

# The New York Times

## Frequently Asked Questions

- **How do I access The New York Times online through Mountain View Public Library?**
  - You can access The New York Times inside the Library or from any location outside of the Library. Links for both inside and outside the Library can be found on the Library's website under **Digital Library | Magazines & Newspapers**.
  - **For use inside the Library**, you will click on the link for New York Times - Inside the Library. This will take you to a page asking you to sign-in to your free New York Times account or to create a new account. An account is required to access The New York Times online.
  - **For use outside the Library**, you will click on the link for New York Times - Outside the Library. This will take you to a page with an automatically generated Redemption Code that you will need to redeem by clicking the Redeem button. Once you have redeemed your code, you will be taken to a page asking you to sign-in to your free New York Times account or to create a new account. An account is required to access The New York Times online.
- **What do I get with the Library's subscription to The New York Times online?**
  - The Library subscriptions provides:
    - Direct access to NYTimes.com
    - Full-text articles from 1851-present\*
      - \*Articles from 1923-1980 are only available outside of the Library due to copyright issues
    - All multimedia content, including photos, videos, virtual reality, podcasts, short & feature length documentaries
    - English, Spanish, and Mandarin language versions
    - Personalized account features
    - No article limits
- **Can I use the Library's New York Times subscription if I already subscribe to The New York Times?**
  - If you already subscribe to the New York Times online, you will not need to use the Library's subscription. A personal subscription will provide some additional benefits not available through the Library's subscription, like an ad free experience.
- **Can I use The New York Times app with the Library's subscription?**
  - The New York Times news apps are available for use outside of the Library with a redemption code. These apps cannot be used for immediate access while inside the Library.
  - The New York Times Cooking and Crossword apps are not included in the Library's subscription.

- **How do I use a redemption code with The New York Times App?**
  - Start by using the web browser on your device to get a 24-hour redemption code from [mountainview.gov/nyt](http://mountainview.gov/nyt) > New York Times - Outside the Library.
  - Redeem the code and login to your account or create a new account.
  - Download and open The New York Times news app for your device.
  - Login to your account in the app.
  - Enjoy 24-hours of unlimited access.
  - You will need to get a new redemption code after the 24-hour access period is over. You can request a new redemption code each day through the link on our website.
- **Why am I still hitting a paywall when connected to the library's WiFi?**
  - You might need to clear the cache on your web browser. You can do this in the settings section of Firefox, Chrome, Safari, or Explorer. You should have unlimited access after clearing the cache. If you need help clearing your cache, please contact the Library for assistance.
- **Why are there ads?**
  - The New York Times relies on advertising revenue to help fund their journalism. While our subscription provides many benefits, including unlimited articles, you will still see ads when browsing their online content.
- **Who can I ask for help with the Library's New York Times subscription?**
  - You can contact the 2nd Floor Reference desk if you have any questions. Library staff can assist in person or by phone at 650-903-6337.