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## Troubleshoot Issues with Rosetta Stone

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If you are a Brown student, staff, faculty, or alumni 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](https://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](https://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](#)