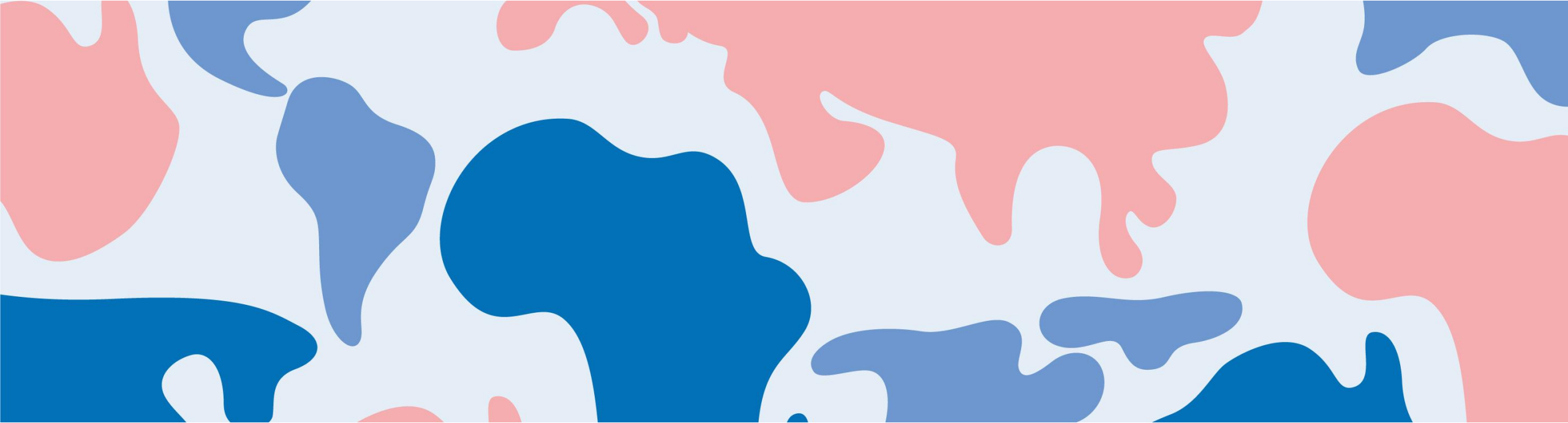




Universität Hamburg  
DER FORSCHUNG | DER LEHRE | DER BILDUNG



PIASTA Welcome Week

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# To-Dos for New Students

# Welcome!

**Write us in the chat:**

Let us know where you're watching from and what you're studying!



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# To-dos for new students



## New in Hamburg

- Find an apartment
- Register in Hamburg
- Open a bank account
- Apply for health insurance
- Apply for a residence permit (Non-EU Students)



