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## How do I know if I am connected to and protected by the VPN?

Kaneesha Davis - 2021-06-11 - Connection

The easiest way to tell if you are fully protected by the VPN service is to first connect to the VPN service, then visit our ["What's My IP"](#) VPN testing page.

- If it reports "Protected" or Your private information is unexposed great! You are connected to our VPN!

The screenshot shows the 'What's My IP Address?' page with a green shield icon and the text 'Protected' and 'Your private information is unexposed'. Below this is a table of system details and a map of Phoenix, Arizona.

IP Address	184.170.242.203
Internet Service Provider	Performive LLC
Location	Phoenix, United States
Browser	Chrome
Operating System	Windows
Screen Resolution	1920x1080

The map on the right shows the location of Phoenix, Arizona, with a blue pin indicating the current location. The map includes labels for 'Encanto', 'Willo', 'Garfield', and 'Phoenix'.

- If it reports "Unprotected" or "Your private information is exposed" then you are not connected or something needs to be fixed.

# What's My IP Address?



## Unprotected

Your private information is exposed

IP Address 134.202.32.11

Internet Service Provider www.heficed.com

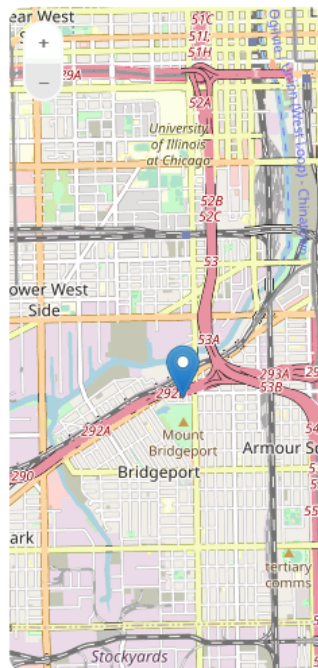
Location  Chicago, United States

Browser Chrome

Operating System Windows

Screen Resolution 1920x1080

Hide My IP address



If you are seeing that you "Unprotected" or "Your private information is exposed" please try correcting this using the knowledge base articles on this site.

If you need help, please contact support by submitting a ticket [here](#).

Tags

connection

Protected