Lancaster Registration Guidance

Please follow the below steps in full to register as a Lancaster University (LU) student. All participants must register as soon as receiving their registration email and link, in order to start the programme and have access to all learning resources.

We send all new participants an email invitation to begin Registration about a month before the course start date, on a rolling basis. Not all participants will receive the email at the same time, so please keep an eye on your inbox and spam folder to complete the required steps.

1. Access the online Registration Centre using the details emailed to you. You can access this system by using your personal email address as the username and a temporary password emailed to you (this is known as a Friend account login).

2. Confirm your details and activate your LU IT account - this will include creating your own password for your LU account.

3. Once you have activated your LU account, you will receive your LU username. Access to all LU systems will now be with your LU username and the password you created. **Note: you will also be directed to set up Multi-Factor Authentication (MFA) on your IT account:** https://www.lancaster.ac.uk/iss/mfa-help

4. After activating your LU account, you still need to complete the remaining stages of registration in the Registration Centre. You will need to complete **all** of the following steps:

- **Upload an ID document**
This should be a jpeg/png image of the photo pages of your passport or birth certificate. We do not accept driving licenses.
Note: If your current legal name does not match the name on your ID document, you must also upload evidence of name change.

- **Upload a photo**
This should be a passport-style photo against a clear background. A photo taken on your mobile phone is fine, but you should not be wearing sunglasses/hat etc. The photo must only show your face/neck/shoulders and must not include any other people.

- **Upload sponsorship confirmation**
  Select the third option of 'I don't pay tuition fees to Lancaster University…', then select 'Frontline programme:

Please then upload the following image as a jpeg/png file as your evidence if prompted:

Postgraduate Diploma in Social Work

Tuition is fully funded by Frontline
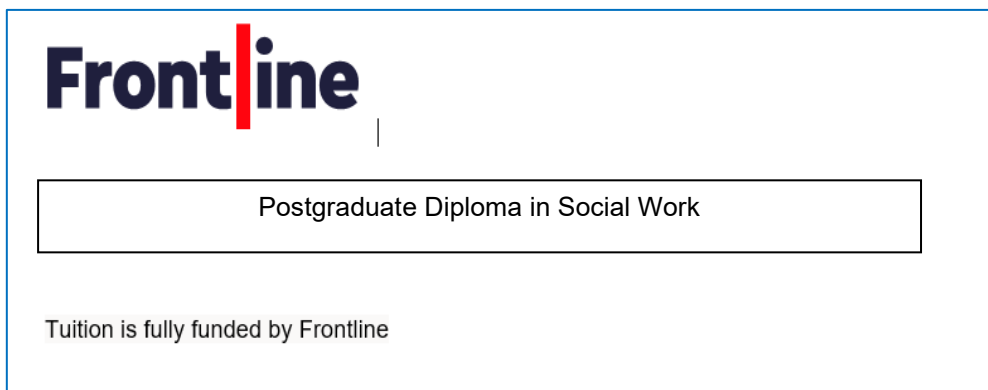
5. Please note that, further to your conditional offer letter, you have a place on Approach Social Work, which is a three year programme culminating in an MA in Advanced Relationship-Based Social Work Practise with Children and Families. However, as you are registering for your first year as a Lancaster University student under the PGDip, you may see your portal refer to this academic programme further to the above image.

6. You may see a message confirming that a document is waiting for approval. This will be for one of the following reasons:
   - You are provisionally registered, as Frontline has not completed all checks for you. This will most commonly because we are waiting to see your DBS, you are a final year and we are waiting to see your degree certificate, or you do not have a confirmed placement yet
   - You have uploaded a document very recently, and it hasn't been checked by Lancaster yet
   - You have uploaded an incorrect document. Please ensure you check you have uploaded the correct type of document, particularly a photo which meets the requirements listed above.

7. Please note you will be required to reconfirm your registration details on 1 August. This will be included in your Readiness for Practise training, but all participants must complete to align with Lancaster registration requirements.

Access to LU email and Moodle

To access your LU Moodle pages, your LU email account and our document ordering system, please go to the LU student portal, and log in with your LU username and password (as created using the above steps). Please be advised that it can take several days to set up Moodle access post-registration: **https://portal.lancaster.ac.uk/**

To navigate to email, please select My Area – Dashboard, and look for 'email preview'.

> **Note: the adjacent section 'timetable' will be empty. This is because Frontline teaching is not co-ordinated by LU so is not captured in LU timetabling system. For Readiness for Practise timetabling queries, please refer to Moodle or contact frontlineops@thefrontline.org.uk**