## New to the University

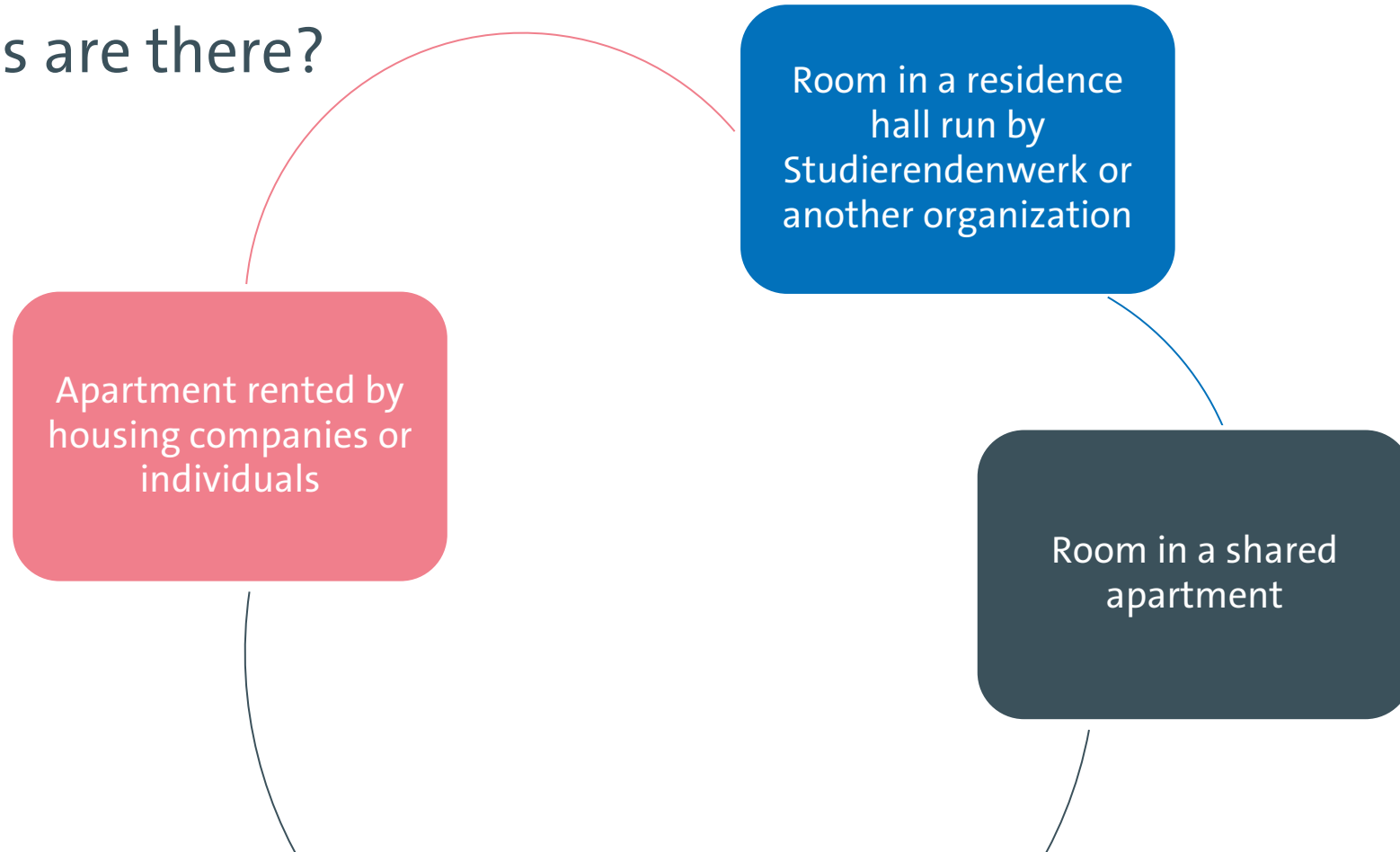
- Completing enrollment (Immatrikulation)
- Events for first-year students
- Getting your semester documents and Deutschland-Semesterticket
- Setting up your user ID, university email, and WiFi
- Applying for and pick up a library card



# New in Hamburg? Everything you need to take care of!

# ✓ Accommodation found!

- What options are there?



# Residence halls

## Information

- Studierendewerk Hamburg has 26 resident halls with a total of 4,400 beds.
  - A furnished room costs approx. €330–€440 per month plus a security deposit of €400.
  - You have your own room (10–13 m<sup>2</sup>) and a shared kitchen, common room, and bathroom.
  - Rooms are for students younger than 36.
- Submitting an application for all residence halls will increase your chances.
  - Rooms are very popular, so expect waiting times.
  - Complete the online application at [www.stwhh.de/en](http://www.stwhh.de/en).
  - The website also has an overview of student residence halls run by other providers with **an additional 1,600 beds**. (Apply directly to each individual residence hall.)
  - Erasmus students must have an Erasmus application.  
→ Wohnen für Studierende und Auszubildende (housing for students and trainees)

# A room in a shared apartment or your own apartment

- A lot of students live in **shared apartments**.
- A sublet (Zwischenmiete) is a good possibility for a room at short notice.
- To find a room in a shared apartment, use Google, social networks, newspapers, and Internet housing exchanges.
- Tip: Create a profile on [www.wg-gesucht.de](http://www.wg-gesucht.de) to publish your own request ad.

