I am using PIA on my Nvidia Shield, but when I go to your website, it says I'm not protected!

Travis - 2021-03-16 - Browsing / Internet

If you are connected to the VPN on your Nvidia Shield and are seeing that you are not protected when accessing our website, this could potentially be a false-positive that comes about due to a quirk of some Android TV browsers. Certain browsers (such as Puffin Browser) pre-render web-pages on their servers before sending them to your device. This means our site doesn't see your web-traffic as coming through our VPN but instead sees it coming through this third-party server.

As such, the VPN is still functioning correctly, but the end-point of your browser traffic is being controlled by someone else, which could be monitoring or collecting your information.

However, if you are concerned that this is not the case, please contact our support team [here](#).