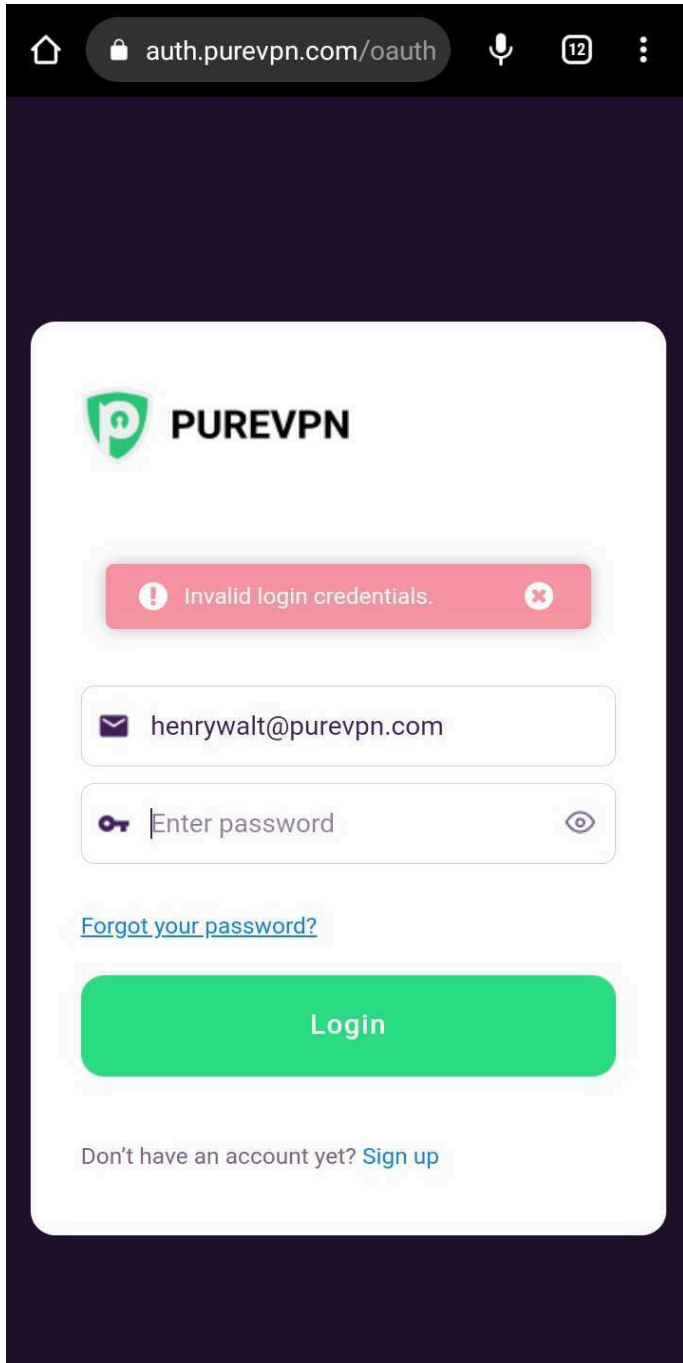


Invalid Login Credentials - Member's Area on Android/iOS

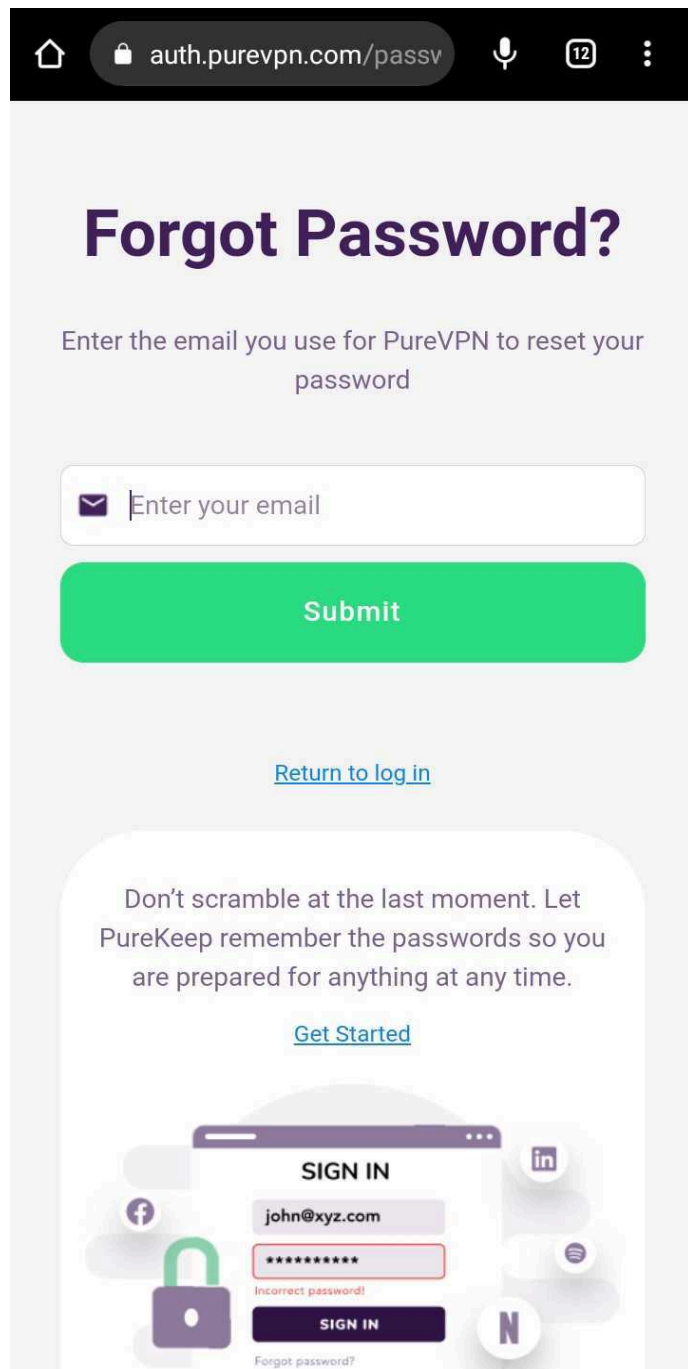
Login issues can be frustrating, especially when you're trying to access something important. However, more often than not, these issues are caused by an interrupted internet connection. Therefore, they can be solved one way or another. so the first thing to do is make sure your connection is stable.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

