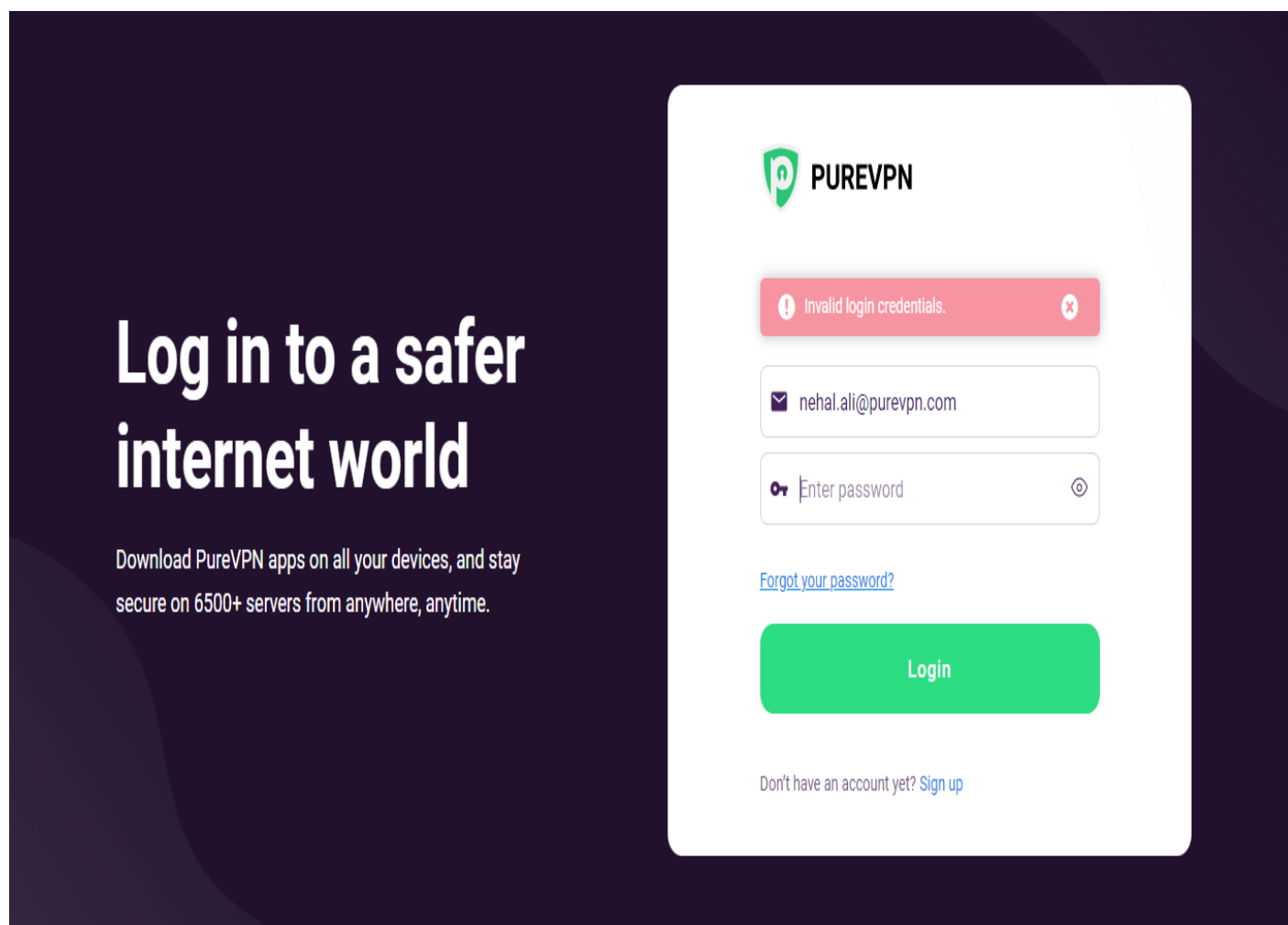


Invalid Login Credentials - Member's Area no Windows/Mac

Login issues can be frustrating, especially when you're trying to access something important. However, more often than not, these issues are caused by an interrupted internet connection. Therefore, they can be solved one way or another. so the first thing to do is make sure your connection is stable. If the internet connection is fine, try resetting the password by following the steps below ?

