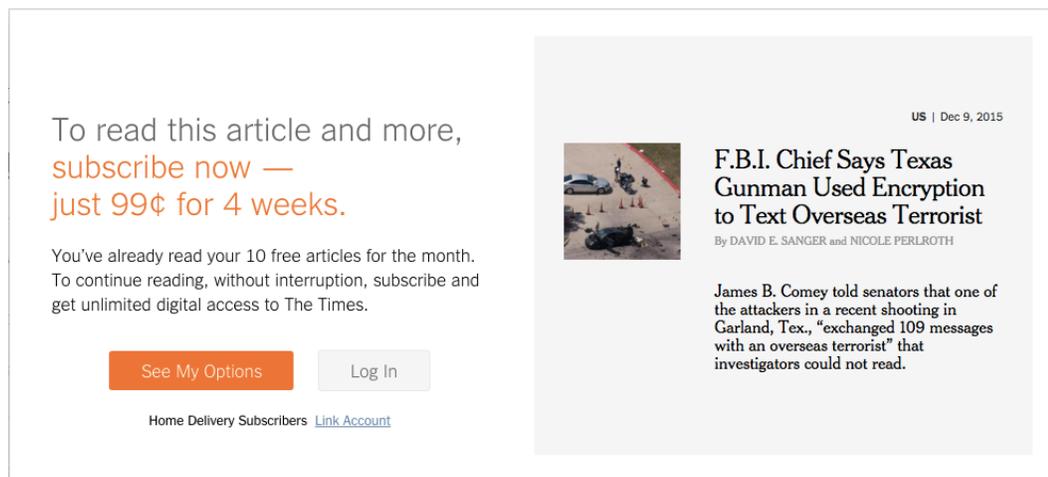


HAVING A PROBLEM?

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.

Confirm Your Email Address Inbox x



NYTimes.com <nytdirect@nytimes.com>

10:37 AM (22 hours ago) ☆

to me ▾

Please click this link to confirm your email address.

<https://myaccount.nytimes.com/gst/confirmem.html?key=42fZrbxMFmgVuS7GkxWe64w&id=72992461&t=gp>

Sincerely,
NYTimes.com

This email was auto generated. Please do not respond.

Copyright 2015 The New York Times Company | 620 Eighth Avenue, New York, NY 10018

Privacy Policy:
<http://www.nytimes.com/ref/membercenter/help/privacysummary.html>

cont'd on the next page

2. ACCESS UNAVAILABLE:

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

The New York Times | NYTimes.com Pass

Access unavailable

We apologize for any inconvenience. Please try again soon.

Questions?

For academic institutions, please send an email to edu@nytimes.com.

For all other organizations, please send an email to nycorpteam@nytimes.com.

[Continue reading NYTimes.com as a visitor](#)

* Does not include e-reader editions, Premium Crosswords, Times Insider or The New York Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived articles within the date range 1923-1986 is limited. You must have a valid email address from a participating organization. Other restrictions may apply.

[NYTimes.com Pass Troubleshooting Guide](#)

Need help?

[✉ Email Customer Care](#)

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[Help](#) [Feedback](#)

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>.

cont'd on the next page

3. PASS LIMIT REACHED:

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

The New York Times | NYTimes.com Pass

NYTimes.com Pass Limit Reached

The NYTimes.com Passes provided by your organization are all in use.
Please try again soon.

Questions?

For academic institutions, please send an email to edu@nytimes.com.

For all other organizations, please send an email to nytcorteam@nytimes.com.

[Continue reading NYTimes.com as a visitor](#)

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SOLUTION? Contact your school administrator.

cont'd on the next page

4. 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 Pass

Your NYTimes.com Pass Is Still Active

📅 Your Pass will expire on **December 10th, 2015 at 2:35 PM ET**

[Set a Calendar Reminder to Renew](#)

After expiration, you may activate a new pass by visiting NYTimes.com/grouppass while connected to the network of your participating organization.

[Go to NYTimes.com](#)

* Does not include e-reader editions, Premium Crosswords, Times Insider or The New York Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived articles within the date range 1923-1986 is limited. You must have a valid email address from a participating organization. Other restrictions may apply.

[NYTimes.com Pass Troubleshooting Guide](#)

Need help? [✉ Email Customer Care](#)

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SOLUTION? None needed; the user can continue using NYTimes.com freely. The date noted is when the user will need to go back to www.NYTimes.com/pass to claim a subsequent year of access upon having the sponsor renew the NYTimes.com Academic Site License.

cont'd on the next page

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.

The New York Times | NYTimes.com Pass

Access unavailable

We apologize for any inconvenience. Please try again soon.

Questions?

For academic institutions, please send an email to edu@nytimes.com.

For all other organizations, please send an email to nycorpteam@nytimes.com.

