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1. What is the International Office responsible for?

The International Office (building 21.02) informs about the organizational steps of the guest student, which are relevant for and during a stay at the HHU. The International Office will carry out the registration of the visiting students. It is responsible for the administration. Your Erasmus officer or the responsible contact person in your subject will answer any technical questions you may have.

2. After the nomination

At the end of April (for the winter semester) or at the end of November (for the summer semester), you will receive information by e-mail about your application, enrolment, accommodation and deadlines that you should meet: 12 steps

3. APS group number

Exchange students from China need an APS group number to apply for a visa. Mrs. Lent-Öztürk will give you this number after you have been nominated by your home university.

4. Semester dates

<https://www.uni-duesseldorf.de/home/en/studying-and-teaching-at-hhu/studying/termine-und-fristen.html>
(German)

5. Certificate of arrival

After your arrival in Düsseldorf, you will receive a confirmation of arrival from the International Office. Mrs. Lent-Öztürk will inform you of the dates of issue by e-mail. Please scan it (e.g. at the ULB, building 24.41) and send the scan to your home university. Present the original at the end of your stay to the International Office for your certificate of departure.

6. Student ID

You will receive your student ID (a piece of paper you separate from a blue sheet) via post at the address you mentioned in the online-application, as soon as we have all documents for your enrolment and you have transferred the semester fee (social fee). If you haven't received your student ID via post, please inform Ms. Lent-Öztürk. You can collect your student ID after your arrival in Düsseldorf.

If you submit documents for your enrolment after your arrival in Düsseldorf or pay the semester fee after your arrival via credit card, the International Office will inform you via e-mail, when you can collect your student ID at Ms. Lent-Öztürk's office on presentation of your passport.

If you stay for two semesters, you will receive your student ID at your current address after you transferred the semester fee.

7. Loss of student ID

If you lose your student ID card, please fill in a [loss report](#) (German) as soon as possible and hand it in personally at the Student Service Center. You pay 10,- € with your EC-card of a German bank. You will receive your new student ID card directly.

8. Travel pass

Your student ID card is at the same time your travel pass, i.e. from the beginning of the semester (1st of April / 1st of October) you can use all buses, trams and trains with the prefixes U, S, RE and RB (2nd class) throughout the whole of North Rhine-Westphalia free of charge. You can take a second person with you free of charge from Monday to Friday after 19:00 as well as all day on Saturdays, Sundays and public holidays. You can take your bicycle with you free of charge on all VRR trams and trains with the prefixes U, S, RE and RB. [Rheinbahn App](#)

9. Travel ticket before the start of the semester

If you travel to university before 1 October or 1 April, e.g. to attend preliminary courses, you can apply for a preliminary course ticket at the HHU AStA in person: asta.hhu.de/beratung-service/services/vorsursticket. The preliminary course ticket is available for the winter semester in August and September and for the summer semester in February and March and is valid for 30 days from receipt. It costs 58.90 euros (June 2018).

If you do not attend any preliminary courses, you must buy tickets for bus and train journeys at the ticket machines or with the Rheinbahn App before the start of the semester (1 April or 1 October). Information about tickets and prices can be found on their website under:

<https://www.rheinbahn.com/tickets/> (English)

10. Registration for courses

On the top of the blue sheet you received from the International Office you will find the initial password for your personal university ID and your e-mail address. Activate your email address under <https://idm.hhu.de>. Then you have access to the [student portal](#) (German) and the University's electronic course calendar ([HIS-LSF](#)) and can register online for courses (exception: medical students).

11. Problems with course catalogue

Please contact the [Zentrum für Informations- und Medientechnologie](#) (Helpdesk): helpdesk@hhu.de

12. Responsibility questions on the subject

The [Erasmus Officer](#) of your study subject is your contact person for all technical questions.

13. Changes Learning Agreement

Your [Erasmus Officer](#) is responsible for all technical questions.

14. Extension Erasmus-stay

Fill in the [application for extension](#), sign it, let the Coordinator of your home university and your [Erasmus Officer](#) at the HHU sign, too. Send the completed application for extension at the latest two months before the end of the current semester as a PDF file to exchange-students@hhu.de.

15. Transcript of Records

The [Erasmus Officer](#) or someone else at your faculty will issue your transcript of records. Please arrange an appointment at least two weeks prior to your departure date and present all your certificates of attendance and records of your exam and course achievements.

16. Certificate of departure

Please complete the form provided by your home university and present it during office hours together with your certificate of arrival to Ms. Lent-Öztürk for signature at the earliest one week before your given date of departure.

