

Your start

at Heinrich Heine University Düsseldorf

Key information for ERASMUS and exchange students

When you arrive

At the start of your studies

During your studies

At the end of your studies

Before you leave

An International Office service



ADDRESSES AND CONTACTS

International Office

Monika Lent-Öztürk

Please go to the information desk | Office hours: on Tuesdays from 11:00 to 13:00 | on Thursdays from 13:00 to 15:00

Phone: +49 (0)211 81-10726 | Email: exchange-students@hhu.de

www.hhu.de/internationales

Centre for Information and Media Technology (Helpdesk)

Building 25.41, Room 00.53 | Phone: +49 (0)211 81-10111 | Email: helpdesk@hhu.de

www.zim.hhu.de

German courses: Student Academy / German as a Foreign Language Centre

Andrea Seidel | Dr. Peter Hachenberg

Building 25.13, Room 00.34 | Phone: +49 (0)211 81-12946 | Email: daf@hhu.de

www.deutschkurse.de/en

English and other language courses: Student Academy / Language Centre office

Claudia Boes

Building 25.13, Room 00.39 | Phone: +49 (0)211 81-10401 | Email: spz@hhu.de

www.spz.hhu.de/en

Student halls of residence: Düsseldorf Student Services

Sabine Fritz

Please go to the information desk | Phone: +49 (0)211 81-13376 | Email: Fritz@stw-d.de

www.stw-d.de

Residents' Registration Office (Einwohnermeldeamt) and town halls (Bürgerbüros)

Main office

Willi-Becker-Allee 7, 40227 Düsseldorf | Phone: +49 (0)211 8991 | Email: einwohnermeldeamt@duesseldorf.de

Local town halls

www.duesseldorf.de/einwohnerangelegenheiten/kontakt

Who signs my certificate of arrival and what do I have to do with it?

During your first appointment at the International Office, you will receive two signed and identical certificates of arrival. Please send one of these originals to your home university and present the second one at the end of your stay to the International Office together with your certificate of departure.

When and where do I get my student ID card?

You can collect your student ID card in person during office hours from Monika Lent-Öztürk at the International Office three to five days after you have submitted all your enrolment documents and paid the semester fee. Please bring your passport with you.

What does my student ID card entitle me to?

With your student ID card, you can use all HHU services and facilities, for example:

- Get a library card for the University and State Library
- Attend courses run by the Student Academy, e.g. German and other language courses
- Access the Multimedia Centre
- Take part in University sports
- Get a student canteen card (MensaCard)

What does my travel pass entitle me to?

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.

Until the semester starts (1st of April / 1st of October) you must buy bus, tram and train tickets from one of the Rheinbahn's machines. Information about tickets and prices can be found on their website under:

www.rheinbahn.com/tickets (English) | www.rheinbahn.de/tickets (German)

We also recommend the Rheinbahn app for your smartphone which gives you up-to-date information about train and bus connections and timetables. You can also buy extra tickets with your smartphone should you require.

www.rheinbahn.com/fahrplan/Seiten/Rheinbahn-App.aspx (English)

www.rheinbahn.de/fahrplan/appinfo (German)

WHEN YOU ARRIVE

When and where do I register my place of residence?

Once you have moved into a room or apartment in Düsseldorf, you must register yourself and your place of residence within one week at the Residents' Registration Office (Einwohnermeldeamt) of the City of Düsseldorf, regardless of how long you intend to stay here.

Main Office

It is best to arrange an appointment beforehand by email or telephone:

E-Mail: einwohnermeldeamt@duesseldorf.de | Phone: 0211 89 99 680.

Local town halls

www.duesseldorf.de/einwohnerangelegenheiten/kontakt

You will need the following documents in order to register:

- ID card or passport, with visa if applicable
- Tenancy agreement or confirmation from your landlord that you have moved in
- In some cases your certificate of enrolment

You must also notify the Residents' Registration Office and HHU Student Services if you move home during your stay in Düsseldorf.

What does the canteen card (MensaCard) entitle me to and where can I get it?

