


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.



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2. ACCESS UNAVAILABLE:

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



NYTimes.com Group Passes

ACCESS UNAVAILABLE

You already have a New York Times digital subscription

Current digital subscribers are not eligible to receive NYTimes.com Group Pass

Go back to NYTimes.com »

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The New York Times GROUP PASS

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3. PASS LIMIT REACHED:

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

<div><div>The New York Times</div><div>NYTimes.com Group Passes</div></div>
<div>NYTIMES.COM GROUP PASS LIMIT REACHED</div>
<div><p>The NYTimes.com Group Passes provided by your organization are all in use. Please try again soon.</p><p>If you have a question about access to Group Passes that are provided by your school, please send an email to edu@nytimes.com. For Group Passes provided by other organizations, please send an email to corporate@nytimes.com.</p></div>

4. NOT CONNECTED TO AN AUTHORIZED NETWORK:

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

<div><div>The New York Times</div><div>NYTimes.com Group Passes</div></div>
<div>NYTIMES.COM GROUP PASSES UNAVAILABLE</div>
<div><p>You are not currently connected to a network providing NYTimes.com Group Passes.</p></div>

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5. SESSION IS STILL ACTIVE:

This is displayed when a user tries to activate another Pass while his/her **current pass is still active**.

The New York Times

NYTimes.com Group Passes

SESSION IS STILL ACTIVE

Your current NYTimes.com Group Pass is still active and expires February 26th, 2014 at 6:02 AM ET.

To activate a new NYTimes.com Group Pass, please return to NYTimes.com Group Pass page after your current session expires.

Go to NYTimes.com »

6. ACCESS UNAVAILABLE:

This page is displayed as a catchall for unspecified errors.

The New York Times

NYTimes.com Group Passes

ACCESS UNAVAILABLE

Our system could not give you an NYTimes.com Group Pass at this time. We apologize for any inconvenience. Please try again soon.

If you have a question about access to Group Passes that are provided by your school, please send an email to edu@nytimes.com. For Group Passes provided by other organizations, please send an email to corporate@nytimes.com.

Go back to NYTimes.com »

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