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## How do I retrieve my username?

- 2022-03-29 - Account Password/ Username

All users are provided a username and password upon purchasing their account. Your username will be formatted with a "**p**" with **7 numeric digits** following it (i.e. p1234567). This was sent to you via email shortly after purchasing your subscription, the email will be titled "Private Internet Access Account Activated" from [secure@privateinternetaccess.com](mailto:secure@privateinternetaccess.com) (This may also appear as **Private Internet Access - Support Dept.**).

If you did not receive this email please be sure to check your junk/spam folders as it might have been sent there by a 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: Private Internet Access Reset Password Request from [helpdesk@accounts.privateinternetaccess.com](mailto:helpdesk@accounts.privateinternetaccess.com)** (This may also appear as **Private Internet Access - Support Dept.**). Within the email, you will be provided your account's Username and a link to reset your accounts password by creating your own new password. For more information on any restrictions of characters for your custom password please review this article [here](#).

If you have any trouble resetting your password or have not received an email to reset your password, please contact support [here](#) and we will be happy to assist you in resetting your account password.

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