[Continue reading NYTimes.com as a visitor](#)

* Does not include e-reader editions, Premium Crosswords, Times Insider or The New York Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived articles within the date range 1923-1986 is limited. You must have a valid email address from a participating organization. Other restrictions may apply.

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Need help? [✉ Email Customer Care](#)

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[Help](#) [Feedback](#)

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

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The Washington Post

Group Subscriptions

Authorized Users Guide

How to **Activate your Enterprise Subscription**



Subscription Activation



You can now receive Digital Subscription access provided by your organization. Follow these steps to activate your free subscription to enjoy unlimited access to The Washington Post online and on our app.

1. Visit <https://www.washingtonpost.com/subscribe/signup> to sign-up with your organization's email address
 - Enter your associated email address, agree to the Terms of Service and hit Continue
 - Choose a password and click create an account

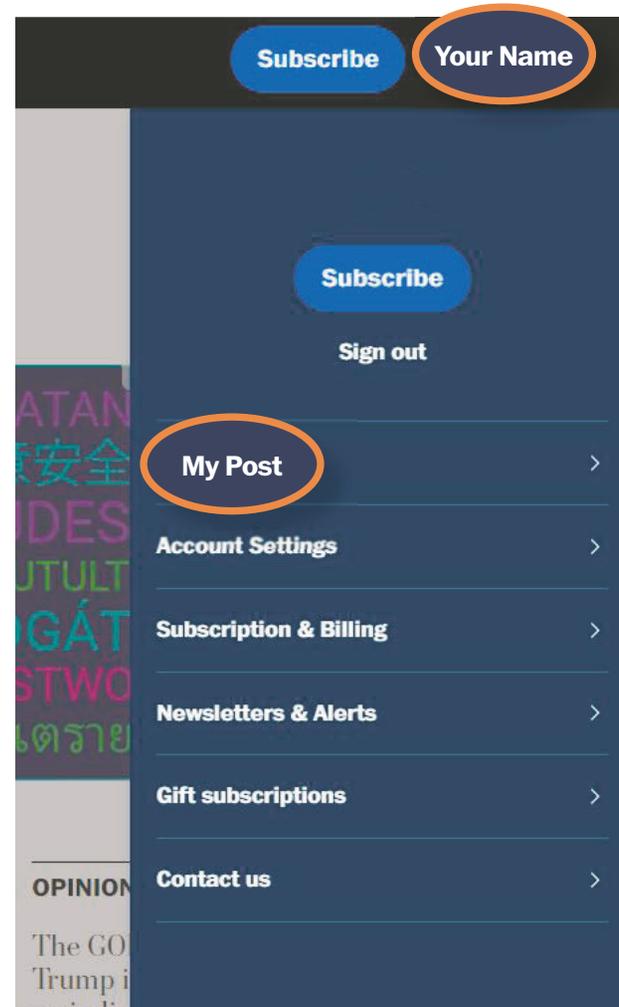
The screenshot shows the 'Sign up' page for The Washington Post. At the top, the logo 'The Washington Post' is displayed. Below it, the heading 'Sign up' is centered. There is a text input field labeled 'Email address'. Underneath the field is a checkbox with the text 'I agree to The Washington Post's [Terms of Service](#) and [Privacy Policy](#).*'. A large, light-colored 'Continue' button is positioned below the checkbox. A horizontal line with the word 'or' in the center separates this section from the social login options. There are four buttons for social login: 'Continue with Amazon' (with the Amazon logo), 'Continue with Facebook' (with the Facebook logo), 'Continue with Google' (with the Google logo), and 'Continue with Apple' (with the Apple logo). At the bottom of the page, there is a link that says 'Already have an account? [Sign In](#)'.



Subscription Activation



2. Click on **your name** in the upper right-hand corner
3. Click **My Post**





Signing In

4. Make sure your email address is Verified, if not, click “Unverified” to be sent a verification email.
 - If your email address is already verified, you will not see the below prompt
5. Once verified, click over to the **Subscription & Billing** tab.





Signing In

6. Click **Activate free digital access**

The screenshot shows the 'Account' page on The Washington Post website. At the top, the logo 'The Washington Post' is centered. Below it is a navigation bar with a back arrow and 'My Post'. The main heading is 'Account'. Underneath are four tabs: 'Profile', 'Subscription & Billing' (which is selected and underlined), 'Interests', and 'Newsletters' with an external link icon. The main content area features a card titled 'Activate your free subscription'. The text inside the card reads: 'Your email address [redacted] is eligible for free digital access through [redacted]'. A large blue button with the text 'Activate free digital access' is positioned below the text. To the right of the text is a 3D rendering of a modern building with a sign that says 'DEPARTMENT OF STATE'.

The Washington Post

Thank You

Enterprise Solutions | Account Management Team
