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Why am I unable to receive emails from your account system?

Kaneesha D. - 2018-05-29 - in Usernames, Emails and Passwords

There are a few reasons that keep you from receiving our account login emails:

Our emails are being filtered to your Spam folder

It's possible that the emails coming from our account system may be accidentally being misinterpreted as spam mail, and are being filtered to your Spam folder in your email client. If you find this is the case, you can add *@privateinternetaccess.com to your spam filter's whitelist, or create a rule to send all incoming email from *@privateinternetaccess.com to your Inbox instead.

Once this is configured, you can either have us resend your login by contacting support at any time by submitting a ticket and we will respond as soon as possible, or else you can reset your password using our [password reset](#) page.

Your email address has been Unsubscribed from our mail server

In each email originating from our company, there is an "Unsubscribe" link at the bottom. This link, if clicked, will add an exception to our account system's email server, preventing that mail server from sending you account/billing messages to the unsubscribed email address. If you believe this may have occurred with your email address, you can submit a support ticket [here](#) and we'll be able to re-subscribe your email address to allow you to resume receiving our account/billing emails.

Your email host is blocking emails originating from our account system

Some email hosts may misinterpret emails originating from our accounting system, and may flag our domain as spam, similar to explained above. However, since this is at a server level, this is not something you would be able to directly configure or change, and would require your email host themselves to whitelist our email domain. Commonly, the only

recourse would be to change the email address associated with your Private Internet Access account, to one on an entirely different email domain

To make this change, follow the steps in [this article](#).

Tags

Email