- **Apartments** are rented by individuals or housing companies.
- If renting from an individual, make sure there is a written rental agreement and a handover certificate that describes the condition of the apartment.
- To find an apartment, use Google, social networks, newspapers, and Internet housing exchanges.
- Tip: Use Saga ([www.saga.hamburg](http://www.saga.hamburg)) to find an apartment.

# Semester start is looming and you still have not found a room?

Studierendenwerk (Central Short-Term Rental Office)	Youth hostels	Hamburg Tourist Information
<ul style="list-style-type: none"><li>• Tel: +49 40 4190-2287</li><li>• <a href="mailto:kurzzeitvermietung@stwhh.de">kurzzeitvermietung@stwhh.de</a></li><li>• <a href="https://www.stwhh.de/en/counseling/counselling-centre-accommodation-bewo">https://www.stwhh.de/en/counseling/counselling-centre-accommodation-bewo</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="http://www.jugendherberge.de">www.jugendherberge.de</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="http://www.hamburg-tourism.de">www.hamburg-tourism.de</a></li></ul>

Important: Never transfer money in advance before having signed a contract! You should always be able to view a flat without paying. **BEWARE OF FRAUD!**

## What costs will I incur?

- Basic rent (Kaltmiete), incidental expenses (Nebenkosten), and rental deposit (Mietkaution)
  - Running costs (e.g., garbage collection and janitor)
  - Heating (may be included in rent or may be payable directly to gas provider)
  - Electricity and gas (residents sign contracts independently with provider)
  - Security deposit (max. three months rent)
  - Telephone and internet
  - State TV and radio license fees (mandatory monthly fee per apartment: €18.36)
    - [www.rundfunkbeitrag.de](http://www.rundfunkbeitrag.de)
    - → “Informationen für Bürgerinnen und Bürger” → “Studierende, Azubis und Schüler”

# Registered in Hamburg!

Students from non-EU countries need a registration certificate for various purposes (e.g., opening a bank account, residence permit, obtaining a library card). **It's important to register ASAP!**

- Whether you are moving to Hamburg from abroad or from within Germany, you are required to register within two weeks of your arrival.
- If no appointments are available at the Hamburg Service immediately upon your arrival, ensure you secure an appointment within two weeks of your arrival in Hamburg.
- If you do not yet have a permanent address, you must register using the address where you are currently staying (relatives, hotel, etc.). Once you find a permanent residence, you will need to register again.
- Unmarried individuals without minor children from Germany and EU countries can also register digitally without needing to visit the Hamburg Service in person.

Tip:  
Book at any customer service center that has available appointments; it does not have to be your local customer service center.

# How do I make an appointment?

- [Anmeldung der alleinigen Wohnung oder der Hauptwohnung - hamburg.de](https://www.hamburg.de)
- Click on Einwohnerwesen
- Datenschutzerklärung zustimmen (Agree to the Privacy Policy)
- Kontaktdaten eingeben (Enter your contact details)
- Anmeldung der alleinigen Wohnung oder der Hauptwohnung (Register your main address)
- Termin buchen (Book an appointment): Simply choose a Hamburg Service location in a district where appointments are available, regardless of the district you live in.

## Digitales Terminmanagement

### Dienstleistungen

#### Einwohnerwesen

Die Kundenzentren sind für Melde- und Ausweisangelegenheiten zuständig. Viele kann. Hier können Sie auch Ihren Wohnsitz melden und Verpflichtungserklärung die Standorte City, Altona, Barmbek-Uhlenhorst und Harburg Kirchnaustrittserklä

Terminvergabe - Einwohnerwesen

### Über mich ⓘ

#### Kontakt

Vorname

Nachname

E-Mail

Telefon

Weiter >

#### Meldewesen

1 ▼ Hauptwohnsitz anmelden ⓘ

0 ▼ Wohnsitz Ummeldung innerhalb Hamburgs ⓘ

0 ▼ Nebenwohnung abmelden ⓘ

# What do I need to bring to the appointment?

- A personal ID or passport.
- A completed and signed registration form.
- A completed and signed confirmation of housing (Wohnungsgeberbestätigung).
- Fee: € 16

## How do I register online? (for unmarried individuals without minor children from Germany EU countries)

- Simply register your new address in Hamburg online.
- You will receive a digital registration confirmation.
- Updates to your personal ID, passport, or eID card can also be made through the online service.
- Hamburg Service Account Plus (if you do not have one, you can set it up at [Serviceportal Hamburg](#) → Ihr Servicekonto → Registrieren → als Privatperson → Servicekonto Plus).

