



## IP Address Leak

Travis - 2021-06-24 - Connection

Sometimes users will experience an IP address leak when connected to PIA. An IP leak is the leaking of a user's real IP address while connected to a VPN service.

To resolve IP address leaks, there are a few steps that can be taken to correct this issue. Be sure to **disconnect** from PIA before doing these steps.

1) [Clear your cache and cookies](#) in ALL browsers on your system (Chrome, Internet Explorer, Firefox, etc..) close all browser windows when done clearing cache/cookies.

2) Disable WebRTC in all browsers.

3) Try changing ports in the PIA app:

*(Changing ports guides - [Windows](#), [Mac](#), [Linux](#), [iOS](#), [Android](#))*

1. Within the application, **settings** go to **Connection** Tab
2. Select a different "**Connection type**" and "**Remote port**" combination in the menu.

**Note:** Selecting `UDP` or `TCP` changes the options on the `Remote port` menu.

4) Change the protocol you are connecting over:

1. Within the application, settings go to Connection Tab
2. Select **OpenVPN** or **WireGuard** protocol

After performing the above steps, try reconnecting to the VPN and going to our website

here to see if the IP Address issue has been resolved.

If the issue persists, I would like for you to uninstall and reinstall the app using the following guide for your device:

[Windows - Uninstalling the PIA Client with the In-App Uninstaller](#)

[Windows- Install the PIA App](#)

[macOS - Uninstalling the PIA App Using the In-App Uninstaller](#)

[macOS - Installing the PIA App](#)

[Linux - Uninstalling the PIA App using the In-App Uninstaller](#)

[Linux\(systemd\) - Installing the PIA App.](#)

Once you have successfully uninstalled and reinstalled our application, re-test your connection to ensure you are protected!

The easiest way to tell if you are fully protected by the VPN is to visit our "What's My IP" VPN testing page [here](#).

If it reports that, "You are protected by PIA" great! You are connected to our VPN!

If the testing page reports that "You are not protected" or "Your private information is exposed" then something needs to be fixed.

If the issue persists, please reach out to customer support [here](#).