



privateinternetaccess[®]
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Portal > Knowledgebase > Account > Account/Login Info > How do I retrieve my username?

How do I retrieve my username?

Kaneesha D. - 2019-05-22 - in Account/Login Info

Your username will be formatted with a "p" with 7 numeric digits following it (i.e. p1234567). This is sent to you via email shortly after purchasing your subscription in an email titled "**Account Activated**" from secure@privateinternetaccess.com.

If you did not receive this email please be sure to check your junk/spam folders as it might have been sent there by the filter.

If you find that you have not received this email, we recommend visiting the [password reset](#) page to resend your username along with a new password.

This will trigger an email to be sent, titled "**Reset Password Request**" from helpdesk@privateinternetaccess.com. It will contain your username as well as a link to confirm the request if you wish to go ahead with the password reset.

If you are still not able to retrieve your username after trying the above, please feel free to talk to our account support team by submitting a ticket [here](#). We'll be happy to help retrieve your account after confirming your information!

Please keep in mind that it is not possible to change your username. Our usernames are purposely made to be difficult to remember and guess for security reasons. With this, we aim to provide the highest degree of security and privacy we can for you. We apologize for any inconvenience this may cause.

Tags

username