# Requirements for using the new online services:

- Personal ID with activated online ID function.
- Hamburg Service Account Plus (if you do not have one, you can set it up at [serviceportal.hamburg.de](https://serviceportal.hamburg.de)).
- AusweisApp2.
- EU citizens and residents of the European Economic Area can also use the online service, for which an eID card is needed.

## Opened a bank account!

- Open a **bank account** at a bank in Hamburg or with an online bank.
- They are usually free of charge for students but credit cards aren't typically free.
- **Important for** paying rent, your health insurance payments, your semester contribution to the University, and credit card payments (credit cards are not accepted everywhere).
- **You will need** your passport or identification card, registration certificate, and proof of enrollment (from your STiNE account).

# Got health insurance!

German students	Students from EU countries	Students from non-EU countries
<ul style="list-style-type: none"><li>• They are usually insured under their parents' policies until the age of 25.</li></ul>	<ul style="list-style-type: none"><li>• They can keep their foreign health insurance if they have been issued a European Health Insurance Card (EHIC).</li><li>• The EHIC <b><u>does not ensure free health services</u></b>. Be sure to get accurate information!</li></ul>	<ul style="list-style-type: none"><li>• Foreign health insurance is often not recognized, and travel insurance is not enough.</li><li>• <b>You will need to take out German health insurance!</b></li></ul>

# Got health insurance in Germany!

- **German students** are typically covered under their parents' insurance until the age of 25, as long as their own income does not exceed certain limits. From age 26 or with an income over 565 euros per month (603 euros for minor jobs, as of Jan. 2026), they must secure their own insurance.
- **Students from EU countries** can generally remain with their foreign health insurance if they have a European Health Insurance Card (EHIC). It is essential to check with your health insurance provider in your home country about which treatments and medications are covered for free in Germany and which costs you will need to bear. The EHIC does not guarantee free treatment! If EU/EAA students relocate their primary residence to Germany during their studies (e.g., through self-funding, marriage, or children), they must insure themselves with a German health insurance provider.
- **Students from non-EU countries:** Health insurances from non-EU countries are generally not recognized, and travel health insurances are not sufficient for studying in Germany, neither for university enrollment nor for obtaining a residence permit from the immigration authorities. Therefore, non-EU students usually need to obtain German health insurance.

# Applying

- In most cases, you can apply for health insurance and upload your documents online.
- You will need a photo and your proof of enrollment.

## **Beratungszentrum Soziales & Internationales – BeSI (Social and International Advisory Center)**

- Advice is available via phone, email, or in person – several times a week, with or without an appointment!
- On the [BeSI website](#), you will find current opening hours as well as helpful and detailed information on health insurance. You can also book an appointment for a personal consultation.



## Applied for a registration certificate (EU students)!

- International students from EU countries do not need a visa.
- A **registration certificate** serves as proof that EU and EAA citizens have the right to reside and travel in Germany.
- However, family members from third countries must have a residence card from the immigration authorities (proof: family status, sufficient funds to cover costs of living, health insurance).



## Applied for a residence permit (non-EU students)!

- Students from non-EU countries must apply for a residence permit for their studies. This permit is valid for a maximum of two years and must be regularly renewed during your studies.
- **The waiting time for an appointment at the Ausländerbehörde (Immigration Authority) ranges from several weeks up to two or three months.**
- If you entered Germany with a visa, make sure to book your appointment before your entry visa expires.
- If you were allowed to enter without a visa, you can stay for up to 3 months without one. Book your appointment shortly after arriving in Hamburg.