With the canteen card, 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. Please present your student ID card or your certificate of enrolment. You need to "top up" your card with money. You can do that at the machines in the main canteen (Building 21.11) or at some of the checkouts there.

You can choose from the following restaurant facilities on campus:

- Main canteen: Building 21.11
- "Essensausgabe Süd": Building 25.31
- campus vita restaurant and bar: Building 21.11
- Cafeteria Bistro Uno: Building 21.11
- Cafeteria, Faculty of Arts and Humanities, Building 23.11
- Cafeteria, Faculty of Mathematics and Natural Sciences, Building 25.31
- Bar Café Bistro EX LIBRIS: Building 24.41

How can I register for courses?

You will receive your personal university identifier and an email address together with your student ID card.

Activate your email address under <https://idm.hhu.de>.

You will then have access to the University's electronic course calendar (HIS-LSF) and can register online for courses.

Can I attend German courses during the semester?

Yes, you may participate free of charge in the German language courses offered by the German as a Foreign Language Centre at HHU's Student Academy, provided that you have taken the obligatory placement test.

The International Office will notify you of the time and date of the placement test.

The course programme is available online under www.deutschkurse.de/fileadmin/redaktion/Oeffentliche_Medien/SPZ_DAF/DaF_Broschuere_SS17_Stand-13-03-17.pdf

You can register for German courses once you know the result of your placement test.

Is there an app to help me find my way around campus?

Yes, the HHU's free "myHHU" app. Alongside a campus navigation function with a route planner, the app gives you an overview of current events, important information from central University facilities, the menu in the main canteen and lots of other useful tips for everyday life on campus.

The "myHHU" app can be downloaded free of charge from authorised app stores for android as well as iOS (Apple).

Further details can be found under:

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

Who can help me with questions about my studies at HHU?

The ERASMUS Officer in your department is the person to contact for all general academic questions or ones related to your specific subject, e.g. the learning agreement and the transcript of records.

How can I change my learning agreement?

Please contact your ERASMUS Officer at the relevant HHU faculty if you want to change your learning agreement.

How can I extend my ERASMUS visit?

To extend your ERASMUS visit you first of all require the written consent of the ERASMUS Coordinator at your home university and of your ERASMUS Officer at your faculty at HHU.

You should then please send both consent declarations by email to Monika Lent-Öztürk at HHU's International Office: exchange-students@hhu.de.

Can I renew my tenancy agreement with Düsseldorf Student Services?

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.

Who is my contact person in my hall of residence?

In each hall of residence 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.

You can also get in touch with the tutors by email: wohnheimtutoren@stw-d.de.

Who is in charge of repairs for my room in hall?

Facility Management is in charge of repairs for your room in hall. Please register any damage online under: www.btsportal.de/stw/ (German version, for the English version please click on "English" in the top right-hand corner).

Where can I get my 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.

BEFORE YOU LEAVE

Who signs my 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 Monika Lent-Öztürk at the International Office for signature.

Please note that we can only sign your certificate of departure at the earliest one week before your given date of departure!

Where must I de-register? And why?

Please de-register 3 to 5 days before your departure at HHU Student Services. You will need your certificate of de-registration if you want to study at a German university again. Getting the certificate later is a tedious process.

What do I need to note when I move out of my hall of residence?

Please arrange an appointment with the manager of your hall of residence to hand over your room and the keys. 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.

When and where must I sign off my place of residence?

When you leave Düsseldorf, you must sign off at the Residents' Registration Office of the City of Düsseldorf or the local town hall.

Detailed information to help you settle down

Our “Feel at Home” brochure contains detailed information about your visit to HHU. You can find it online under: www.hhu.de/feel-at-home.

Visiting the doctor and medication

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.

In Germany, 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. You can find out which pharmacy that is on the internet or in the daily newspaper.

Recreational activities and contact to other students

The Erasmus Student Network (ESN) Düsseldorf arranges lots of meetings and activities for ERASMUS students. Please check these out online under: duesseldorf.esn-germany.de/en.

