L.U. help

L.U. is a voice-enabled 'digital friend' answering current student's questions about things like their academic studies, timetabling and campus life through the iLancaster app and Amazon Echo devices.

L.U. is available in the following ways:

- On Amazon Echo devices or the Alexa app using the L.U. skill from the Alexa store
- Accessed via the "Ask LU" tile in iLancaster.
- Accessed via the "Ask LU" button on the portal.

Frequently Asked Questions

What questions can I ask?

There are a number of questions you can try asking L.U. listed under the categories below:

How to use LU

- Open L.U.
- Ask L.U.
- What can you help me with?

Academic and Timetabling

- Getting a deadline referral
- How do I get a deadline extension?
- How I get a deadline extension?
- How to get an assignment extension?
- How to get longer for my essay?
- More time for coursework
- What deadlines are due <timePeriod>?
- What submissions I've got <timePeriod>?
- What's my next deadline?
- When I my next deadline?
- When is my next essay due?
- What hours I've got <time period>?
- What lectures have I got on <date>
- What sessions do I have on <date>
- What's next on my timetable?
- What's on my timetable on <date>
- What do I have next?
- What's next
- How long is it till my next class?
- Where is my next class?
- Where is the next thing on my timetable?
- Which member of staff do I have next?
- Who is my next session with
- How many teaching hours do I have <time period>?
- What's the teaching approach at Lancaster University?
- Examinations arrangements for disabilities
- How do I get specific exam arrangements in place?
- When is my next exam?
- When is my next test?
- What percentage is a third?
- What percentage is a two one?
- What's my average grade?
- How many credits is <module>?
- How much is <module> worth?
- How do I make an appointment with a careers advisor?
- How I make an appointment with a careers advisor?
- How to find my careers appointment?
- How to make an appointment with careers advisor
- When's my appt with a careers advisor?
- How do I arrange to see learning development
• How do I make an appointment with a learning developer?
• Where to find my learning developer
• I want to know what week it is.
• What academic week are we on?
• what's my identification number
• What's my student i. d.
• I've forgotten my email address
• Tell me my university email address
• What's my email address
• To Research <topic>
• I need support with study skills

‘To research’ questions use Wolfram Alpha which allows us to obtain answers to fact based questions rather than just provide a list of documents or web pages that might contain the answer. To see more about the wealth of information available to ask about, take a look at https://www.wolframalpha.com/

– Library

• Are there any library rooms free <date> <time>
• Can you book a group pod for me
• Do I have any books out
• Do I have any loans from the library
• How busy the computers are in the library?
• How many free PCs are there in the library?
• How do I get a replacement library card?
• I can't find my library card
• I want a group study space
• Is there any pods free
• I've lost my library card, what do I do?
• My library card is broken

– Campus Life

• What are the opening hours for <outlet>
• When is <outlet> open?
• Have you got any information about <outlet>
• How do I top up a circuit card?
• If there is any details on <outlet>
• Can I live on campus next year?
• Who do I talk to about my accommodation requirements?
• Are colleges like houses?
• Details about <name of> college
• Do colleges charge?
• Give me some details about <name of> College
• I've forgotten what college I'm in
• Tell me about accommodation and disability
• Tell me how colleges work
• Tell me more details about <name of> college
• Tell me something about <name of> college
• What college am I in
• What do you know about <name of> college?
• What's my college
• Why do colleges charge?
• Why have a college system?
• What can I put in my bin?
• What goes in the bin?
• what the upcoming bin collection is
• Whens the next <binType> bin collection
• What do I do with old electricals?
• Where can I get rid of electrical waste?
• Freedom of information requests
• Who do I ask about freedom of information?
• GDPR requests for own information
• Is my data private?
• Is my data safe?
• Say my name.
• Who am I?
• Is it going to rain?
• Is it still sunny?
• What's the weather like on campus?
Campus and the City