## Applied for a residence permit (non-EU students)!

- **Which Ausländerbehörde should I go to?**
- If you apply for a residence permit in Hamburg for the first time, the Hamburg Welcome Center is responsible for processing your residence permit application.
- For further applications the foreigner's office in the district where you reside will be responsible.
- When you book your appointment online, you will automatically receive an appointment with the authority responsible for you.



## Applied for a residence permit (non-EU students)!

- How?
- Make an appointment online at [Residence Permit Hamburg - Online-Dienst Einstiegsseite - HamburgService](#)
- **The waiting period for an appointment can take anywhere from several weeks to two months.**
- You can pick up your residence permit (similarly to your personal ID) four weeks after your appointment at the earliest.
- You will receive a letter, after which you must book your own appointment online to pick up the permit.

# What you will need

- Fully completed [application form](#) (available in many languages)
- National passport and biometric photo (not older than 6 months)
- Current registration certificate (how to obtain your registration certificate is explained under registration in Hamburg)
- Proof of health insurance
- Current student enrollment certificate
- Proof of financial resources (bank balance of 992€ per month or 11,904€ for one year or net income over 812€ per month) or a declaration of commitment
- The fee for an electronic residence title is 110€ (payment in cash or by EC card only, credit card payment is not possible).
  - **More info:** [www.welcome.hamburg.de/studium-und-forschung/4651370/aufenthaltserlaubnis-fuer-studierende](http://www.welcome.hamburg.de/studium-und-forschung/4651370/aufenthaltserlaubnis-fuer-studierende)

# Advising

The International Department at the University of Hamburg offers advice for international students on all questions related to the residence permit for studies.

[International Student Support](#)

Email: [international-student-support@uni-hamburg.de](mailto:international-student-support@uni-hamburg.de)



# To-dos at the University



## Enrolled! Step 1 for Exchange Students

After online enrollment, you will receive your provisional semester documents (valid only for April or October) and a one-month Deutschland-Semesterticket (valid only for October).

Erasmus and other exchange students enroll at Universität Hamburg by completing the online application in the STiNE portal.

1. Create an [applicant account](#) → Bewerberaccount anlegen (create an applicant account)
2. You will receive your login details by email.
3. Log in with your new login details on the same website and select your field of study and the application process for "Guest Programs for International Students (Erasmus and Freemover)".
4. Please provide your coordinator's institute address in your online application.
5. Fill out the application and submit it electronically.

[Instructions for the Online Application](#)

After online enrollment, you will receive your provisional semester documents (valid only for April or October) and a one-month Deutschland-Semesterticket (valid only for October).

# Enrolled! Step 1 for Degree Students

- Your Zulassungsbescheid (notice of admission) from Universität Hamburg states your enrollment deadline, which you must meet. The deadline usually ends seven days after receiving your notice of admission. **If you don't enroll on time, you will lose your study place.**
- The **online enrollment in your STiNE applicant account** is straightforward: You fill out everything online and upload all the required documents.
- The documents you need to upload vary depending on nationality, field of study, etc. For example, international bachelor's students must upload proof of German language skills in addition to their higher education entrance qualification, and for certain programs like medicine, sports, or teaching, additional proof is required.
- Here you can find [the checklists from the Campus Center](#).
- After your online enrollment, you will receive an automatic email confirmation. If you don't receive an email, check your spam folder. If you still can't find an email, contact the Campus-Center.

You should take care of everything no later than two weeks before the provisional semester documents expire.

## **Enrolled! Step 2: Health Insurance**

- Universität Hamburg requires a **report of your insurance status from a German public health insurance provider**.
- This report can be submitted after the enrollment deadline. For full enrollment and final semester documents (valid for a semester, unlike the provisional semester documents, which are only valid for one month), the university must receive the report. Therefore, take care of this as soon as possible, so you receive your [Deutschland-Semesterticket](#) on time.
- If you are insured with a German public health insurance provider, ask your provider to report your status to Universität Hamburg. You can often do this online.
- If you have a European Health Insurance Card (EHIC) or are insured with a German private health insurance provider, ask a German public health insurance provider to notify Universität Hamburg that you are exempt from mandatory insurance. There are offices of public health insurance providers near the campus. You can go in person or contact them via email and handle everything while you are still abroad. In the case of the EHIC, the health insurance provider will need a scan of the EHIC and your passport.

