# The New York Times

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.
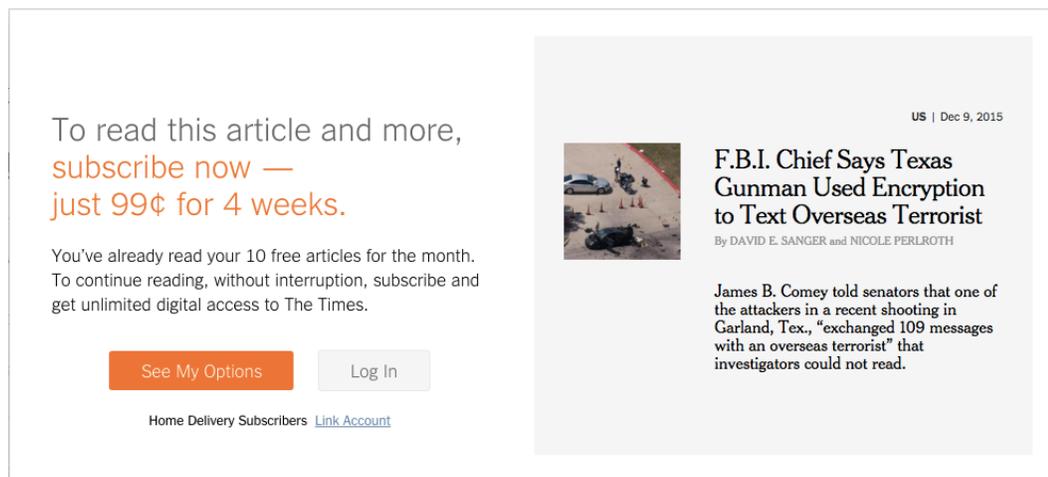
SOLUTION? The user should log into the NYTimes.com account used when claiming their NYTimes.com Pass. They can go to www.NYTimes.com/Pass to log in again; they will need to verify their email address from an email sent by NYTimes.com upon first attempt to claim a pass.

The New York Times

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 nytcorpteam@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.

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?

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

Continue reading NYTimes.com as a visitor

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Times Crosswords apps. NYTimes apps are not supported on all devices. Access to archived
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SOLUTION? Contact your school administrator.

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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

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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.

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.

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

The Washington Post

Group Subscriptions
Authorized Users Guide

How to **Activate your Enterprise Subscription**

₩p │ 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

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☐ I agree to The Washington Post's Terms of Service and Privacy Policy.*

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G Continue with Google

🍎 Continue with Apple

Already have an account? Sign In

₩p | Subscription Activation

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

3. *Click* **My Post**
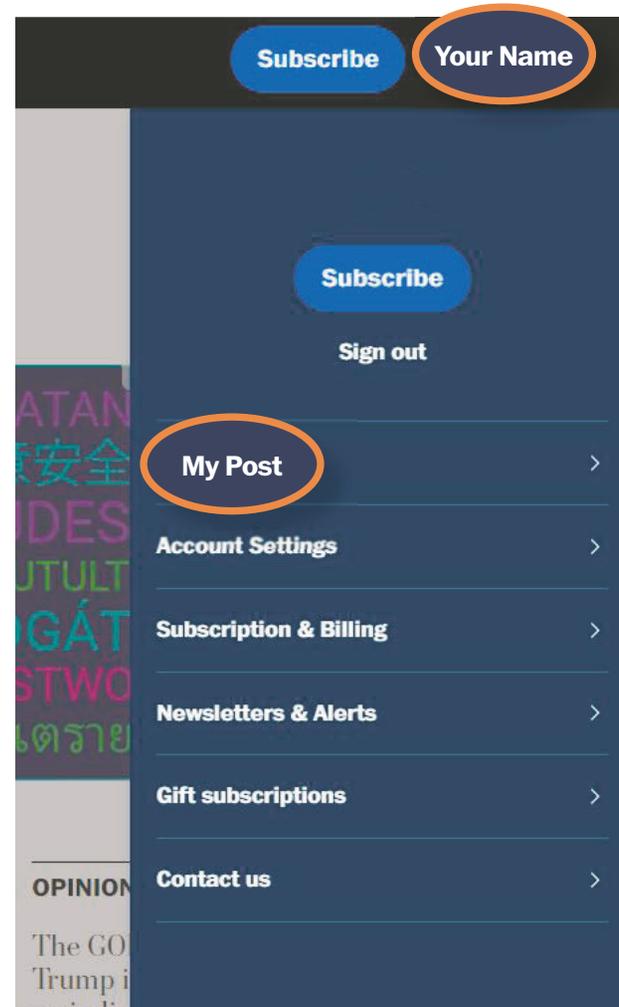
4. Make sure your email address is Verified, if not, click "Unverified" to be sent a verification email.
   • If your email address is already verified, you will not see the below prompt

5. Once verified, click over to the **Subscription & Billing** tab.

The Washington Post

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Email   Edit

Use this email to sign in. This is also where we'll send email communication and newsletters.

⚠ Your email address is unverified. Send verification email

6. *Click* **Activate free digital access**

The Washington Post

Thank You

Enterprise Solutions | Account Management Team