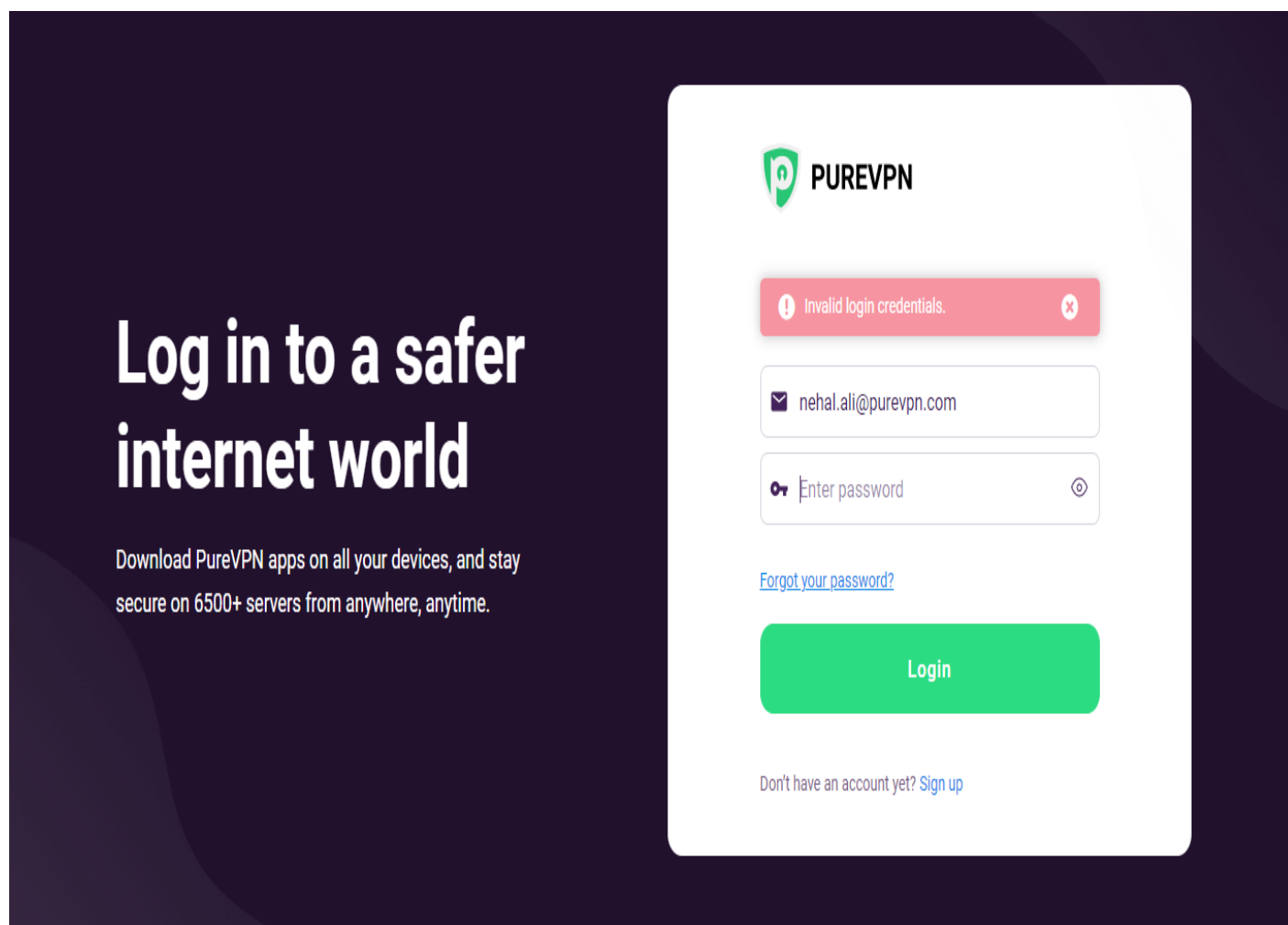


## Invalid Login Credentials - Member's Area no Windows/Mac

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 ?

