BROWN

Troubleshoot Issues with Rosetta Stone

Stephanie Obodda - 2025-02-18 - Comments (0) - Rosetta Stone

If you are a Brown student, staff, faculty, or alumn using Rosetta Stone, you can find information about troubleshooting common issues below.

- **If you get the error "Email can't be blank",** you need to set up your Brown email account. If you are an alum, visit this page and follow the instructions. Rosetta Stone will refresh overnight, and you will be able to access the service **the next day**.
- **If the website times out after a period of time,** it will ask you for a username and password to reauthenticate. However, because we are using Brown's Single Sign On (SSO) system, your Brown password will not work with the Rosetta Stone Prompts. If you experience a session timeout, you will need to log in again from the portal page: rosettastone.brown.edu
- **The Change Password link** does not work because we are using Brown's Single Sign On (SSO) system. If you want to change the password for your Brown username, you can do so via MyAccount (myaccount.brown.edu).

Getting Help

Online help articles are available on Rosetta Stone's support page. If you are unable to log in to Rosetta Stone, please contact the OIT Service Center.

Related Content

- Get Started with Rosetta Stone