Can I reactivate my cancelled service?
Kaneesha D. - 2019-12-18 - in Account Purchase/Cancellation/Reactivation

Yes! Once your account has been fully terminated, you can reactivate your account by logging into your Client Control Panel (CCP) located on the ‘My Account page’ on our Website (https://www.privateinternetaccess.com/pages/client-sign-in).

To reactivate your account, please follow the below steps:

1. To reactivate or access your terminated account within your Client Control Panel on our site, you will need to know the username and password of the account you would like to reactivate.

   ![Log in to your PIA account](https://www.privateinternetaccess.com)

1. If you do not know your password or username, please contact Support, and we will be happy to assist you. In order to quickly assist you please provide the following verification information:
   1. PIA 8 digit Order Number
   2. Transaction ID
   3. Email address used to purchase your account.
2. Or you can rest your password on your own by going to forgot my password here.
2. Once you have logged on into your Accounts Control Panel, you can verify your account information states your account is Terminated.

3. Once verified above your account information you will see our membership options for Monthly, Yearly, and 6-Months.

4. Select your desired membership term and any payment method available.
**Note:** Terminated accounts cannot be reactivated with Gift Cards or 3rd party offers, and all available payment methods are set up as a Subscription based account, meaning that at the end of every billing cycle, you will be billed automatically using the payment method on file, except for a few payment methods, for more information on what payment method will renew automatically please refer to the following article [here](#).

Once you have purchased your selected Membership, your account will then be reactivated! You may now download and/or Log into our client via your desired device(s)!