Student portal help

The Student Portal is an online hub that gives you access to your student email, timetable, learning spaces and a number of student services. It can be accessed by going to lancaster.ac.uk/portal. For more information, watch the video below:

Frequently asked questions

1. Navigate to lancaster.ac.uk/portal
2. Click on the Modules tab.
3. You will see a list of your modules listed, you can click on the + button for a module and then access its Moodle space by clicking Go to Learning Space.

Marks are displayed in the Interactive Transcript.

A link to the Interactive Transcript is in the Student Links widget on your dashboard.

1. Go to the Student Portal at: https://lancaster.ac.uk/portal and log in using WebLogin.
2. A link to the Absence Notification function in iLancaster is in the **Student Links** widget on your dashboard.

3. Click the **Submit Absence Details** link.

A link to the Development Needs Analysis site is found in the Student Portal.

Use the **Next** button on the **Student Links** widget on your dashboard to scroll through the available functions until you see the **Needs Analysis** link.

Once you have entered the Needs Analysis site, follow the on-line instructions to complete your needs analysis request.

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**Student Portal**

The Student Portal is an online resource that you will have access to once you hold an offer of postgraduate study at Lancaster University. From the Student Portal, you can:

- View useful information about how to prepare for your studies.
- Read profiles of some of our postgraduate students.
- Access your postgraduate applications.

About six months before your programme starts, we’ll normally give you a web board. This will let you learn more about your programme and ask any questions you may have on a discussion forum.

**Web boards**

On your web board you can:

- Read announcements and information from your programme team and academic department.
- Discover what your programme team recommends that you do in order to prepare for your postgraduate studies.
- Ask questions or introduce yourself to other new students using the social area.
The Student Portal currently includes links to the past papers section of the Student Registry website from the Modules tab, under Additional Module Information.

Your personal exam timetable is available from the following:

- **Student Portal**
  - The Exam timetable can be found in your timetable tab on the Student Portal — make sure you have the Exams option ticked.
- **iLancaster mobile app**
- **iCalendar feeds**

The timetable displayed in the portal provides a read-only view of your academic & exam timetable based on the modules on which you are enrolled.

**It is not possible to change this timetable through the portal** – if you believe it is incorrect please speak to your department office.

If your name is spelt incorrectly, please email the student registry:

- **Undergraduates:** ugregistry@lancaster.ac.uk
- **Postgraduates:** pgso@lancaster.ac.uk

If you have changed your name, then please complete a Change of Name or Change of Name and Gender form from the Student Registry website.

**Report a problem with the Student Portal.**

Please contact your Department Office.

Please contact your College Office.

You can rearrange the widgets on the **My Area** tab to suit your preferences.

1. From the **My Area** tab, scroll to the bottom of the page and click on the **Dashboard Preferences** button.

2. From here, you can re-order the widgets to display in an order of your preference. Click and drag on the arrow icons on the right hand side to move the widgets up or down the order.
3. The widgets are displayed in the following order:

![Widgets Displayed in Order]

1. From the **My Area** tab, scroll to the bottom of the page and click on the **Dashboard Preferences** button.

![Dashboard Preferences Button]

2. You can remove widgets by clicking on the **Remove** button to the right of the corresponding widget.

![Remove Widget Button]

3. You can add widgets by scrolling to the More Widgets section and clicking on the **Add** button to the right of the corresponding widget.

![More Widgets]

By clicking on the cog icon on the top right of any widget, you can:

- **Select the amount of items you want to display.** Clicking on the drop down box allows you to select the number of items you want to be shown in this widget.
- **Remove Widget** by clicking on the red Remove Widget button. This can be re-added at any time in Dashboard Preferences (see help above).
The My Links feature on the Student Portal and the Staff Intranet allows you to add your own favourite links to services and information you access regularly. My Links can be found on the right hand side of the page, or on a mobile device under the Menu button.

To add a link to My Links:

1. From any page on the Student Portal/Staff Intranet, click on the My Links button on the right hand side of the page.

2. Click Add Link.
3. Enter the **Title** and **URL** of the link you wish to add. The Title is text that will appear in your My Links menu.

![Add Link to 'My Links'](image)

4. Click **Save**, and the new link will be added.

Alternatively, you can access the My Links Preferences page via the menu at the top, by navigating to **My Area** (on the red menu), and then to **Preferences** (on the white menu).

If you are accessing the Intranet from a mobile device, you can add a link via the **Preferences** page. You can find the preferences page from the menu under **My Area > Preferences**.
From the My Area Preferences page, you can manage your links to edit, re-order and delete links.

1. From any page on the Student Portal/Staff Intranet, click My Links on the right hand side of the page.
2. Click + Manage My Links.

3. Click the X in the top right hand corner of the My Links menu to hide it.

4. The following page will display:

   **Edit a link**

   You can edit a link by clicking on the Edit button to the right of the corresponding link. You will then be able to edit the Title and URL previously entered.

   **Re-order a link**
Click and drag on the arrow icons on the right hand side to move the links up or down the order.

**Delete a link**

You can remove a link by clicking on the **Remove** button to the right of the corresponding link.

Alternatively, you can access the My Links Preferences page via the menu at the top, by navigating to **My Area** (on the red menu), and then to **Preferences** (on the white menu).

If you are accessing the Intranet from a mobile device, you can add a link via the **Preferences** page. You can find the preferences page from the menu under **My Area > Preferences**.