17. Exmatriculation

Please [de-register](#) 3 to 5 days before your departure at HHU Student Services. You will need your certificate of de-regis-tration if you want to study at a German university again.

18. German language courses

Don't miss the placement test! You may participate free of charge in the German language courses with your result of the obligatory placement test: [Department German as a foreign language](#)

19. Language tandem programme

<http://www.spz.hhu.de/en/language-tandem.html>

20. English and other foreign language courses

<http://www.spz.hhu.de/en.html>

21. Erasmus students of German and Romance Languages and Literatures

Erasmus students of Romance Languages and Literatures can attend the introductory event of German Studies to receive advice and attend up to four scientific courses of German Studies. You need a German B1 language certificate to attend the courses.

22. Campus App

www.hhu.de/home/infocenter-hhu/mediathek-interaktiv/myhhu-die-praktische-hhu-app.html (German)

23. MensaCard

With the canteen card (MensaCard), you can pay for meals and beverages in the canteens and cafeterias run by Düsseldorf Student Services and use the washing machines in the halls of residence. You can buy a card for € 2.50 at Cafeteria Bistro Uno in Building 21.11. and in all canteens and cafeterias of the HHU. There you can also “top up” your card with money. [Menu plans](#), [Mensa-App](#) (German)

24. WiFi

WiFi is available in almost all HHU buildings. You can choose between two networks: HHUD-W (unencrypted) and eduroam (encrypted). You need your university identifier and the respective password for both.

25. Complaints office of HHU

If you have serious problems that you cannot solve with your lecturers or the administration, the Vice Rector for International Affairs will accept complaints from students from abroad and try to find a solution.

[Bank account in Germany](#)

26. Bank account opening

To open a giro account for students in Germany, you need:

- your residence permit (if you require a visa)
- a registration certificate from the city (i.e. proof of permanent residence in Germany - you will receive this after registration)
- if necessary: your student ID

Most giro accounts are free of charge for students. If you are older than 30 years and have a low income, you may have to pay fees for the account management. Please enquire at the banks about the respective conditions.

[Reside](#)

27. Residence registration

Once you have moved to Düsseldorf, you must register yourself and your place of residence within one week at the Residents' Registration Office ([Einwohnermeldeamt](#) (German)) of the City of Düsseldorf, regardless of how long you intend to stay here. You must also notify the Residents' Registration Office and [HHU Student Services](#) if you move home during your stay in Düsseldorf.

For the registration at the Residents' Registration Office of the city of Düsseldorf an appointment is necessary. Please inform yourself on the pages of the Residents' Registration Office. You will need the following documents in order to register at the office:

- ID card or passport, with visa if applicable
- Completed confirmation of accommodation by your landlord (find the form "Wohnungsgeberbestätigung" [here](#) (German))
- If necessary: your student ID

You can find out whether you have to submit further documents on the pages of the [Residents' Registration Office](#) of the city of Düsseldorf or at the Residents' Registration Office of the city to which you have moved.

28. What is the property manager responsible for?

The property manager is your first point of contact for all matters concerning your living space or the residential complex. He/she will take care of the handing over and acceptance of the flat and will hand over the keys to the flat to you.

29. Contact person dormitory

In each dormitory there are tutors whom you can ask if you have any questions or problems related to your accommodation, everyday student life and recreational activities. The tutors also organise events and joint activities. Further information can be found on the noticeboards in your hall. [email](#).

30. Loss of keys

You will receive a new key from the administration of your student dormitory against reimbursement of a fee of at least 350,- € (as of November 2018).

31. Defect in dormitory room

The Facility Management is in charge of repairs for your dormitory room. Please register any damage [online](#). You need your tenant number (see rental agreement).

32. Fluorescent materials for lamps, filter mats for ventilation systems in dorm rooms

You can buy fluorescent materials and filter mats in the office of the property manager responsible for your residential complex.

33. Radio and TV licence

You register for radio licence fees after you have moved into an apartment in Germany or moved to a new place in Germany: [Registration](#) (German). Each apartment or house pays a monthly charge of € 17.98 for radio, TV and internet. This is a flat-rate licence fee regardless of how many people live there and how many appliances there are. But: Students in receipt of a grant can [apply for a reduction or exemption](#) (German), [English explanation](#).

34. Residence deregistration

When you leave Düsseldorf to live somewhere else, you need to sign off at the Residents' Registration Office of the City of Düsseldorf ([Einwohnermeldeamt](#)) or the local town hall.

