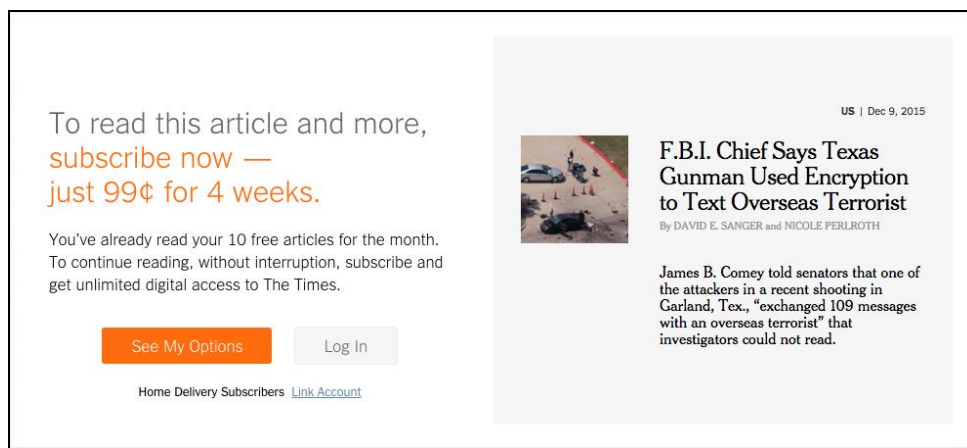


HAVING A PROBLEM?

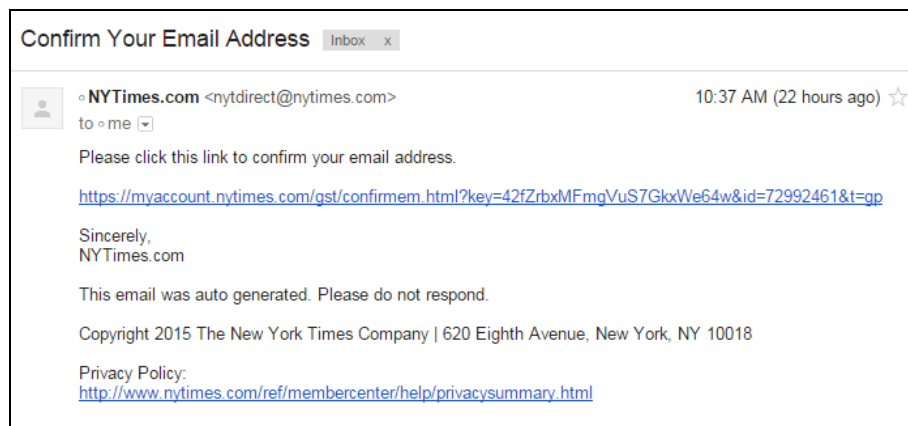
Refer to the descriptions below to troubleshoot potential error messages you may see when attempting to activate a New York Times – Academic Pass.

1. PAYWALL POP-UP:

This is displayed when first-time users have not yet claimed a New York Times – Academic Pass; or when returning users are not logged into the NYTimes.com account associated with their New York Times – Academic Pass.



SOLUTION? Log into the NYTimes.com account used when claiming your New York Times – Academic Pass. Alternatively, go to www.NYTimes.com/Pass to log in again; you will need to verify your email address through an email sent by NYTimes.com upon first attempt to claim a pass. Be sure to check your spam folder if you do not receive this confirmation email.



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2. ACCESS UNAVAILABLE:

This is displayed when a current New York Times pre-paid digital subscriber tries to claim a New York Times – Academic Pass.

The New York Times | NYTimes.com Pass

Access unavailable

We apologize for any inconvenience. Please try again soon.

Questions?

For academic institutions, please send an email to edu@nytimes.com.

For all other organizations, please send an email to nytcorteam@nytimes.com.

[Continue reading NYTimes.com as a visitor](#)

* Does not include e-reader editions, Premium Crosswords, Times Insider or The New York Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived articles within the date range 1923-1986 is limited. You must have a valid email address from a participating organization. Other restrictions may apply.

[NYTimes.com Pass Troubleshooting Guide](#)

Need help? [Email Customer Care](#)

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[Help](#) [Feedback](#)

SOLUTION? None: current New York Times paid digital subscribers are not eligible to claim a New York Times – Academic Pass. You are welcome to review the option for cancelling a print or digital subscription at 1-800-NYTIMES (1-800-698-4637).

Or link: <http://www.nytimes.com/content/help/rights/sale/terms-of-sale.html#cancel>.

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3. SESSION IS STILL ACTIVE:

This is displayed when a user tries to activate another New York Times – Academic Pass while his or her current pass is still active.

The screenshot shows the NYTimes.com Pass status page. At the top, it says 'The New York Times | NYTimes.com Pass'. The main heading is 'Your NYTimes.com Pass Is Still Active'. Below this, it states 'Your Pass will expire on December 10th, 2015 at 2:35 PM ET'. There is a button labeled 'Set a Calendar Reminder to Renew'. Below that, it says 'After expiration, you may activate a new pass by visiting NYTimes.com/grouppass while connected to the network of your participating organization.' There is a large blue button labeled 'Go to NYTimes.com'. Below this, there is a disclaimer: '* Does not include e-reader editions, Premium Crosswords, Times Insider or The New York Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived articles within the date range 1923-1986 is limited. You must have a valid email address from a participating organization. Other restrictions may apply.' There is a link for 'NYTimes.com Pass Troubleshooting Guide' and a 'Need help?' section with an 'Email Customer Care' button. At the bottom, it says '© 2015 The New York Times Company' and has links for 'Help' and 'Feedback'.

SOLUTION? None needed; you can continue using NYTimes.com freely. Click on the “Go to NYTimes.com” button to continue.

cont’d on the next page

4. ACCESS UNAVAILABLE:

This page is displayed as a catchall for unspecified errors, or when a user tries to create an account with a non @school.edu email address that qualifies the user to claim a pass.

The New York Times | NYTimes.com Pass

Access unavailable

We apologize for any inconvenience. Please try again soon.

Questions?

For academic institutions, please send an email to edu@nytimes.com.

For all other organizations, please send an email to nytcorteam@nytimes.com.

[Continue reading NYTimes.com as a visitor](#)

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[NYTimes.com Pass Troubleshooting Guide](#)

Need help? [✉ Email Customer Care](#)

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[Help](#) [Feedback](#)

SOLUTION? Please contact your NYT representative or email edu@nytimes.com

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