Connection Issues with Browser Extension

2021-10-14 - Devin S - Announcements

Recently, we have been receiving reports from users running into issues connecting to the PIA browser extension on their devices. As we investigate this matter further, we urge all users that are experiencing connectivity issues to clear the cache and cookies within their web browser, as well as reinstall the VPN client and ensure you are using the latest version of the [browser extension](#) (Version 3.1.1).

As an alternative, we recommend using the desktop application to remain protected amid this issue. While the browser extension only encrypts the browser it's being utilized on, the desktop client protects the entirety of the device and offers a [Split Tunneling](#) option if you would like to exclude an application from the VPN tunnel.

If you are interested in assisting us with addressing this issue, you can reach out to us through our [Helpdesk](#) and [get in touch](#) with one of our support agents. We apologize for the inconvenience caused by this matter and hope to have things sorted out soon. We appreciate your understanding!