**IT accounts help**

Lancaster University students and staff have a username and password which is used to authenticate their access to the University network and to a range of systems and applications. Some services may also require use of a one-time password (OTP) to gain access.

For details of the types of accounts issued to particular categories of people (dependent on their role/relationship with the University), along with details of how these accounts are provisioned, please see University IT account types.

**MyAccount** provides information about your University IT Account, as well as other identifiers such as your student or staff number and college, and allows you to change your password. You can access your MyAccount page at lancaster.ac.uk/myaccount.

### Username formats for different services

Depending on the service, you will have to identify yourself in a variety of different ways. See below for a list of the different formats you will need to use, and some of the services they apply to. You can find your username and email address at your MyAccount page.

<table>
<thead>
<tr>
<th>Format</th>
<th>Services</th>
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</table>
| **lancs\username** (e.g. lancs\bloggsj) | • VPN  
• Remote desktop  
• Shared folder |
| **username** (e.g. bloggsj) | • Lab PCs  
• WebLogin  
• iLancaster |
| **username@lancaster.ac.uk** (e.g. bloggsj@lancaster.ac.uk) | • Eduroam  
• Office 365 username  
• Some other software |
| **e.mail@lancaster.ac.uk** (e.g. j.bloggs@lancaster.ac.uk) | This is your email address.  
• Alternative for logging into Office 365  
• Setting up Outlook on some PCs |

**Note:** this is **not** your email address.

### Frequently asked questions

You can learn more about MFA at [Multi-factor authentication (MFA) help](#).

If you would like to change the appearance of your name in all IT systems:

- Staff should send a request to HR: hr.mi@lancaster.ac.uk
- Students should send a request to The Base.

Unfortunately, your username cannot be altered after it has been generated; your username will not change, even if you change your name.
If you have a full staff account, the details for the account should have been sent to you in an email to your non-University email address. Once you have the account details you can merge this onto an existing account yourself via the MyAccount page. The information about the merging process is at the end of the page.

If you don't have the automated emails to your non-University account, check that the email hasn't accidentally ended up in a junk or clutter folder. If the email isn't found, contact HR for further assistance.

At the end of your period of study or when your employment ends at Lancaster University, your IT account will expire. Some students or staff members may have a valid reason for requiring an extension to their IT account.

Your department can make the decision to extend your IT account if they deem you have a valid reason. Please contact them in the first instance.

If you are a staff member dealing with requests to extend IT accounts, this can be done using an online system. For further information, see Temporary IT accounts.

During a period of intercalation, you are no longer a registered student of the university, and therefore your access to most University IT services will be suspended until you return. The exception to this is your University email account, which you will continue to have access to. Should you need access to other IT services during your intercalation, please contact The Base.

More information for students who are considering whether to intercalate is available in this guidance from Student Based Services.

See the information at IT procedures when leaving the University.