I am not able to open JIRA even though I am connected to a VPN

**Initial Troubleshooting by User**

* Verify VPN Connection:
  + Ensure that your VPN connection is established successfully.
  + Confirm network connectivity by accessing other resources available through the VPN.
* Check JIRA URL:
  + Confirm the correct JIRA URL by consulting your team or IT department.
  + Verify that the JIRA server is operational.
* Browser Compatibility:
  + Ensure you are using a supported browser. Recommended browsers for JIRA include Chrome, Firefox, and Safari
  + Clear browser cache and cookies to eliminate any potential conflicts.
* Clear Browser SSL State:
  + If accessing JIRA via HTTPS, clear the SSL state in your browser to ensure a fresh SSL handshake.
* VPN Client Update:
  + Ensure that your VPN client is up to date. Outdated clients may have compatibility issues with certain applications.