- Give me some history of Lancaster University
- How does the University compare with others?
- Is Lancaster well known for research?
- Is there a lot of research at Lancaster?
- What are the learning facilities like at Lancaster University?
- Tell me about the facilities at Lancaster Uni
- Tell me some historical facts about Lancaster
- Tell me about historical Lancaster
- History of Lancaster university
- How big is Lancaster University?
- How many students are at Lancaster University?
- Does the University have a lot of students?
- What's good about Lancaster?
- Is Lancaster University any good?
- Famous people who've played at the Uni
- What bands have played here?
- What celebrities came to Uni here?
- Has anyone famous studied here?
- Is there anything to do in Lancaster?
- When did the university open?
- When did Uni first open?
- When was Lancaster University founded?
- Why should I go to Lancaster?

Welfare and Disability

- How do I see a counsellor?
- How to contact a counsellor?
- When is my appointment with the counsellor?
- Check my meeting with counselling
- I want to see someone about mental health
- How do I get an appointment with a college wellbeing officer?
- How to find a wellbeing officer
- How do I arrange to meet a cwo?
- How to see a college wellbeing officer?
- I want to meet a well-being officer
- When is my appointment with the College Well-being Officer?
- When is my appointment with the CWO?
- How do I get a diagnosis?
- How can I get support for my disability?
- What support can I get for my disability?
- How do I get section 5 of the dsa form complete?
- Section 5 of the disabled allowance form
- How do I make an appointment with a disability advisor?
- How I contact a disability advisor/adviser
- How to find my disability appointment
- I want disability advice
- Make a disability appointment
- What is disabled student allowance?
- What is DSA?
- When’s my appointment with the disability advisor?
- Tell me what an ILSP is?
- What’s an ILSP?
- How do I get a dyslexia assessment?
- How to get assessed for dyslexia
- How do I arrange mitigating circumstances?
- Tell me about mitigating circumstances
- How do I get support settling in?
- I have an injury and need support
- I'm struggling with my essay
- What circumstances qualify for support?
- What is a Lancaster support review?
- Tell me about LSR
- Who do I contact about an injury?
- Who do I contact if I'm stuck with work?
- Can I see a GP?
- Get appointment with the medical practice
- How do I find my doctor’s appointment?
- How do I get medical evidence?
- How do I register with a GP?
- How do I show a medical diagnosis?
- How do I sign up with the medical centre?
- How I get to see a doctor
- I want to see a doctor
- When's my doctor’s appointment?
- How can I email the transitions team?
- How do I make an appointment with a transitions officer?
- How to contact the transitions office
- How to find my transitions appointment?
- I want to see a transitions officer
- When is my appointment with transitions?
- When’s my appointment with the transitions officer?

Can I use my Echo devices on campus?

At the moment Amazon Echo devices can't connect to the Eduroam network as they don't support the correct protocols, but they can still be used off campus. We're working with Amazon to understand if/when their Echo devices could support our Wi-Fi or if we could adapt our Wi-Fi network to allow their devices to connect.

You can continue to use L.U. on or off campus via iLancaster or Alexa apps.

Where can I find Privacy or GDPR Information about the L.U. skill?

Here’s some information about your data and the terms and conditions of using L.U.
Your use of the L.U. service means you have read and are happy with them.

The service may include your data being held in the cloud. For more information about this, please refer to Amazon Web Services’ Privacy Notice. Amazon AWS is covered under the EU-US Privacy Shield framework allowing transfers of personal data between organisations in the EU and those in the US.

Data will be used in accordance with the University's Privacy Notice. You can also find out about your rights in relation to your personal data from this link. Your personal data is processed in order to provide the Lancaster Voice service to you.

You can opt to have personal information provided by voice, such as your average mark. This is done via a preference switch. The default for the switch is ‘on’ but you must set a PIN in the iLancaster app before the device will say the answer. If you don’t provide a PIN or set the preference switch to ‘off’ these answers will be provided in text via the iLancaster app.