AEGEE-Düsseldorf e.V. also organises a wide range of activities. For example, you can take part in free guided tours of the city in English or German: www.aegEE-dusseldorf.eu.

The cultural programme organised by Düsseldorf Student Services is available online under: stw-d.de/kultur/veranstaltungen.

Sing along for free with UNICHOR, the University’s choir! Programme details can be found under: www.unichor.hhu.de/en/join-in (English) | www.unichor.hhu.de/mitsingen (German)

You can take part in University sports free of charge. The programme can be found under: hochschulsport-duesseldorf.de.

Contact Hochschulsport Düsseldorf e.V.
 Building 25.23, basement
 (behind the library in the Students' Union building)
 Universitätsstraße 1, 40225 Düsseldorf

Phone +49 (0)211 81-13285 / -15701
 Fax +49 (0)211 81-11857
 Email info@hss-d.de

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. A deposit is also charged on most of the bottles you buy in HHU's main canteen and cafeterias.

Recycling and waste separation

In Germany, there are different dustbins for different types of waste. The following types of waste must be separated:

- 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

Radio and TV licence

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.

Students in receipt of a grant can apply for a reduction or exemption. The application form is available online under: www.rundfunkbeitrag.de/buergerinnen_und_buerger/formulare/befreiung_oder_ermaessigung_beantragen/index_ger.html

WiFi at HHU

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

CHECKLISTS

When you arrive

These are the things you must do when you arrive:

What	Where	Done?
Obtain your health insurance certificate for enrolment	From any German statutory health insurer in Düsseldorf	
Present your health insurance certificate	At the International Office during your appointment to help you with enrolment	
Pay your semester fee by credit card	At the International Office during your appointment to help you with enrolment	
Collect your certificate of arrival	At the International Office during your appointment to help you with enrolment	
Send your certificate of arrival to your home university		
Register your place of residence	At the Residents' Registration office or a local town hall	
Collect your student ID card	From the International Office	
Buy a canteen card (MensaCard)	In the Cafeteria Bistro Uno, Bldg. 21.11	

At the start of your studies

These are the things you must do at the start of your studies:

What	Where	Done?
Activate your university identifier online	https://idm.hhu.de	
Register for the courses agreed in your learning agreement	Online (HIS-LSF)	
German language placement test	At the Student Academy, German as a Foreign Language Centre	
English language placement test	At the Student Academy, Language Centre office	
Take part in the welcome meeting organised by your ERASMUS Officer	In your department	
Obtain a library card for the University and State Library (please present your student ID card, ID card/passport and a passport photo)	At the central service counter on the ground floor of the Main Library	

CHECKLISTS

At the end of your studies

These are the things you must do at the end of your studies:

What	Where	Done?
Obtain your certificates of attendance	From the lecturers whose courses/lectures you attended	
Arrange an appointment with your ERASMUS Officer for your transcript of records	With your ERASMUS Officer	
Present your certificates of attendance for your transcript of records	To your ERASMUS Officer	
Collect your transcript of records	From your ERASMUS Officer	
Write your Experience Report on your studies at HHU and send it by email to the International Office	Email to: exchange-students@hhu.de	
Return your library books	To the Main Library	

Before you leave

These are the things you must do before you leave:

What	Where	Done?
Collect your certificate of departure	From Monika Lent-Öztürk at the International Office during office hours (on Tuesdays from 11:00 to 13:00; on Thursdays from 13:00 to 15:00) or by prior arrangement	
Complete your de-registration application form, print it out and have it stamped at the Main Library	In the Main Library	
Apply for de-registration	At the Student Services Centre	
Arrange an appointment to hand over your room/apartment	With the manager of your hall of residence or your landlord in the case of private accommodation	
Clean and tidy your room and hand it over	In the hall of residence or your private accommodation	
Sign off from your place of residence	At the Residents' Registration Office or a local town hall	



**Heinrich Heine University Düsseldorf
International Office**

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40225 Düsseldorf

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