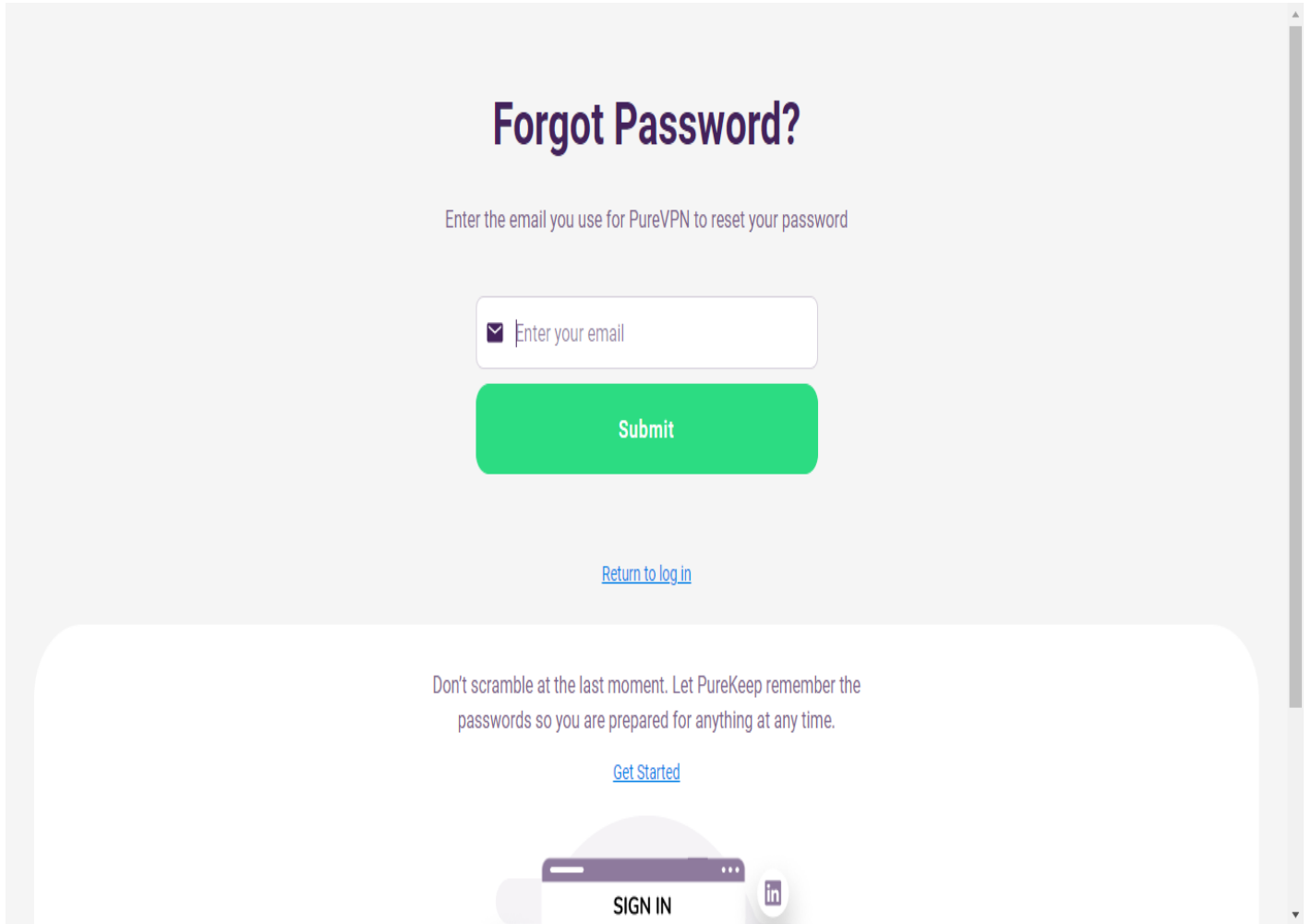
### Reset Password on Windows/Mac

- 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 blue background with white text on the left and a white login form on the right. The text on the left 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." The login form on the right features the PureVPN logo at the top, followed by a red error message box that says "Invalid login credentials." Below this are two input fields: one for the email address "neha.ali@purevpn.com" and another for the password "Enter password". A blue link "Forgot your password?" is positioned below the password field. At the bottom of the form is a green "Login" button and a link "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  Inbox x



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.

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### Supported devices

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

## Change password

New password

Confirm new password

**Set new 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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