

# Problems using University Photo Upload applet in iLancaster



## Related pages

[Page:iLancaster help](#)

## Troubleshooting

[Report an issue with iLancaster](#)

## If you can't see the University Photo Upload applet in iLancaster

If you can't see the applet:

1. Log out of iLancaster — to log out, select **Settings**, then **Logout**.
2. Log back into iLancaster, making sure you select **Future Student** profile.  
If you can't log in again, or you have never received a login for the iLancaster Applicant App, see [iLancaster applicant app](#).

## If the applet won't let you upload your photo

- Check that you are using the latest version of iLancaster (version 7.3.3). The University Photo Upload applet only works on this latest version, or by using the web version of iLancaster.

## If the University Photo Upload applet still isn't working

- If you're using the latest version of iLancaster but the applet still isn't working, use the web version of iLancaster to upload your photo: [lancaster.ombiel.co.uk](http://lancaster.ombiel.co.uk)

## If you have tried all the above options and the applet still isn't working:

- [Report an issue with iLancaster](#).