**SOP for VPN Connection Issues**

**Purpose**

To restore VPN connectivity for remote users.

**Scope**

Includes authentication, network, and configuration issues.

**Procedure**

1. **User reports VPN connection issue** via Help Desk.
2. Verify correct login credentials and VPN settings.
3. Restart VPN client and network connection.
4. Check firewall and antivirus settings.
5. Escalate to network team if issue persists.
6. Confirm resolution with user and close the ticket.