

## Unable to Browse/Access Websites When PureVPN is Connected

This guide will show you how to resolve issues that prevent you from accessing certain apps, websites, or online services when connected to VPN. If you find that you can't access a particular app, website, or online service while using the VPN, it might be for any of the following reasons:

### Possible Issues:

- You're not able to browse the internet right away.
- You're not able to browse the internet after some time has passed.

### Troubleshooting:

To fix the browsing issue there are multiple steps that you can try lets discuss them one by one.

Connect to Recommended Server location or Choose a Different VPN Location

The first thing you can try is to connect to recommended server location or you can try connecting with a different location server.

How do you do it?

**Windows:** You can follow this [link](#) it will take you to the Windows application setup where you can see how you can connect to a different location or connect with recommended server location.

**macOS:** You can follow this [link](#) it will take you to the macOS application setup where you can see how you can connect to a different location or connect with recommended server location.

**Android:** You can follow this [link](#) it will take you to the Android application setup where you can see how you can connect to a different location or connect with recommended server location.

**iOS:** You can follow this [link](#) it will take you to the iOS application setup where you can see how you can connect to a different location or connect with recommended server location.

**Linux:** You can follow this [link](#) it will take you to the Linux application setup where you can see how you can connect to a different location or connect with recommended server location.

Alternatively, you can also click on this? [link](#) to be automatically connected with the recommended server location. Pretty neat, huh? ?.

### Choose a Different VPN Protocol

In PureVPN application Automatic protocol is selected by default to provide users best experience.

But incase if that is not working for you then you can always switch to a different protocol.

**Windows:** You can follow this [link](#) it will take you to the instructions for switching the VPN protocol in Windows app.

**macOS:** You can follow this [link](#) it will take you to the instructions for switching the VPN protocol in macOS app.

**Android:** You can follow this [link](#) it will take you to the instructions for switching the VPN protocol in Android app.

**iOS:** You can follow this [link](#) it will take you to the instructions for switching the VPN protocol in iOS app.

**Linux:** You can follow this [link](#) it will take you to the instructions for switching the VPN protocol in Linux app.

### Change DNS Server

In many cases automatic DNS servers was the reason where users faces browsing issues after connecting the VPN. So, to fix this issue we suggest you to enter manual dns servers in your device settings. Click [here](#) to find the instructions for changing the DNS.

## PureVPN Support

Solution of Your Problems

<https://support.purevpn.com>

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

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