

Commonly Asked Questions

Issues accessing Grammarly

How do I join my team?

[Sign up process for Grammarly@edu users](#)

Invitation issues

[What should I do if I did not receive a confirmation email?](#)

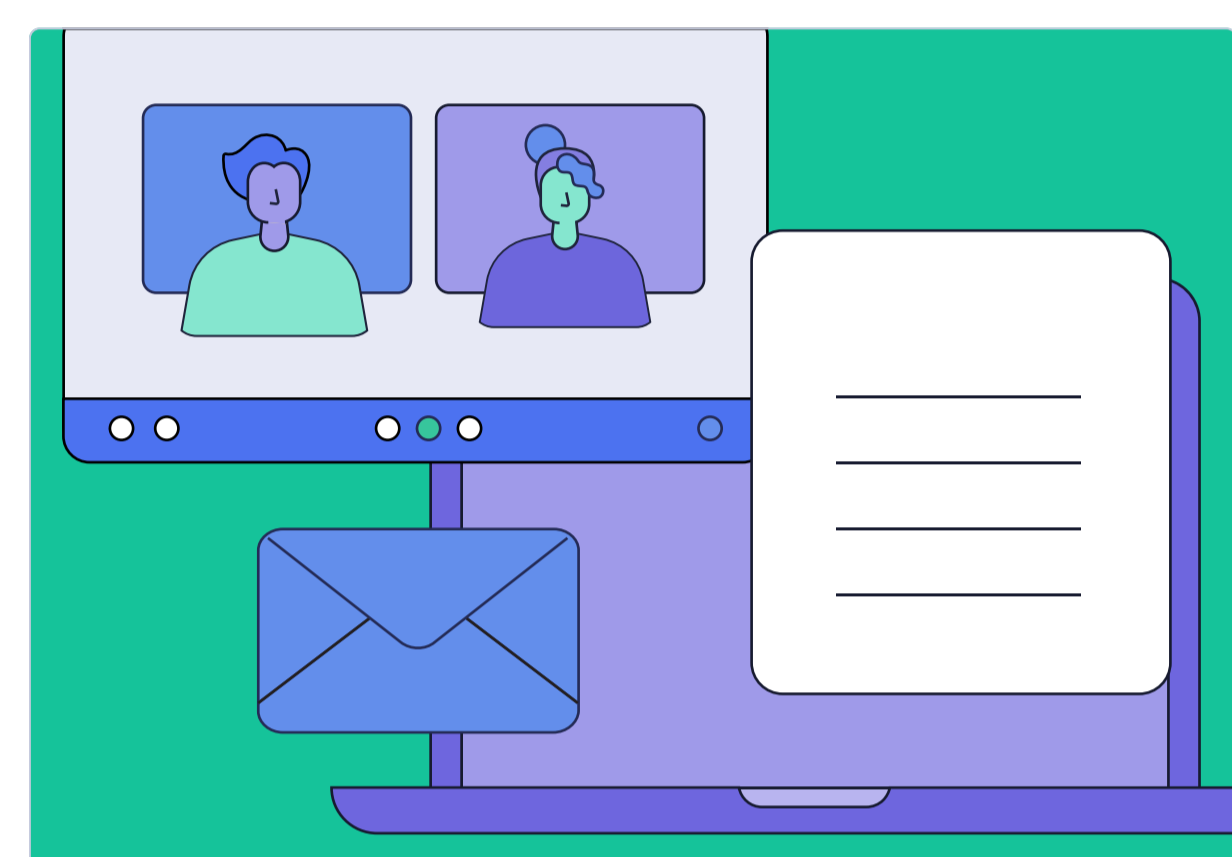
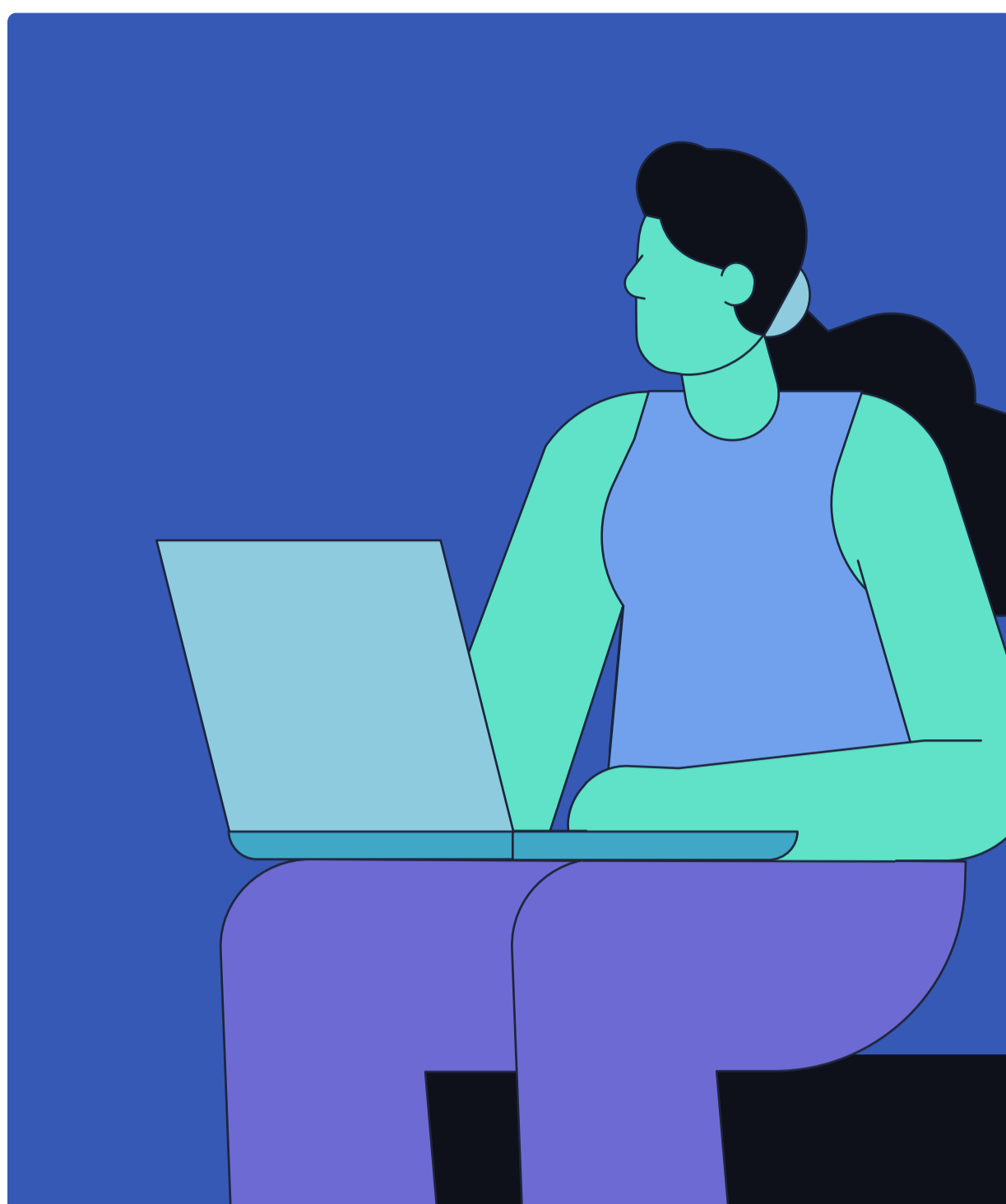
Sign in issues

