

Technical problems in Enter Finland – applications and decisions cannot currently be viewed

The Enter Finland service is experiencing technical difficulties. Applications and decisions cannot currently be viewed in the service.

The problem is being fixed. We apologise for the inconvenience!

There is no need for a separate visit to a service point or a phone call to our customer service only because you are having a problem with Enter Finland. Instead, you should follow the instructions given below.

If you have received a request for additional information and have not yet replied to the request:

- Please wait patiently. You will get an additional 2 weeks to reply to the request. The time will start counting from the date when the problem in Enter Finland has been fixed. Even if the due date for your reply has expired by that time, you will still be able to reply to the request within 2 weeks of the problem getting fixed.
- There is no need to inform us separately that you are unable to see the request. In other words, the problem does not require you to take any action at the moment.

If you have an urgent need to submit an application:

- Please wait patiently. If your current permit is about to expire, the interruption in your permits will not be taken into account since you have not been able to submit your application for a reason caused by the Finnish authorities.

If you have received a decision in Enter Finland:

- Please wait patiently. You will be able to read your decision as soon as the problem has been fixed.
- There is no need to inform us separately that you are unable to see the decision. In other words, the problem does not require you to take any action at the moment.

If you have an upcoming appointment at a service point but are unable to submit your application in Enter Finland,

- Please fill in a paper application form beforehand, and mention your problem to the customer service agent receiving your application.