

Lancaster registration guidance

Please follow the steps below to register as a Lancaster University (LU) student. All participants must register as soon as they receive their registration email and link. This is needed to start the programme and access learning resources.

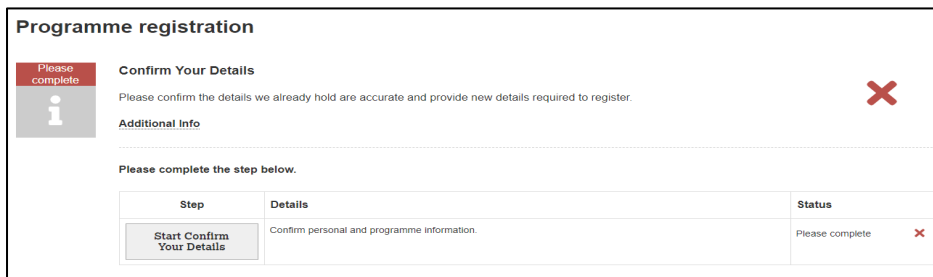
Student records are created at different times, so you may not receive your information at the same time as others. Once your record is created, you will receive an email from LU's registration team. This will be sent to the personal email address you used when applying.

You may also receive a "[friend account](#)" email. This allows you to access some services before you are fully registered. Your username is usually the email address you used in your application. You will be invited to begin registration about one month before the programme starts. Please check your inbox and spam folder regularly so you can complete the steps on time. For more information and support, visit the [Frontline registration page](#).

Steps for registration

Step 1 – confirm your details

This stage gives you the opportunity to review the information provided to Frontline and ensure it remains correct.



Step	Details	Status
Start Confirm Your Details	Confirm personal and programme information.	Please complete ✗

Once you have completed your registration you will see a confirmation message on screen. Depending on your situation, you will then be guided to either set up your Lancaster IT account or visit the [registration centre](#) for next steps.

Step 2: set up a Lancaster IT account

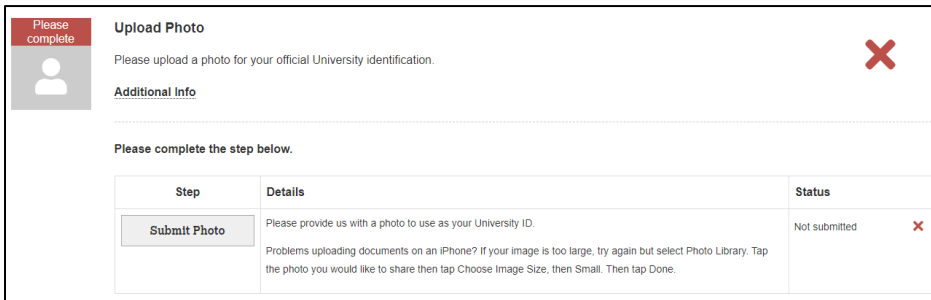
During the process of setting up your IT account you will:

- Agree to abide by the university's Computer User Agreement (CUA)
- Set up your IT account - to do this you receive the username that you will use throughout your time at Lancaster and set a password for it
- Register to use the online password reset service

- Set up multi-factor authentication (MFA) as part of the cyber security procedure

At the end of this process, you will receive confirmation that your IT account has been set up successfully. Once it is ready, you can use your account details to log in and access the University network, systems, and applications. Further information about how to set up your university IT account as a [distance learner](#) may be found on the [welcome site](#).

Step 3: provide a photo to use as university ID



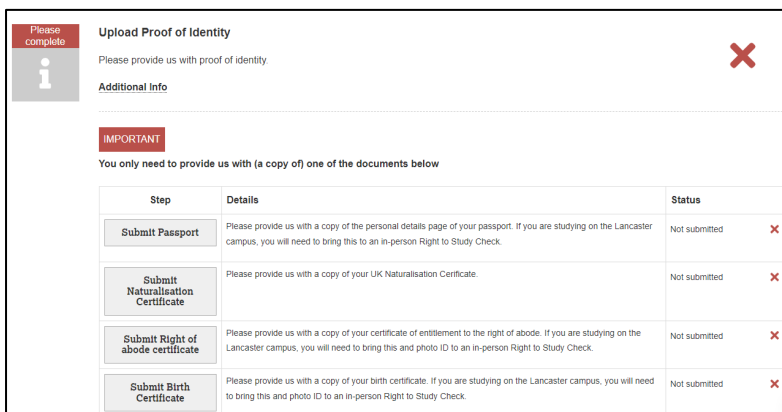
Step	Details	Status
Submit Photo	Please provide us with a photo to use as your University ID. Problems uploading documents on an iPhone? If your image is too large, try again but select Photo Library. Tap the photo you would like to share then tap Choose Image Size, then Small. Then tap Done.	Not submitted ✘

