HAVING A PROBLEM?

Refer to the descriptions below to troubleshoot potential error messages you may see on nytimes.com/grouppass.

1. PAYWALL POP-UP:
This is displayed when first-time users have not yet claimed a Group Pass; or when returning users are not logged into the NYTimes.com account associated with their Group Pass.

2. ACCESS UNAVAILABLE:
This is displayed when a current New York Times digital subscriber tries to claim a Pass.

cont'd on next page
3. PASS LIMIT REACHED:

This is displayed when all of the Passes from your organization are in use.

![NYTimes.com Group Passes](image)

4. NOT CONNECTED TO AN AUTHORIZED NETWORK:

This is displayed when a user tries to claim a Group Pass from an unauthorized network.

![NYTimes.com Group Passes](image)
5. SESSION IS STILL ACTIVE:
This is displayed when a user tries to activate another Pass while his/her current pass is still active.

6. ACCESS UNAVAILABLE:
This page is displayed as a catchall for unspecified errors.

Other questions? Email corporate@nytimes.com or contact your Corporate representative.