35. Renewal of tenancy agreement with Studierendenwerk

Your tenancy agreement will not be renewed automatically. Please contact Düsseldorf Student Services at least two months beforehand and enquire whether your tenancy agreement can be renewed.

36. Moving out of dormitory

Please arrange an appointment with the manager of your hall of residence to hand over your room and the keys. The appointment should take place in the last week before your departure. Please show your deregistration certificate from the Residents' Registration Office or the local town hall to the manager of your hall of residence. Only if you hand over your room in a clean and undamaged condition will he /she reimburse your deposit in full. If there is any damage to the room, the cost of the repairs will be deducted from your deposit.

37. Deposit for cans and bottles

A deposit of between 8 and 25 cents is charged for most bottles and cans. This means that when you buy beverages in one-way and re-usable bottles you pay this additional charge which is reimbursed when you return the empty bottles and cans to the shop. You can either deposit your empty bottles and cans in the machine or sometimes hand them in at the checkouts.

38. Recycling and waste separation

Different waste bins for different types of waste:

- Paper: Blue dustbin or special containers in the street
- Packaging with the "Green Dot" symbol: Yellow sacks or yellow dustbins
- Non-recyclable waste: Grey or black dustbin
- Glass: Special containers in the street
- Dead batteries: special boxes in supermarkets



(Grüner Punkt – "Green Dot")

Health

39. Psychological support

The Student Service Center offers [psychological counselling for individuals and groups](#).

You can also call on the help of the [Commissioner for Students with Disabilities and Chronic Diseases](#).

If you need support in urgent cases at the weekend, you can contact the [hospital chaplaincy at the University Hospital](#) (German) or the [LVR emergency department](#) (German).

40. Doctor visits and medication distribution

As a rule, doctors' practices are closed on Wednesday afternoons. In emergencies outside normal hours you should please contact the emergency practice:

Ärztliche Notfallpraxis Düsseldorf
Florastraße 38 | 40217 Düsseldorf
Phone +49 (0)211 9 86 75-55

In life-threatening cases, please do not hesitate to dial 112 and call an ambulance.

You can only obtain prescription medication from a pharmacy and with a doctor's prescription. As a rule, your health insurer will pay for such medication, but you will often have to pay a pharmacy fee of between € 3 and € 10. Pharmacies are generally open on Monday to Friday from 8:30 to 18:30 and on Saturday morning. Some pharmacies close over lunchtime. Outside opening hours, you can go to the pharmacy on emergency duty (have a look on the [internet](#) (German) or in the daily newspaper).

Job

41. Work as an Erasmus/exchange student

If you come from the EU or the European Economic Area (EEA), you are on an equal footing with German students and can work as much as you like. If you work more than 20 hours, you have to pay social insurance contributions.

If you come from a country which doesn't belong to the EU or EEA, you may work 120 full days or 240 half days per calendar year in addition to your studies. It's the days you work that count. Public holidays, holidays and other days off do not count. If you want to work more, you need a permit from the Employment Agency (Agentur für Arbeit) and the Foreign authority (Ausländerbehörde).

There is no time limit for working as a student or research assistant. The same applies to activities related to higher education in connection with studies in organisations close to higher education institutions, for example as a tutor in the student union housing complexes.

The [Federal Employment Agency](#) has a consultation hour at the SSC.

You will receive a tax number from the Federal Central Tax Office. Further information here:

<https://www.duesseldorf.de/einwohnerangelegenheiten/einzelthemen/steueridentifikationsnummer.html>
(German)

<https://www.daad.de/deutschland/in-deutschland/en/>

Health insurance: As an Erasmus student or exchange student from another EU country (with an EHIC card and thus exemption from compulsory insurance in Germany), you need an additional German health insurance in order to be allowed to work in Germany.

42. Vacancies

<https://www.stellenwerk-duesseldorf.de/en>

Free time

43. Free time at HHU

- The Erasmus Student Network (ESN) Düsseldorf: <http://duesseldorf.esn-germany.de/en>
- AEGEE-Düsseldorf e.V.: <http://aegee-dusseldorf.eu/?lang=en>
- The cultural programme by Düsseldorf Student Services: <https://www.stw-d.de/kultur/veranstaltungen/> (German)
- UNICHOR (University's choir): <http://www.unichor.hhu.de/en/join-in>
- University sports: <https://hss-d.de/> (German)

44. Praying and meditating at HHU

At Heinrich Heine University you can use the "Raum der Stille" ("Room of Silence") (building 25.22.U1.26) Monday to Friday from 8 a.m. to 8 p.m. for prayer, meditation and quiet reflection.