

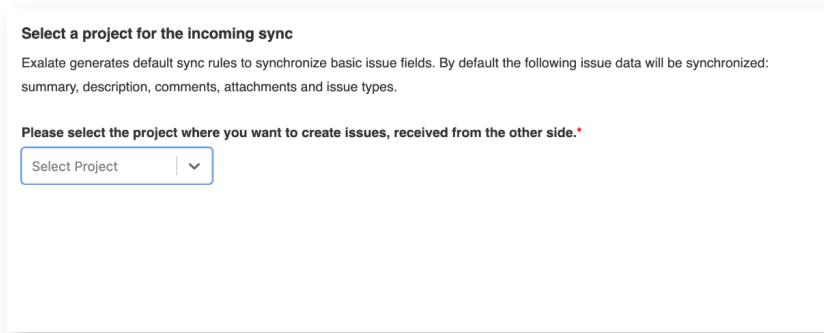
Known issue: Projects List isn't Available during Connection Setup

Last Modified on 01/15/2026 3:17 pm EST

Problem

Sometimes when creating multiple Connections between Jira Cloud and other task management systems, you might bump into an issue where the list of projects is not loading.

It happens rarely, most of the cases occur when setting up 3 or more connections in a row. The issue appears on the **Select a Project** step of the Connection setup flow:



Solution

If you experience this issue after creating several Connections we recommend that you try to clear the [cache](#) or start setting up a connection through the Incognito window. This will help resolve the issue.

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