Applied to University but can't log in to iLancaster

When you have applied to come to Lancaster University as an undergraduate, you will be given a login for iLancaster, the University's mobile app.

Your iLancaster login details (a username and password) are sent to you in separate emails.

You can log into iLancaster using our WebLogin authentication system.

If you only receive one of the emails:

- Check your junk mail for the other email.
  Please also take the time to mark emails from Lancaster University as safe, if you have the facility to do this. This will help to make sure that further emails do not go into your spam/junk mail.

If you can't log in to iLancaster:

- Check that you are entering your username and password correctly.
  Your password is case sensitive, and must be entered exactly as set up.

- Check that you have selected the Future Student profile.

If you forget or lose your iLancaster password:

- Request to have your password reset.
  To do this, visit the Request a password reset page. Your iLancaster username is based on your personal email address.

If your login problem cannot be solved by the options shown above:

- Report an issue with iLancaster.