I am receiving an authentication failure error when logging into the VPN service

Travis - 2022-03-28 - Account Password/ Username

If you are experiencing issues with logging into our Client, please confirm you are entering your PIA VPN username and password correctly.

Your username will always look similar to p1234567. If you have lost your password, please use our Reset Password form. You will only receive an authentication failure message when there is an actual authentication failure with our server. This is not a connection issue.

If you require further assistance, please feel free to contact support by submitting a ticket here.