



# Troubleshooting guide



Research you can use

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## “I cannot access any Emerald content”

Possible reason for this:

- You may not be logged-in correctly. If you are logged in, then you should be able to see your institution’s name at the top left-hand corner.
- You may need to sign in with a username and password

**OR**

- Your institution is IP-authenticated and this is not working properly.

Your Librarian will be able to provide you with this information.

## “I can access some Emerald content, but I cannot access a particular journal issue or book series volume”

Possible reasons for this:

- Your institution does not subscribe to the journal or book series that you would like to access
- The journal article that you would like to access is a Backfiles article (indicated with a **B**) and your institution has not purchased Emerald Backfiles.

### Contact Emerald:

E-mail: [support@emeraldinsight.com](mailto:support@emeraldinsight.com)  
or telephone: +44 (0)1274 785278



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