ASTRILL VPN · INDEPENDENT GUIDE

Account and login help sheet

Fix sign-in problems in order. We cannot access your account; Astrill handles billing and resets.

Cannot sign in

1. Check the exact email you signed up with (look for the welcome email).
2. Reset your password on the official Astrill website.
3. Sign in on the website first to confirm the new password works.

Subscription

1. Check your account status and renewal date on the official website.
2. If expired, renew there. Prices and plans are set by Astrill.

Device limit reached

1. Sign out of devices you no longer use.
2. Check how many simultaneous connections your plan allows.

Stay secure

1. Use a unique password in a password manager.
2. Turn on two-factor sign-in if offered.
3. Never share logins or configuration files.

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