

Android App Error -1/4001/4011

Description:

Please login again to continue using the service (Error Code: 4001, 4011)

Solution:

To fix this error the first step is to logout from the PureVPN application and log back in.

If that doesn't resolve the issue then try clearing the app cache. Want to know how? Follow the steps below

- Go to general mobile settings
- Apps > Search for PureVPN > Clear data

If you are still facing the issue then you may proceed to uninstall and reinstall the PureVPN app from the google playstore.

If you have followed the above solutions but if you are still unable to connect then contact our Support team immediately by joining us on Chat or by emailing us at help@purevpn.com and our team will get in touch with you right away.