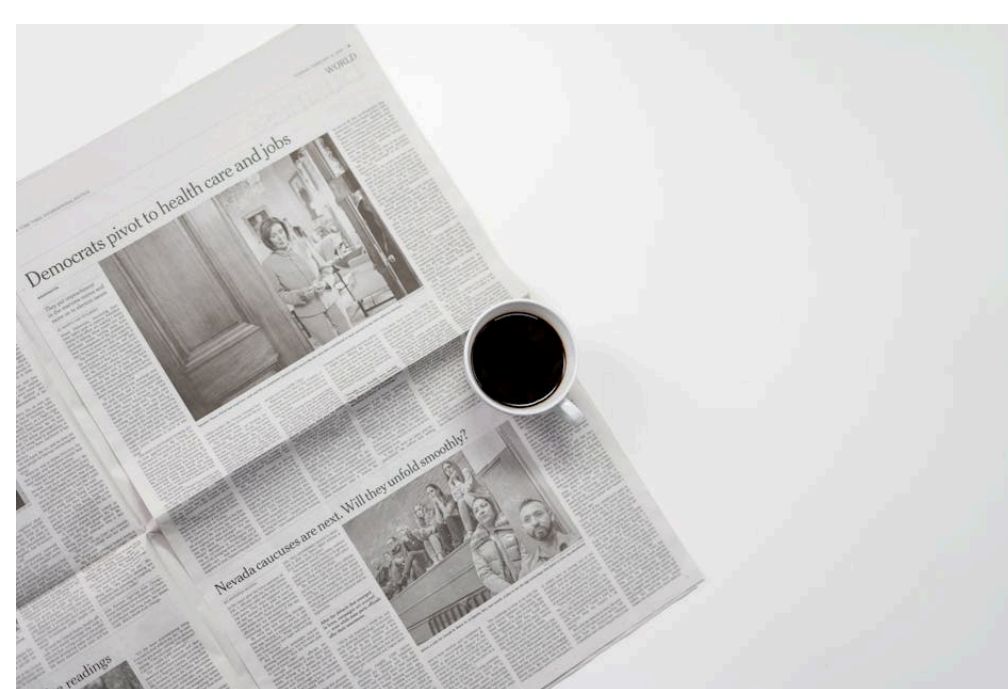


If you have been visiting the **Elko Daily Free Press** website lately, you've likely noticed a new addition to the navigation bar: **Puzzmo**. If you are anything like the thousands of readers I've helped over the last decade, you might be wondering what exactly it is, why it's there, and—more importantly—how to make sure it works when you click it. As someone who has spent years staring at the backend of TownNews-style platforms and troubleshooting Lee Enterprises sites, I'm here to cut through the noise and get you straight to your daily puzzles.



What is Puzzmo?

Puzzmo is a modern gaming platform integrated into many local news sites, including the Elko Daily Free Press. Unlike the static crosswords of the past, Puzzmo offers [buy elkodaily gift subscription](#) a suite of interactive, daily puzzles—like Wordbind, Spelltower, and various crosswords—designed to be played directly in your browser. It is a premium experience that is now a standard part of the digital offerings provided by **Lee Enterprises**.

Where to find the games menu on Elko Daily

Finding the games menu shouldn't feel like a treasure hunt. If you are on a desktop, look at the top navigation bar, usually right next to the "E-edition" or "Opinion" links. If you are on mobile, this is where most people get tripped up.

1. Look at the top left corner of your screen.
2. Tap the **"Hamburger Menu"** (the three horizontal lines icon).
3. A side drawer will slide out. Look for the "Games" or "Puzzmo" header.

If you don't see it, it is almost always a browser cache issue. Before you call the newsroom or email support, run through this quick checklist:

- **Clear your browser cookies:** Go to your browser settings, find "Privacy and Security," and clear the cache for elkodaily.com.
- **Check for updates:** Ensure your Chrome, Safari, or Firefox browser is updated to the latest version.
- **Disable ad-blockers:** Sometimes these scripts block the Puzzmo widget from loading entirely.

The "No Content" Issue: Understanding the CMS Backend

I get emails every single week from readers saying, "I clicked the link, but I don't see an author, date, or body content." When you are navigating through our content management systems—specifically the **TNCMS (TownNews Content Management System) editorial-asset editor**—we often see "shell" pages. If you click a link and see a blank white space or just a headline with no text, it usually means the asset hasn't finished pulling from the server or your browser is stuck on a stale redirect.

This is common when moving between the main site, the Puzzmo interface, and our **Legacy.com** obituary pages. Because these are hosted on slightly different subdomains, your browser can occasionally "drop the ball" on the return URL, leaving you on a broken page. If this happens, do not keep refreshing the page. Instead, navigate back to the homepage and click the link fresh.



Managing your account and subscriptions

Puzzmo access is tied to your Elko Daily Free Press digital subscription. If you are being asked to pay for a game you know you are subscribed to, you are likely not logged into the primary authentication portal.

The Troubleshooting Hierarchy

If you see... The Solution "Subscription Required" Log in at **subscriberservices.lee.net** to ensure your digital access is active. Infinite loading spinner Clear your browser cookies and log back in. Login loop Ensure "Third-party cookies" are enabled for our domain in your settings.

The **subscriberservices.lee.net** portal is your best friend. If your password isn't working or you need to update your payment method to keep your access to the E-edition, archives, and Puzzmo, that is the only place to handle it. Do not try to manage billing via the main newspaper contact form—it will only delay your access.

Connecting the dots: E-edition vs. Website

A common point of confusion is the difference between the **E-edition** and the website. The E-edition is a digital replica of the printed newspaper. Puzzmo, however, is a web-native application. They are distinct environments. If you are browsing the E-edition, you generally cannot click into a Puzzmo game; you need to be in the "live" web view of elkodaily.com to play.

If you are trying to find the archives or your digital paper, look for the "E-edition" link in the top nav. If you want to play games, stick to the "Games" menu in the main header. Keeping these two workflows separate in your mind will save you a lot of frustration when navigating our digital footprint.

Final Troubleshooting Tips

I've worked through thousands of these tickets. 90% of them are solved by these three steps:

- **Hard Refresh:** On Windows, press Ctrl + F5. On Mac, press Cmd + Shift + R. This forces your browser to pull the current version of the page, not the saved one from yesterday.
- **Check your URL:** Ensure you are on the primary site. Sometimes old bookmarked links include tracking parameters that cause errors in the subscription flow.

- **Cookie Consent:** If the site feels "stuck," look for a cookie consent banner that you might have missed. If that banner is still open, it can sometimes prevent the site's JavaScript from executing, effectively "freezing" the games menu.

Puzzmo is a fantastic addition to the Elko Daily Free Press, but it relies on modern browser standards. If you follow the steps above—keeping your cookies clean and verifying your status through the subscriber services portal—you should have no trouble getting your daily dose of games.