You should take care of everything no later than two weeks before the provisional semester documents expire.

## **Enrolled! Step 3: Pay/Transfer Semester Contribution**

- The semester contribution for the Summer semester 2026 is €384. (There are exceptions, for example, Erasmus students pay a lower contribution.)
- The semester contribution is not a tuition fee; it includes, for example, a Deutschland-Semesterticket for public transport.
- After processing your online enrollment, the Campus Center will send you your [new user ID](#) by email. In your STiNE account under → Studying → Documents, you will find the amount you need to pay and the bank details of Universität Hamburg.

Procedure for Erasmus and exchange students:  
Enrollment: Apply online via STiNE;  
pick up semester documents from your coordinator.

# Got your semester documents!

You will receive the **permanent** semester documents only after

- you pay the semester contribution
- Universität Hamburg receives proof of your insurance coverage from your provider
- you upload all required documents. Make sure you submit proof of German/English language proficiency by the deadline!
  - [www.uni-hamburg.de/einschreibung](http://www.uni-hamburg.de/einschreibung)
  - [www.uni-hamburg.de/deutschkenntnisse](http://www.uni-hamburg.de/deutschkenntnisse)

**If you move, remember to register your new address at [www.uni-hamburg.de/studium](http://www.uni-hamburg.de/studium).**

# No semester public transport pass at the beginning of the semester?

You can purchase a travel pass yourself and you will be reimbursed later.

## What do I need to keep in mind?

- Only weekly or monthly passes from the Hamburg Public Transport Association (HVV) that bear your name will be reimbursed.
- Single tickets will not be reimbursed.
- The weekly or monthly pass may only be valid as of 1 April (summer semester) or 1 October (winter semester), respectively.

Buy a weekly or monthly pass in the online shop, with the app, or in the service centers at the larger train stations.

## Apply for the costs to be reimbursed as soon as you have received your semester public transport pass.

- Email a scanned copy of your semester public transport pass to the S-Bahn Fahrgeldstelle at [info@sc-fahrpreisnacherhebung.de](mailto:info@sc-fahrpreisnacherhebung.de).
- You will have to enter the email address you used to buy your online ticket.

# Semesterticket = Deutschlandticket

With the Deutschland-Semesterticket, you can travel on all public transport (e.g., regional trains) throughout Germany (not valid for ICE, IC/EC). Here's how to get the HVV Deutschland-Semesterticket from HVV (Hamburger Verkehrsverbund) on your smartphone:

- You can access the ticket portal via the [Universität Hamburg website](#).
- Click "Login" on the ticket portal and log in with your new Universität Hamburg [user ID](#).
- Clicking on the ticket will take you to the control view. There, you can also move your ticket to your smartphone wallet app. You should have "automatic updates" enabled here, so your ticket is up to date in case of a check.
- If only the provisional ticket is displayed, it means that your [health insurance report](#) and/or the [semester contribution](#) is still missing.



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# IDs and supporting documents on hand!

- You will receive a **uni username** and a one-time password by post or email.
- Set a new password! (Tip: Enter your phone number as well.)
- Change your password at [www.bv.uni-hamburg.de](http://www.bv.uni-hamburg.de).
- Don't worry— your uni and STiNE usernames are the same.
- You will need your uni username to access STiNE and all IT services provided by the Regional Computing Center (RRZ).

The semester documents consist of:

- Enrollment certificate (in the STiNE account under "Documents")
- Deutschland-Semesterticket (digital, downloadable from the ticket portal)

