

[Troubleshooting & privacy](#)

Turn off, sign out or uninstall Web Protection on Android

Choose between stopping protection, signing out, disconnecting a registered device, uninstalling the app, and canceling subscription renewal.

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READ TIME

2 min

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Turning protection off, removing the app and canceling a subscription are different actions. Choose the one that matches what you want to change.

01 Temporarily stop filtering

Open **Protection**, tap **Turn off** and wait for the off state. Your saved access stays on the phone, so you can enable protection again. Blocking is unavailable while it is off.

02 Sign out of a connected Gridinsoft account

Open **Settings** → **Sign out on this device** and review the confirmation. Signing out stops protection and removes saved connection credentials and local block alerts from this phone. The registered device remains in your account.

Guest access may not offer sign-out because removing its only local credentials would discard recovery information. Save that access first. Do not clear app storage as a routine way to fix sign-in.

03 Free a device slot

Use device management in your verified Gridinsoft account and disconnect the specific phone you no longer use. This revokes its server-side access. Local sign-out or app removal alone does not free the slot. To reconnect an existing phone, select its existing registration when the connection flow offers it.

04 Uninstall the app

1. Save guest access or confirm how you will restore your purchase before removing the app.
2. Turn protection off.
3. Use Android's normal app information or launcher **Uninstall** action.

Uninstalling removes local app data and its VPN service. If you later reinstall, restore through your original installation/payment source or sign in to your saved account.

05 Stop renewal or request account deletion

Cancel renewal through Google Play for a Play purchase or the provider of your website purchase. Uninstalling and signing out do not cancel it. For account or server-data deletion, use the current **Privacy & data deletion** instructions. Review the effect on other Gridinsoft products before requesting full account deletion.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

[Open this guide online at support.gridinsoft.com](https://support.gridinsoft.com)