iLancaster and MyLU help

MyLU

Current students are recommended to now use our new MyLU mobile app rather than the previous iLancaster app - it has a Quick View home screen to show what's happening in your University life, and there's easy access to lots of familiar features and some new ones.

1. Download MyLU from the appstore for iPhones and iPads, or from the google play store for android devices.
2. Once downloaded, open the app and press the Sign in button at the top
3. You may be asked to use amazoncognito.com to sign in, press Continue
4. Sign in with your University username and password
5. Once logged in, you will be asked for your preferences for Location and Notifications, and then the app will be ready to use
1. To customise your alert settings, from the bottom right click More then My Settings
2. Choose Notifications from the My Settings menu
3. Select the feature to customise alerts for (e.g. Transport)
4. Set up your notifications and then choose Sync Preferences

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

Timetable
To access your timetable, from the bottom left select **Timetable**, you can browse the timetable by week using the arrow buttons at the top, or use **Jump to today** for the current timetable.

**Check in**

To check in to a session, scroll down the homepage to the grey section titled “Event not in timetable?” and enter your **Session Code** then click **Check In**.

**Alerts**

To view your alerts and notifications, click the bell icon in the top right corner.

**Digital ID**

To view your digital ID click the person icon in the top left corner. You will be able to view your student ID, username, email and barcode here.

**Maps**

To access maps, from the bottom right select the **Map** icon. You can search for a location using the search bar, or use the filters to show types of location, for example PCs.

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**iLancaster**

**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:

- **Future student** – for applicants who have received an offer: m.lancaster.ac.uk (then select the **Future Student** 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**

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.

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.

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/adden 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 **Arrange** 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.
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**.