**iLancaster help**

**iLancaster** is a free mobile application providing you with Lancaster University services, resources and information on your mobile device.

**iLancaster is available for the following formats:**

- iPhone/iPad;
- Android; and
- a Web-based version for other mobile devices with web browsing capability.

Current students and staff can get access to download or view iLancaster at lancaster.ac.uk/ilancaster (when selecting a profile, click either Student or Staff, respectively).

Profiles in iLancaster for other users are:

- **Visit Lancaster** — for prospective students at Open Days and visitors: m.lancaster.ac.uk/visit (then select the Visiting Lancaster (Open Day) profile in the app)
- **Future student** — for applicants who have received an offer: m.lancaster.ac.uk (then select the Future Student profile in the app)
- **Future staff** — m.lancaster.ac.uk/hr (then select the Future Staff profile in the app)
- **Alumni** — for Lancaster University alumni: m.lancaster.ac.uk/alumni (then select the Alumni profile in the app)
- **City, Coast & Countryside** — for local residents and visitors: m.lancaster.ac.uk/ccc (then select the City, Coast & Countryside profile in the app)

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**Frequently asked questions**

**What features are available in iLancaster?**

Features include:

- Accessing your course and exam timetable information;
- Finding the nearest bus stop, and seeing when the next bus is due;
- Searching for Library resources of all types via OneSearch;
- Registering attendance at timetabled teaching sessions (if you’re an undergraduate);
- Checking the status of your Library account, and your University financial status;
- Accessing information about University services and facilities, and contact information for University staff; and
- Checking where the nearest available PCs to your location are.

**How do I install iLancaster on iPhone or iPad?**

1. Go to the App Store.
2. Search for iLancaster.
3. Select Install.
4. Type in your Apple ID and password — the application downloads and installs.

**Alternatively:**

1. In your web browser, go to www.lancaster.ac.uk/iLancaster/.
2. In the Get iLancaster section, select iPhone / iPad / iPod Touch - the iLancaster page in the App Store opens.
3. Select Install.
4. Type in your Apple ID and password — the application downloads and installs.

**How do I install iLancaster on Android?**
1. Go to the Google Play store.
2. Select Search then type: iLancaster.
3. Select Install, then OK — the application installs.

Alternatively:

1. In your web browser, go to www.lancaster.ac.uk/iLancaster.
2. In the Get iLancaster section, select Android — the iLancaster page in Google Play opens.
3. Select Install, then OK — the application installs.

How can I customise iLancaster?

We’ve included a way for you to rearrange your tiles in a way that suits you. This can be done differently per device to ensure that you are able to use the tiles in a way that suits you and the task you are trying to perform.

Select from the below options to find out how to do this on your device:

iLancaster Customisation — Desktop

1. Click on the Arrange icon (top left of the screen, last icon on the right).

2. You’ll notice that some tiles will now appear with crosses (x) at the top right of the tiles, these tiles can be removed/added as needed. The tiles without the x have been identified as core to your experience. These are the tiles that students have told us they use the most, as well as those that have been identified by the University that enhance your experience and will support you throughout your journey with us.
3. Next drag and drop tiles into the order you want to see them.

4. Once you’re happy with your homepage click Done.

5. If you wish to add any of the deleted tiles back in, click Arrange and then click on the list icon to view a complete list of tiles that you can add or remove (as shown below).

iLancaster Customisation — Android

1. Open the app from your Android device.

2. Click the 3 dots in the top right hand side of the screen. Click Arrange.

3. You’ll notice that some tiles will now appear with crosses (x) at the top right of the tiles, these tiles can be removed/added as needed. The tiles without the x have been identified as core to your experience. These are the tiles that students have told us they use the most, as well as those that have been identified by the University that enhance your experience and will support you throughout your journey with us.
4. Drag and drop tiles into the order you want to see them.

5. If you want to re-add any tiles you've removed, you can do this via the list view (shown below). Click Arrange, and click on the list view icon (greyed out below), then just tick the box next to the tile, and click Done. The tiles will then be added to your view.

6. Once you're happy with your homepage click Done. The system will remember your preferences next time you log in.

iLancaster Customisation — iOS

1. Open the app from your iOS device.

2. From the bar at the bottom of your device screen, click Arrange.

3. You’ll notice that some tiles will now appear with crosses (x) at the top right of the tiles, these tiles can be removed/added as needed. The tiles without the x have been identified as core to your experience. These are the tiles that students have told us they use the most, as well as those that have been identified by the University that enhance your experience and will support you throughout your journey with us.
4. Next drag and drop tiles into the order you want to see them.

5. Once you’re happy with your homepage click **Done**.

6. If you wish to add any of the deleted tiles back in, click **Arrange**, and then click on the list icon to view a complete list of tiles that you can add or remove (as shown below).

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**How do I set notification preferences in iLancaster?**

iLancaster allows notifications to be sent directly to your phone. These steps show you how to change when you receive these notifications. This will sync across all devices when you log in as the same user.

1. Open iLancaster on your device, then click on the **Notification Preferences** icon.
2. To select your notification preference, click Academic or Transport.

3. Turn the notifications ON or OFF, as required.

   1. If you have set your notifications to ON, to choose when you will receive notifications, use the drop down lists to set the time window.

4. When you have done this, click Sync Preferences.

   iLancaster hasn't prompted me for location permissions
Occasionally on Android devices users may not be prompted to give location permissions to iLancaster.

Users can resolve this by:

1. Navigating to **Settings** on their phone
2. Selecting **Apps**
3. Selecting **iLancaster**
4. Ensuring **Location** is switched to **on**