



Mobile App Frequently Asked Questions

How do I find the GeauxU mobile app?

The GeauxU mobile app can be found in the App store for Apple devices and Google Play for Android devices. Simply search 'GEAUXU' as one word or 'UL Lafayette.'

I'm having trouble logging in to the app.

When the user accesses the app for the first time, they will see a login button at the top left corner of the home page. Click on this link, and then enter the email address that was previously shared with the University. The GeauxU mobile app has two-factor authentication meaning the user will first need to provide the email address and then the code that is sent to the user's email in order to login. If the email address is not recognized in our system, the user will receive a Login Not Found message. The user will then need to click the registration link and fill out the associated form. From there, we will add the user email to our system, and the user will be notified when the user can finalize the authentication process.

What is the wallet feature?

The digital wallet is where membership or benefit cards are stored inside the app. The wallet cards are synced with the user's profile and the University's data. The wallet enables alumni and donors to see digital cards that contain their ULID (the user's unique identification that is attached to their University profile) and other pertinent information. The user will also see a barcode on the digital card that can be used to gain access to events and discounts associated with the membership or benefit. Cards that are not available are greyed out, but the user can click on them for more information about how to gain access to that particular membership or benefit.

What is the GeauxU Traditions Challenge?

The traditions feature in the app enables alumni and students to complete UL Lafayette traditions, engage with other fans and supporters, and win prizes. The list of traditions that a user sees inside the app depends on whether they are a student or alumni. There are 40 traditions available for completion and four achievement levels. Once a user completes an achievement level, the fleur icon will change from black & white to color and the user will receive a notification with instructions on how their gift will be delivered



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to them. The user can see the achievement levels and completed traditions by clicking on the “My Achievements” button inside the traditions feature.

How to I follow Alumni Association Clubs and Chapters?

The Chapters tile features Alumni Association clubs and chapters. Users will first see the news feed from the clubs and chapters that they follow. To find new clubs and chapters, simply click on the ‘Find Groups’ button. To follow a club or chapter, click the follow button after choosing which group to join. Once the user is a follower, they will be able to see the other members of the club or chapter by clicking on ‘members.’ The user can also see information related to the group and their social media channels by clicking on the ‘i’ icon. Related events can be seen by clicking on the ‘events’ icon. Followers can post text or images to the newsfeed as well.

Where do I find information about Ragin’ Cajuns Athletics?

Ragin’ Cajuns athletics events can be seen by accessing the ‘Athletics Schedule’ tile. Users can subscribe to specific sport calendar by using the settings button and choosing which calendar will show in the schedule listing. Users can also choose if they want to receive push notifications from the selected schedules.

If you still have questions or would like to provide feedback for the app, please contact us at geauxu@louisiana.edu.