

There can be many reasons:

- The library does not subscribe to the journal you are trying to access (as the resources are limited) and the article is not open access / free.
- Your Adobe Reader has to be updated.
- Your web browser has to be updated or pop-ups are not allowed.
- There is a temporary service break.

What you can do, is

- To check if you are supposed to be able to access the journal/article online (NB! also year/volume):
UEF Finna > E-journals
- Make sure you have logged in to remote access, if you are not in UEF or KUH network.
- Update your web browser. Allow pop-ups. Try another web browser.
- Try saving the pdf first and then open it.
- Try again later in case the break is temporary.
- Contact the library by email finna@uef.fi after first having checked, made sure, updated, allowed and tried, i.e. you know you should be able to read the journal online. In that case, include the information about the journal and the article in your message.
- You can also fill in this form to report a problem:
<https://elomake.uef.fi/lomakkeet/2280/lomake.html>