HAVING A PROBLEM?

Refer to the descriptions below to troubleshoot potential error messages you may see on when attempting to activate your NYTimes.com Pass.

1. PAYWALL POP-UP:

This is displayed when first-time users have not yet claimed an NYTimes.com Pass; or when returning users are not logged into the NYTimes.com account associated with their NYTimes.com Pass.

SOLUTION? The user should log into the NYTimes.com account used when claiming their NYTimes.com Pass. They can go to www.NYTimes.com/Pass to log in again; they will need to verify their email address from an email sent by NYTimes.com upon first attempt to claim a pass.
2. ACCESS UNAVAILABLE:
This is displayed when a current New York Times pre-paid digital subscriber tries to claim a Pass.

SOLUTION? None: current New York Times paid digital subscribers are not eligible to claim a Pass. They 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.
3. PASS LIMIT REACHED:
This is displayed when all of the Passes from your organization are in use.

SOLUTION? Contact your school administrator.
4. SESSION IS STILL ACTIVE:
This is displayed when a user tries to activate another Pass while his/her current pass is still active.

**SOLUTION?** None needed; the user can continue using NYTimes.com freely. The dated noted is when the user will need to go back to [www.NYTimes.com/pass](http://www.NYTimes.com/pass) to claim a subsequent year of access upon having the sponsor renew the NYTimes.com Academic Site License.
5. ACCESS UNAVAILABLE:

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

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