BrownU Mobile App FAQ

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Do I need to log in to use the app?

You can use the app as a guest for basic features. However, if you have a Brown username, we recommend logging in, as you will see features relevant for your roles, as well as personalized features that are not available to guests.

Will I need to log in every time I use the app?

No, you will not need to log in every time you use the app - if you have logged in in the past, you will continue to see features for your role(s) and only would need to log in to see personalized information if it's been more than a week since your last use. You can also take advantage of biometrics (e.g., fingerprint or FaceID) to log in .

How do I see dining and laundry on my home screen?

If you bookmark a dining location or laundry room, it will show up on your homescreen. Open a dining or laundry location and select the bookmark icon on the top right. If you would like to hide these from your home screen, you can do that in your settings.

I'm on an Android and I can't log in.

We have noticed an intermittent problem with Android that causes a login loop. For steps to troubleshoot, see the article Troubleshooting Android Login Issues.

I let someone else log into my app and I now I can't log in.

Please try the following:

1. Visit my.brown.edu on your default phone browser (for example, usually Safari on iOS), click the Login button, and log in with your account.
2. Open the BrownU app, go to the settings, and click the Reset button.

I'm having another technical issue with the app. What should I do?

First, make sure your app is up to date. Most phones will automatically update apps, but if you have turned off automatic updates, you can search for BrownU in the app store and an Update option will appear if an update is available. Without updates, you will not see recently added features of the app and with an old enough version, you may experience some issues.

Second, you can try swiping the app closed and opening it again.

Next, send us a message! You can do so by opening the navigation drawer (three lines / "hamburger menu") in the app and choosing Send Feedback.

I have a great idea for the app! Who should I tell?

We want to hear your ideas and feedback, even if it's something small! Open the navigation drawer (three lines / "hamburger menu") in the app and choose Send Feedback.