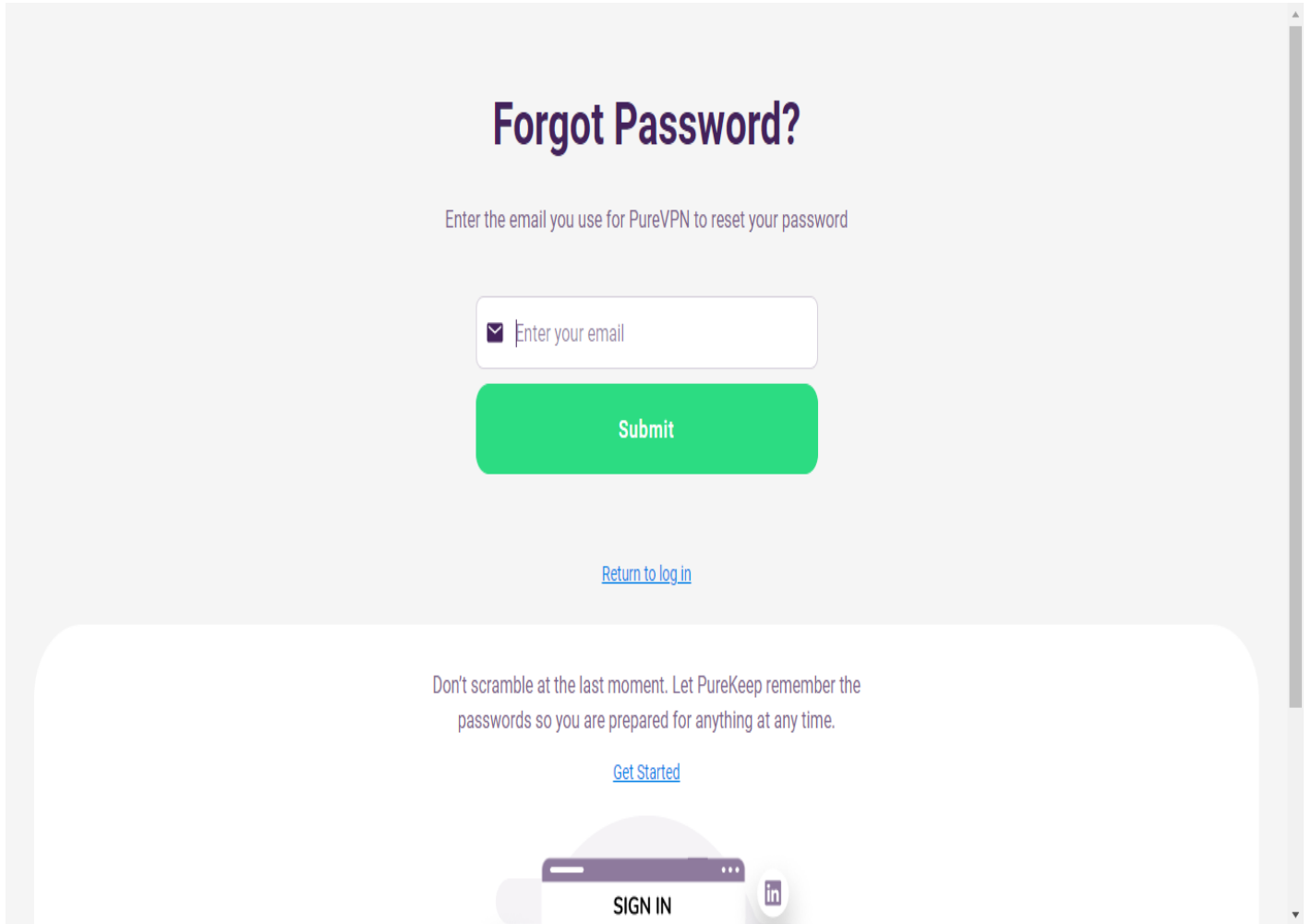
Reset Password on Windows/Mac

- If you are getting Invalid login credentials error message that indicates that you are using the wrong password. So, simply resetting the password will make it work.
- Click **Forgot your password?** to reset your password.



The image shows a dark-themed login page for PureVPN. On the left, there is a large white text overlay that reads "Log in to a safer internet world" and "Download PureVPN apps on all your devices, and stay secure on 6500+ servers from anywhere, anytime." On the right, there is a white login form. At the top of the form is the PureVPN logo. Below the logo is a red error message box that says "Invalid login credentials." with a close button. Underneath the error message are two input fields: one for the email address "neha.ali@purevpn.com" and one for the password "Enter password". Below the password field is a blue link that says "Forgot your password?". At the bottom of the form is a green "Login" button. At the very bottom of the form is a link that says "Don't have an account yet? Sign up".

- You'll be asked to provide the email address. Please make sure to type the PureVPN registered email address.
- Once done, click the **Submit** button to proceed.




- You will now be asked to check your email address as you will get an email to reset your password.

Check your email

To reset your password, use the link we've sent to your email address.

[Return to log in](#)

- While looking for the email it is recommended to check the Spam and Promotional folder of your email account as sometimes the email might land on these folders.
- If you still not able to find the email then do try repeat the above process by using this? [link](#)

Reset your password 



PureVPN <no-reply@purevpn.com>
to me ▾

16:10 (0 minutes ago) ☆ ↶ ⋮



Reset your password?

Simply click on the button below to create a new password.

[Reset Your Password](#)

If you didn't make this request, please ignore this email.

Supported devices

- Next, you'll need to create a new password.
- Retype the new password.
- Once done click **Set new password**

Change password

[Return to log in](#)

- Congratulations! Your password has been reset successfully.

Password reset successful

Your password has been reset successfully. Return to log in.

[Return to log in](#)

- You may proceed to login with your email address and new password now.

Log in to a safer internet world

Download PureVPN apps on all your devices, and stay secure on 6500+ servers from anywhere, anytime.



[Forgot your password?](#)

Don't have an account yet? [Sign up](#)

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