**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)

**Frequently asked questions**

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.

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.

1. Go to the **Google Play** store.
2. Select **Search** then type: iLancaster.
3. Select **Install**, then **OK** – the application installs.

**Related pages**

- Attendance check-in help
- iLancaster applicant app
- iLancaster Post Alert system
- Organising Welcome Week with iLancaster
- See Me Safe help

**Troubleshooting**

- Applied to University but cannot log in to iLancaster
- Course timetable displaying the wrong times in iLancaster
- L.U. Troubleshooting (iLancaster Voice)
- Problems using University Photo Upload applet in iLancaster

Report another issue with iLancaster
Alternatively:

1. In your web browser, go to [www.lancaster.ac.uk/iLancaster](http://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.

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:

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).

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.

1. Open the app from your iPhone or iPad.

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).

To find notifications in the iLancaster app:

1. To find alerts/notifications go to the bar at the bottom of the screen and click alerts

2. To view an alert click on the notifications with blue dots next to them (This means that the alert hasn’t been opened/viewed yet) to receive the alert.

3. To delete an alert:
   a. Click on edit in the top right of the alerts screen and then select which notifications you would like to delete by tapping the circles on the left of the notifications (You can select one or more at a time).
b. They should turn red with a tick symbol, which means the notification has been selected. You can tap again to deselect the notification.

c. Once you have selected the notification(s) you would like to delete you can click delete and they should disappear.

d. There is also an option in the top left corner to ‘select all notifications’ this will delete all notifications in your inbox.

e. Click done when you have deleted the notifications.

1. First ensure you have alert settings selected as one of the features on your home page.
2. Next, in alert settings you can choose one of the categories.
3. 

4. Set your preferences for each category, for example in Academic you can turn notifications on and off by tapping on the button under 'Enable' to show green for on and black for off.

5. You can also select the time from when you will start receiving notifications to when you want them to stop coming through. For example, you can choose to have notifications on from 9:00-17:00 then any notifications that come through after those times will automatically be held until 9 the following day.
Occasionally on Android devices users may not be prompted to give location permissions to iLancaster.

To resolve this:

1. On your phone, navigate to Settings.
2. Select Apps.
3. Select iLancaster.
4. Ensure Location is switched to On.