

## Issues?

# Contact NordVPN's support

Find us via email or direct chat — whichever you prefer.



### Via email

Write to [support@nordvpn.com](mailto:support@nordvpn.com).

In the subject line, mention your issue in a few words (e.g., “Slow VPN connection,” “Password reset,” “Using Meshnet”). In the email body, describe the problem you’re facing in a detailed and clear way. Give examples and screenshots if possible.


Provide us with the email address you use for your Nord Account. Our support team will get back to you within 24 hours.



### Via live chat

Use this [link](#) to chat with NordVPN support directly.

Provide your name and email address, choose the topic, and describe your problem in a detailed and clear way. Support agents will solve your issue ASAP.




The screenshot shows a web form titled "Customer Support" with a close button. It contains the following fields:

- Name:** A text input field.
- Email:** A text input field.
- Choose a topic:** A dropdown menu with a minus sign and a downward arrow.
- Message (optional):** A large text area for describing the issue.
- Start chat:** A button located at the bottom right of the form.

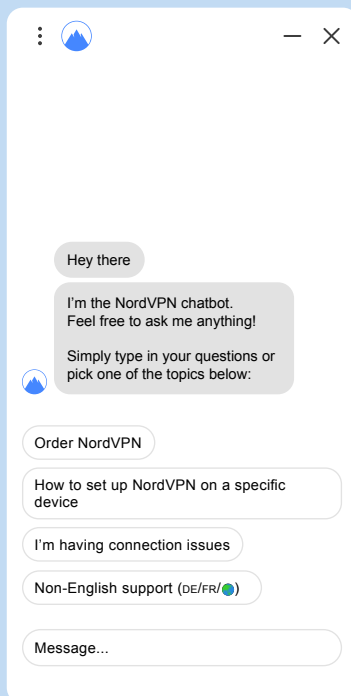


## Solve it yourself with NordVPN's chatbot

Investigate and solve the issue yourself with the help of NordVPN's chatbot. Here's how.

1. Go to [support.nordvpn.com](https://support.nordvpn.com) and click on the question mark icon  in the lower right corner.
2. A chat window with the NordVPN chatbot will pop up.
3. Select from the available options or describe the problem in your own words. Follow the steps to find the solution.

You can write in your native language, and the bot will detect and respond in it.



## Want to change the email you use for your Nord Account?

Please use this [link](#) to fill in the form.



## NordVPN support in a nutshell

Get support 24/7!

We have English, German, and French speakers ready to help you. However, you're welcome to contact us in any language — we'll simply use translators to provide you with fast and clear support.

Answer three questions to get the best assistance:

**What issue are you facing?**

**What OS and device are you using?**

**What's your current location?**