

I Haven't Received My Login Information, What Should I Do?

There are various reasons which can keep you from receiving your account login information. We'll be outlining the most common ones below:

Is your email address correct?

Please ensure that your email account is correct. We have sent you PureVPN Username and Password to the email address you've registered with us.

Emails may go to your Spam folder: Our emails to you might be going to your Spam/Junk folder so kindly have a look at your Spam folder.

Email host may block emails coming from our account system: It's possible that some email hosts misinterpret the emails coming from our accounting system and may have flagged our domain as spam. The only recourse in this case would be to change your email address associated with PureVPN, to one on an entirely different email domain.

Delay in Payment Confirmation

Usually, some payment services take time to verify your payment and notify us about the payment confirmation, which leads to the delay in account issuance. If you have made the payment via either BitPay or Bank Transfer, then please do as follows;

1- BitPay: Takes at least 3 hours till you receive confirmation of your payment.

2- Bank Transfer: A payment via Bank transfer can take 3 to 7 working days to receive payment confirmation as this is the standard verification time for this method.

Solution

In case, you still have not received the payment confirmation in standard time, then it is suggested that you send your transaction details via email to help@purevpn.com and we will assist you accordingly.