I have verified the VPN is connected. How can a website still know where I am?

Kaneesha Davis - 2022-03-22 - Browsing / Internet

This would generally be the result of either a DNS issue or location aware browsing.

If your issue is DNS related, avoiding this is quite simple. If you statically assign your DNS settings on your network adapter to use a public DNS (our DNS servers can be found here - Using PIA DNS in Custom Configurations), you should be able to browse again. If you require steps on how to make this change, please refer to one of these articles:

- Changing DNS settings in Windows
- Changing DNS settings in MacOS
- Changing DNS settings in Android (Wi-Fi only)
- Changing DNS settings in iOS (Wi-Fi only)

If your issue is related to Location-Aware Browsing, please see our article about disabling this browser feature here.