**iLancaster help**

**iLancaster** is a free mobile application providing you with Lancaster University services, resources and information on your mobile device. It is available for Lancaster students and staff, and applicants who have received an offer.

To download iLancaster for:

- iOS devices, go to: https://www.lancaster.ac.uk/iss/ilancaster-appstore
- Android devices, go to: https://www.lancaster.ac.uk/iss/ilancaster-googleplay

Logging in to the app:

- Students and staff - when logging in to the app, enter your University username and password.
- Applicants to Lancaster University - when logging in to the app, enter the username and password you were sent when you received your offer.

**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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**Frequently asked questions**

Features include:

- Quick View home screen keeping you up-to-date with what’s happening today in your University life.
- Search function giving results for information and news.
- Timetable feature, with swipe to move from one week to another, and links to get the recording for an event from any of that module’s events.
- Maps for if you’re on campus and want to find your way to a shop, bus stop or launderette as well as buildings and rooms.
- Ask L.U. for instant answers to questions about your academic life, campus life and social activities.
- Check-in feature for students for timetabled events, available from the Quick View screen or Timetable.
- Useful information about you via the Profile icon.
- Bins feature, to see when your different bin collections are due if you live off campus in the Lancaster area.

1. Go to https://www.lancaster.ac.uk/iss/ilancaster-appstore, or search the App Store for **iLancaster (Lancaster Uni)**.
2. Select **Install**.
3. Type in your Apple ID and password – the application downloads and installs.

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**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
1. Go to https://www.lancaster.ac.uk/iss/ilancaster-googleplay, or search Google Play for iLancaster (Lancaster Uni).

2. Select Install, then OK - the application downloads and 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. 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.

![List View](image)

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

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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/addded 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.

![App Interface](image)

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 09:00-17:00 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**.