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Frequently Asked Questions (FAQs)

» Listen

I still haven't received my student ID and bus ticket. What can I do?

Here are some of the questions that need to be asked in this situation:

- » Did you hand in all your documents with the matriculation in the beginning of your first semester?
- » Did some document expire meanwhile? And if so, do you need to hand in a new one?
- » Is your insurance still valid or does it need some sort of renovation?
- » Did you pay the semester fees in time? And if so, did you correctly indicate your name and student number in the payment slip?
- » Did you change your address meanwhile and forgot to update it in Studiport?

These can all be things that went wrong. So please check all of these things beforehand and if something needs to be updated and then take it to the secretariat in HEL 018.

If you think that all is ok, then you need to go to the secretariat(HEL 018) and ask them directly what is wrong. It is better to go there directly than to send an email.

Here is the link to the office hours of the secretariat: [Link](#)

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