# The New York Times

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## 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.



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## 3. PASS LIMIT REACHED:

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



## 4. NOT CONNECTED TO AN AUTHORIZED NETWORK:

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

## 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.