I am not able to log in to the confluence or Jira showing an error

Step 1: Verify User Credentials

* Confirm that the username and password entered are correct.
* Check for typos, extra spaces, or incorrect capitalization.
* If the user forgot the password, initiate a password reset or recovery process according to the platform's guidelines.

Step 2: Check Network Connectivity

* Ensure the user has a stable internet connection.
* Test access to other websites or services to confirm general connectivity.
* If using a VPN, ensure it is properly configured and not causing connectivity issues.

Step 3: Review Platform Status

* Check the status page of Confluence or Jira to see if there are any ongoing outages or maintenance activities.
* If there are issues reported, wait for the platform to be restored, and inform users accordingly.

Step 4: Understand Error Messages

* Take note of the exact error message displayed during login failure.
* Search for the error message in the platform's knowledge base or community forums for user-friendly solutions.

Step 5: Contact Jira/Confluence Administrator

* If none of the above steps resolve the issue, reach out to your organization's Jira/Confluence administrator for assistance. Provide them with details about the issue, including any error messages received during the login process.