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Troubleshooting Android Login Issues

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If you're using the BrownU mobile app on an Android, and you're having trouble logging in on the welcome screen, you can use these steps to troubleshoot.

- 1. Open your default phone browser. On Androids, this is usually Chrome, but some phones like Samsung may have their own default browser.
- 2. Visit my.brown.edu
- 3. Click the Login button and log in with your Brown username and password
- 4. Re-open the BrownU app and try to log in again

If that doesn't work, you can submit a ticket on this site and we will work with you.