HAVING A PROBLEM?

Refer to the descriptions below to troubleshoot potential error messages you may see when attempting to activate a New York Times – Academic Pass.

1. PAYWALL POP-UP:

This is displayed when first-time users have not yet claimed a New York Times – Academic Pass; or when returning users are not logged into the NYTimes.com account associated with their New York Times – Academic Pass.

SOLUTION? Log into the NYTimes.com account used when claiming your New York Times – Academic Pass. Alternatively, go to www.NYTimes.com/Pass to log in again; you will need to verify your email address through an email sent by NYTimes.com upon first attempt to claim a pass. Be sure to check your spam folder if you do not receive this confirmation email.
2. ACCESS UNAVAILABLE:
This is displayed when a current New York Times pre-paid digital subscriber tries to claim a New York Times – Academic Pass.

SOLUTION? None: current New York Times paid digital subscribers are not eligible to claim a New York Times – Academic Pass. You 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. SESSION IS STILL ACTIVE:

This is displayed when a user tries to activate another New York Times – Academic Pass while his or her current pass is still active.

SOLUTION? None needed; you can continue using NYTimes.com freely. Click on the “Go to NYTimes.com” button to continue.
4. ACCESS UNAVAILABLE:
This page is displayed as a catchall for unspecified errors, or when a 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