[I forgot my Grammarly account login](#)

[I can't login with my correct login credentials](#)

[I haven't received a password confirmation change email](#)

[The password reset link doesn't work](#)



How to use Grammarly in...

Browser extension

[I don't see the G icon in text fields](#)

[Grammarly logs me out](#)

[Error: Grammarly is active, but key features are missing](#)

MS Office (Windows)

[I have a Grammarly for Education account, but the Grammarly add-in prompts me to upgrade](#)

[I can't install Grammarly for Microsoft Office](#)

[Microsoft Office is slow or crashes when I'm using Grammarly for Microsoft Office](#)

[Underlines are misplaced in Grammarly for Microsoft Office](#)

[Grammarly disappeared from Microsoft Word or Outlook](#)

MS Office (Mac)

[Grammarly tab doesn't appear in Microsoft Word on Mac after installation](#)

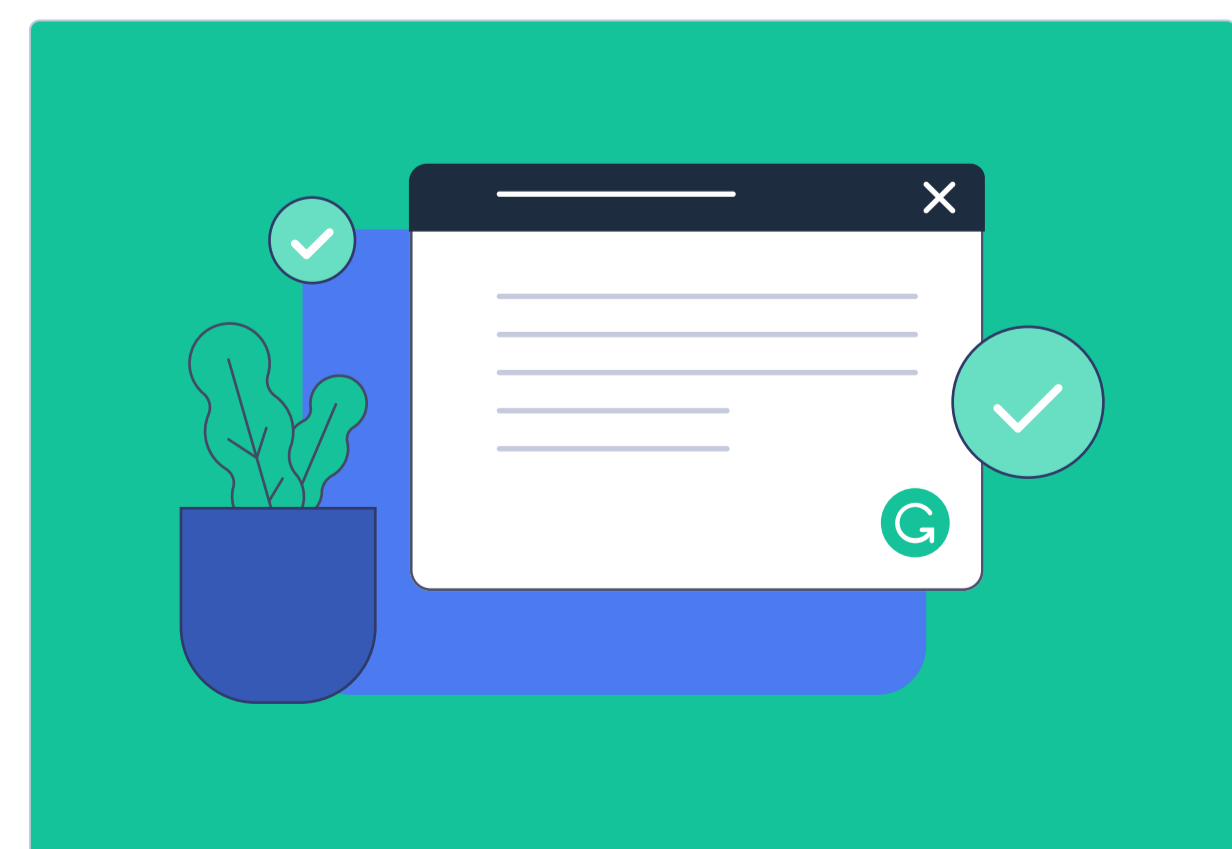
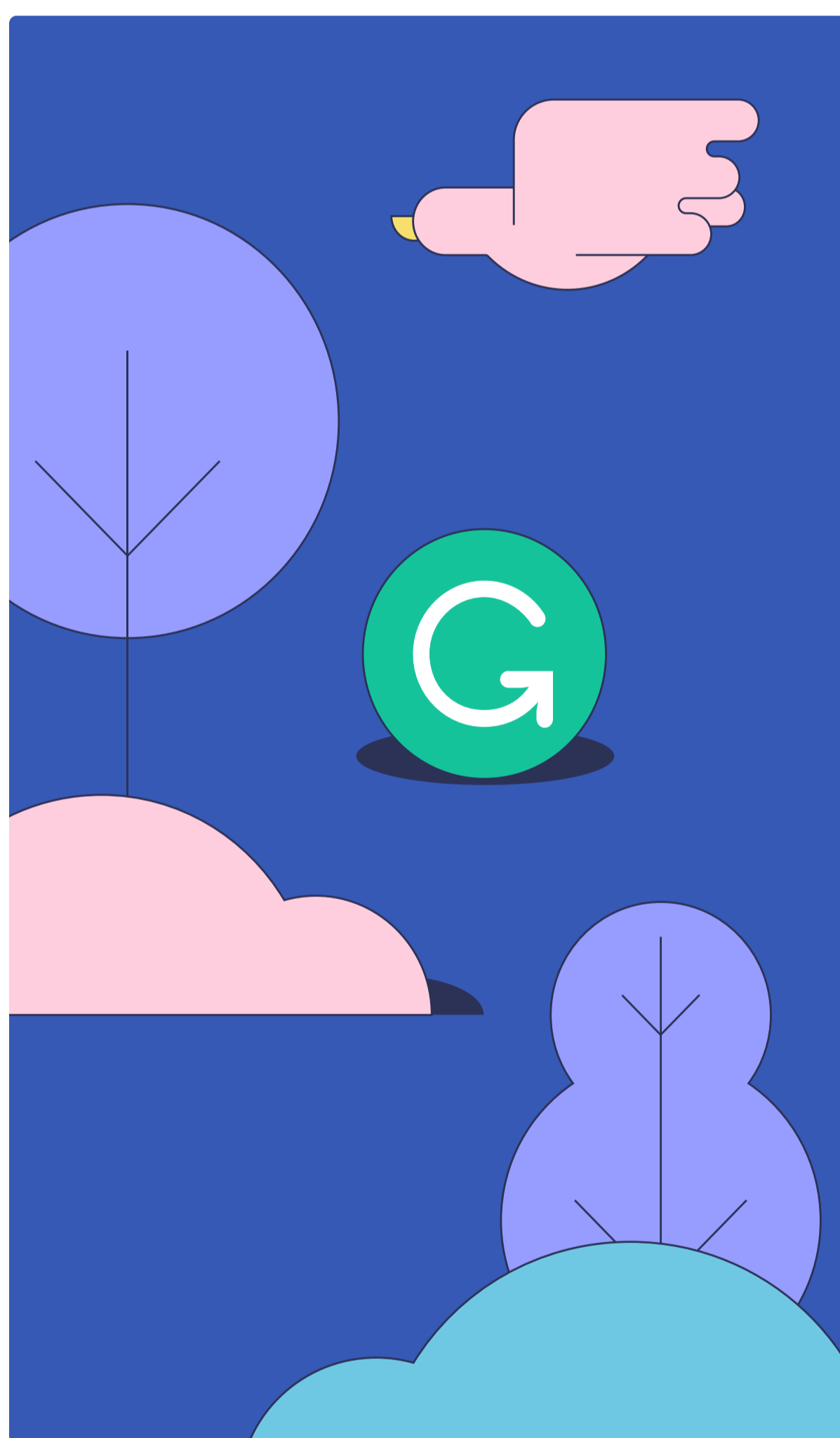
[Error: Sorry, Office 365 has been configured to prevent individual acquisition of Office Add-ins.](#)

[Error: Error loading add-ins](#)

Multiple accounts

[How do I get a refund for my personal subscription?](#)

[Grammarly prompts me to upgrade](#)



Grammarly features

[How can I learn more about my writing performance?](#)

[What is the Style Guide?](#)

[How can I use snippets?](#)

[How can I create personal snippets?](#)

[All about brand tones](#)