Reset Password on Android/iOS

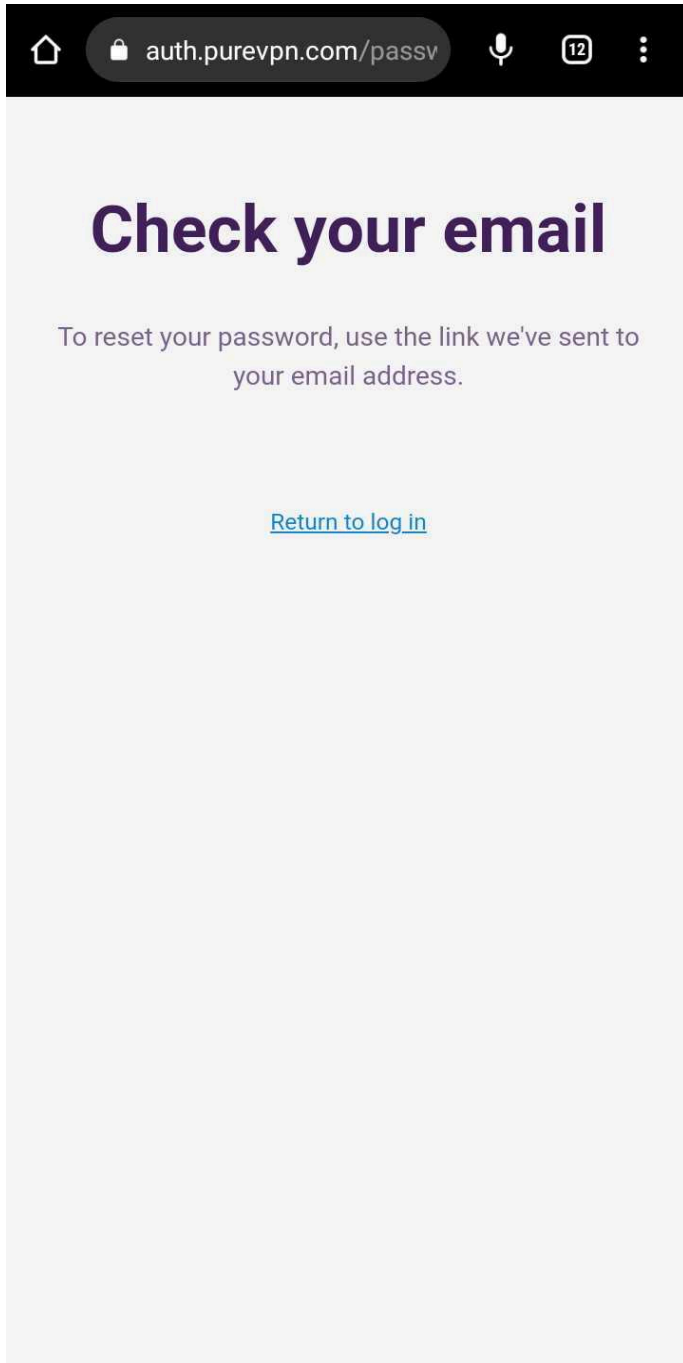
- If you are getting Invalid login credentials error message that indicates that you are using the wrong password. So, simply resetting the password will make it work.
- Tap **Forgot your password?** to reset your password.



- You'll be asked to provide the email address. Please make sure to type the PureVPN registered email address.
- Once done, tap 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.



- 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](#)

Show linked images
no-reply@purevpn.com; not known



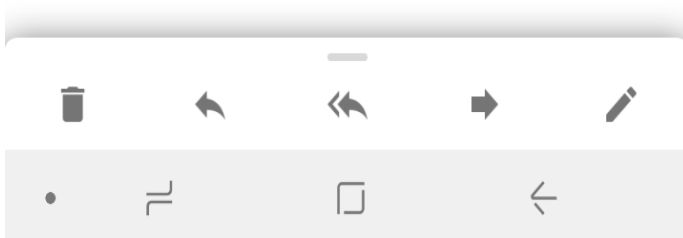
Reset your password?

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
- Bingo! Your password has been reset successfully. Go back to the login screen and login with your email address and new password.

Was this article helpful? Rate and share your comments below. Your input matters to us and everyone else in the Cyber Security Community.