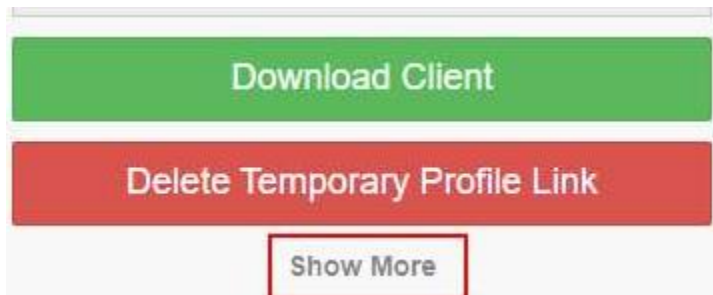# Pritunl Authentication Error Troubleshooting

Please Follow the steps below if you are receiving Authentication Errors after submitting your Authy code on the Pritunl VPN.

1. Head to vpn.clearoneadvantage.com and click "sign in with Azure" (login will be your normal email/password if prompted)

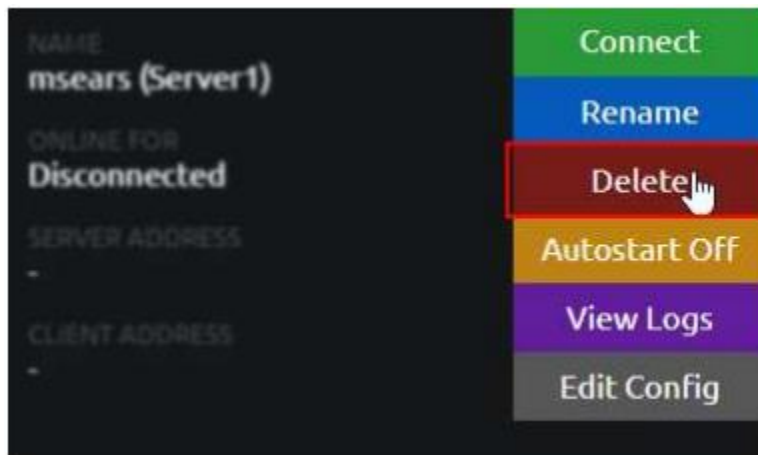2. Once logged in select the "show more" option at the bottom

3. Click the "Download Profile (Server1)" option
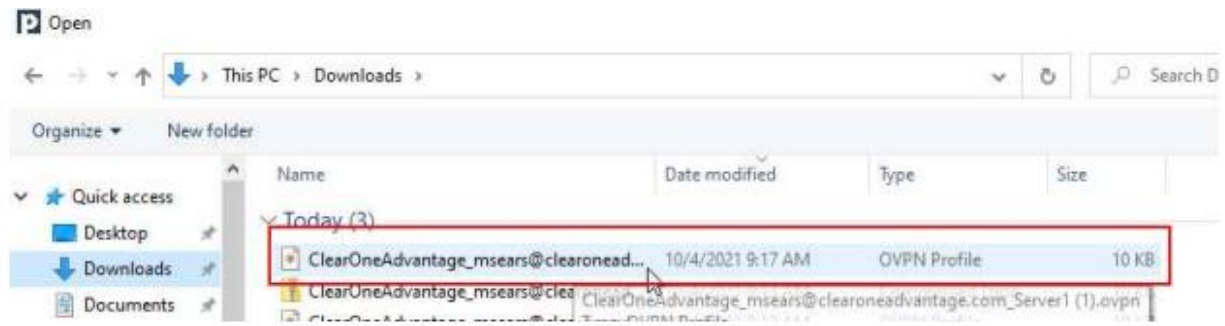
4. After you download, open up Pritunl

5. Select the 3 white bars at the top right and click delete

6. Once deleted select "Import Profile" at the bottom left.

7. Navigate to your downloads and double click your profile that you downloaded previously

Once completed you should now be able to connect to the VPN