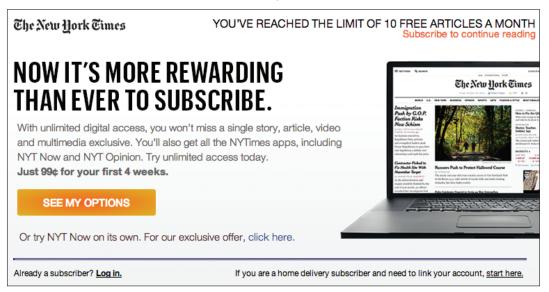
# The New York Times

# **HAVING A PROBLEM?**

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

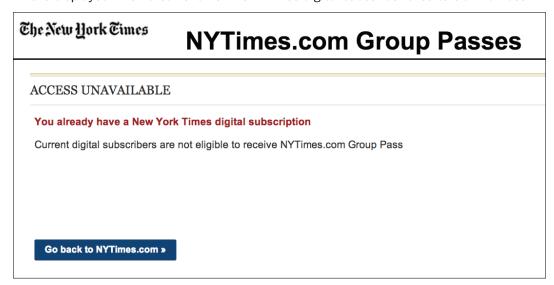
# 1. PAYWALL POP-UP:

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

# The New York Times

## 3. PASS LIMIT REACHED:

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

# The New york Times

# **NYTimes.com Group Passes**

#### NYTIMES.COM GROUP PASS LIMIT REACHED

The NYTimes.com Group Passes provided by your organization are all in use. 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.

# 4. NOT CONNECTED TO AN AUTHORIZED NETWORK:

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

# The New Hork Times

# **NYTimes.com Group Passes**

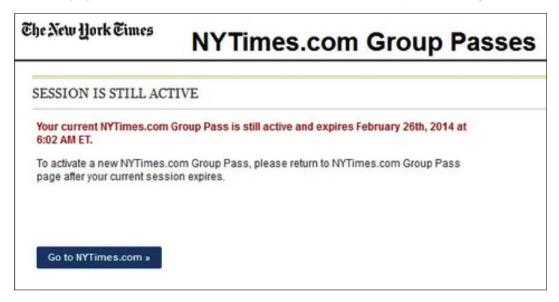
## NYTIMES.COM GROUP PASSES UNAVAILABLE

You are not currently connected to a network providing NYTimes.com Group Passes.

# The New York Times

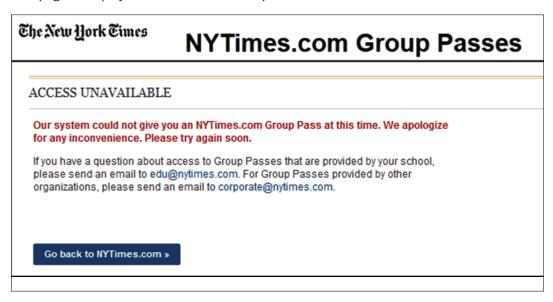
## **5. SESSION IS STILL ACTIVE:**

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.

The New York Times GROUP PASS page 3 of 3