Please be mindful if you’re using the ‘voice’ service in a shared space (via the iLancaster App or an Echo Device). You may wish to mute or unplug your Echo device when leaving it unattended.

Questions you ask L.U. will be recorded for the purpose of evaluating and improving our service. We envisage this data would be held for no longer than one year.

L.U. provides access to data that may not be under the University’s control. Such data is provided in good faith and the University is not liable for any misleading or incorrect information.

If you have any questions, please email itpi@lancaster.ac.uk

From,
The ITPI Team

Troubleshooting

I can't access the skill or L.U.

If you can’t access L.U. it may not have been enabled by linking it to your Lancaster University account when you first downloaded it.

You can do this through the Alexa app:

1. Go to the Alexa app, My Skills and find L.U.
2. Click Enable Skill.
3. Click Link Account and log in using WebLogin.
Your University credentials will now be linked to the skill and you will have access to L.U.

The skill or L.U. doesn't recognise what I say

If L.U. doesn't recognise what you're saying, there are several ways to help Alexa understand you better.

Check your device's language is set to English.

1. On the Alexa app, click Devices then choose your device.
2. Scroll down to Language and choose English (British).

Alexa's voice recognition naturally improves as it gets to know you, but you can train Alexa to recognise you by creating a profile.

1. In settings, click on Alexa Account and Recognised Voices.
2. Create your profile in Your Voice.
3. You'll be asked to speak several pre-selected phrases to help Alexa learn how you speak.
4. The Your Voice menu offers several other options too, including Learn my voice if you want to run through another training session with Alexa.

You can also check what Alexa actually heard. The Alexa app keeps a note of all of your requests, so you can see exactly what she heard.

1. In the Alexa app, go to Settings.
2. In Alexa Account, click History.
3. Here you can identify any regularly misheard words and perhaps try to say them more clearly.

Is your Alexa device close to noisy appliances like the TV, stereo or dishwasher?

- Amazon says microwaves or baby monitors could also cause interference and advise to keep devices at least 8 inches from a wall.

The skill or L.U. doesn't show in the iLancaster app – the L.U. tile isn't available in iLancaster

If the L.U. tile doesn't show in iLancaster, log out and then log back in.

For Android:

1. On iLancaster, go to Settings from the dots (top right).
2. Click on the key with the cross at the top.
3. When asked if you're sure, click OK.
4. You can then log back in by choosing your profile and entering your details.

**For iPhone or iPad:**

1. In iLancaster, choose **Settings**.
2. Click **Logout**.
3. When asked if you're sure, click **Yes**.
4. You can then log back in by choosing your profile and entering your details.

Once you're logged back in, the tile should become available.

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**The skill or L.U. is behaving oddly**

If L.U. is behaving oddly, use the Alexa App to disable it and then re-enable it.

**To disable the skill:**

1. On the Alexa App, in **Skills & Games**, click **Your Skills**.
2. Click on the L.U. Skill to open it and **Disable Skill**.

**Once you've done this, re-enable the Skill:**

1. Go to the **Alexa** app, **My Skills** and find **L.U.**
2. Click **Enable Skill**.
3. Click **Link Account** and log in using **WebLogin**.

Your University credentials will now be linked to the skill.

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**The skill L.U. says I'm 'not authorised' when I ask my question**

If L.U. is saying you are not authorised, your skill is not linked to your Lancaster University account.

You can do this through the Alexa app:

1. Go to the **Alexa** app, **My Skills** and find **L.U.**
2. Click **Enable Skill**.
3. Click **Link Account** and log in using **WebLogin**.

Your University credentials will now be linked to the skill and you will have access to L.U.
The device isn't giving me the correct information about me

If you are concerned that the skill isn't giving you the correct information, make a note of the question you are asking and what exactly is incorrect about the information and please report this information to the ISS Service Desk.