



Troubleshoot Issues with Rosetta Stone

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- **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 by visiting the log in link for your population:

- Link for **current faculty / staff / students**: <http://rosettastone.brown.edu>

- Link for **alumni**: <https://alumni.brown.edu/Alumni/Home/RosettaStone>

- **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 at <http://brown.edu/myaccount>.

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 [IT Service Center](#).

Related Content

- [Get Started with Rosetta Stone](#)