Use a passport-style photo with a plain background. A photo taken on your phone is fine. Do not wear sunglasses, a hat, or anything that covers your face. The photo should only show your head, neck, and shoulders, and no other people should be included.

Step 4: provide proof of identity

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 the name is different from the name on the application, you must also provide a copy of one document from the list below:

- marriage certificate
- decree absolute/decreed nisi papers
- deed poll or statutory declaration



IMPORTANT
You only need to provide us with (a copy of) one of the documents below

Step	Details	Status
Submit Passport	Please provide us with a copy of the personal details page of your passport. If you are studying on the Lancaster campus, you will need to bring this to an in-person Right to Study Check.	Not submitted ✘
Submit Naturalisation Certificate	Please provide us with a copy of your UK Naturalisation Certificate.	Not submitted ✘
Submit Right of abode certificate	Please provide us with a copy of your certificate of entitlement to the right of abode. If you are studying on the Lancaster campus, you will need to bring this and photo ID to an in-person Right to Study Check.	Not submitted ✘
Submit Birth Certificate	Please provide us with a copy of your birth certificate. If you are studying on the Lancaster campus, you will need to bring this and photo ID to an in-person Right to Study Check.	Not submitted ✘

Please note that, as stated in your conditional offer letter, you have a place on Approach Social Work. This is a three-year course leading to an MA in Advanced Relationship-Based Social Work Practice with Children and Families. However, for your first year, you will register as a Lancaster University student under the PGDip. Because of this, your student portal may show this programme title instead.

You may see a message saying a document is waiting for approval. This can happen for a few reasons:

1. You are provisionally registered because Frontline has not completed all checks yet. This is usually because we are waiting for your DBS check, your degree certificate (if you are in your final year), or confirmation of your placement.
2. You have recently uploaded a document, and it has not yet been reviewed by Lancaster.
3. You have uploaded the wrong document. Please check that you have uploaded the correct type, especially your photo, which must meet the requirements listed above.

Your status at Lancaster University will not change to ‘studying’ until your commencement is confirmed by Frontline. A document, usually your photo, will be kept as “waiting for approval” in the meantime.

Please note you will be required to reconfirm your registration details on 1 August 2026.

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.

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

Please note the adjacent section ‘timetable’ will be empty. This is because Frontline teaching is not coordinated by LU so is not captured in LU timetabling system. For timetabling queries, please refer to Moodle or contact the relevant [Frontline team](#).

LU document ordering

You can download a range of documents from Lancaster’s document ordering system such as:

- Proof of student status letter
- Council tax exception letter
- Registration certificate

These documents cannot be accessed until you have commenced studies and your status moved to “studying”. Log on to the [LU document downloads page](#) of the student portal with your LU username and password:

1. Log in to the student portal,
2. Go to ‘My Area’, then ‘Dashboard’ tab
3. In ‘Student Record’ box, click on ‘Document Download’
4. Select the document you require, click ‘Download’

Useful contacts

Frontline queries	admissions.support@thefrontline.org.uk
Lancaster University IT account	https://www.e-res.lancaster.ac.uk/Jira/create.aspx https://portal.lancaster.ac.uk/ask/it-help/
LU registration queries	frontline@lancaster.ac.uk

Drop-in support sessions

Multiple sessions are being hosted to support with the registration process. They will involve a short presentation, followed by applicants able to ask their specific registration queries and have IT support. Please only join these live sessions with queries related to the registration process.

Date	Time	Joining link
Monday 22 June	12pm	Click here to join
Tuesday 23 June	3pm	Click here to join
Tuesday 23 June	6pm	Click here to join
Monday 29 June	12pm	Click here to join