)
- OK** (Red button)