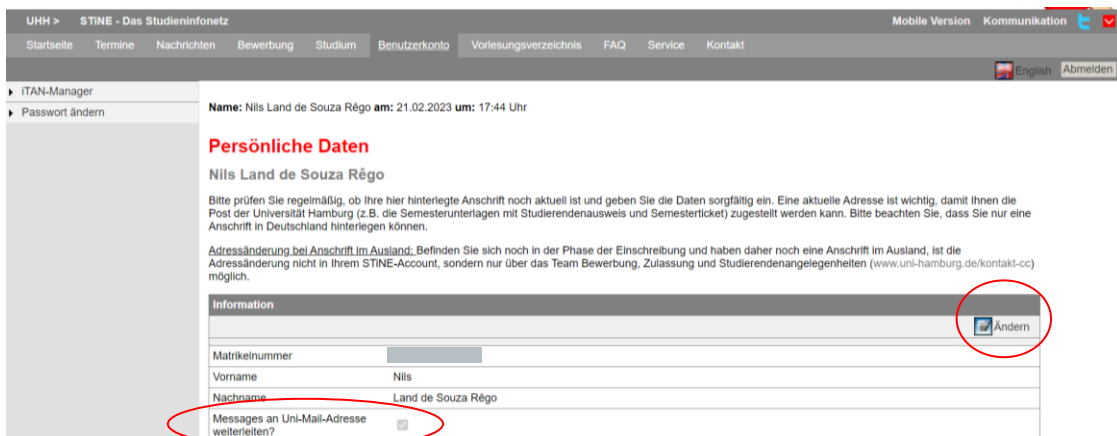
# IDs and supporting documents on hand!

- Login: <https://surfmail.rrz.uni-hamburg.de>
- You will receive an email address for your **University email account**:
  - [firstname.lastname@studium.uni-hamburg.de](mailto:firstname.lastname@studium.uni-hamburg.de)



## STiNE

- Not an email system – an internal news portal run by the University
- Linking to Surfmail: STiNE portal → Account → Forward messages to uni-mail-account → Change



20 March 2023

## Surfmail

(@studium.uni-hamburg.de)

- All students have their own University email address
  - [Instructional video to set up your student email address \(DE/EN\)](#)
- **Important!** When communicating with teaching staff, academic advisors, classmates, and any other university staff, **you should always send mails using your uni-hamburg.de email address.** This is to ensure you are who you say you are.
- Linking to your private email address:
  - Surfmail → Filters → Forward → enter desired email address → Save

# Informed about planning and starting your studies!

Academic regulations and subject-specific provisions (FSBs)	Course catalog	Forms for Erasmus and exchange students
<ul style="list-style-type: none"><li>• <a href="http://www.uni-hamburg.de/campuscenter">www.uni-hamburg.de/campuscenter</a> → “Organizing your studies &gt; Regulations, information sheets, forms &gt; Exam and academic regulations”</li></ul>	<ul style="list-style-type: none"><li>• <a href="http://www.stine.uni-hamburg.de">www.stine.uni-hamburg.de</a> → Course catalog</li></ul>	<ul style="list-style-type: none"><li>• <a href="https://www.uni-hamburg.de/en/internationales/studierende/incoming/austausch-gaststudium/erasmus-incoming.html">https://www.uni-hamburg.de/en/internationales/studierende/incoming/austausch-gaststudium/erasmus-incoming.html</a></li></ul>



# Taken note of first-semester events and dates!

- **Erasmus welcome**
  - <https://www.uni-hamburg.de/internationales/studierende/outgoing/austausch-gaststudium/erasmus/ansprechpartner.html>
- **PIASTA Welcome Week for new students**
  - Varied program, information, getting to know the University and other students
  - [www.uni-hamburg.de/welcome](http://www.uni-hamburg.de/welcome) and [www.uni-hamburg.de/piasta](http://www.uni-hamburg.de/piasta)
- **Orientation module**
  - One week before the start of your studies, you will learn how your program works and get to know your fellow students.
  - Most degree programs email new students an invitation.
  - [www.uni-hamburg.de/oe](http://www.uni-hamburg.de/oe)

# Who can help me further?

## IT questions

- I cannot log into my University email account.
- How can I get Wi-Fi on campus?
- STiNE problems

**Regional Computing Center (RRZ)**

## Administrative questions

- How do I pay the semester contribution?
- I need a new semester ID
- I have a new address. What should I do?

**Campus Center**

## Subject-related questions

- How do I register for a module?
- What courses do I have to take?
- Transcript of records

**Your faculty's academic office, departmental student rep committee (FSR), and teaching staff**

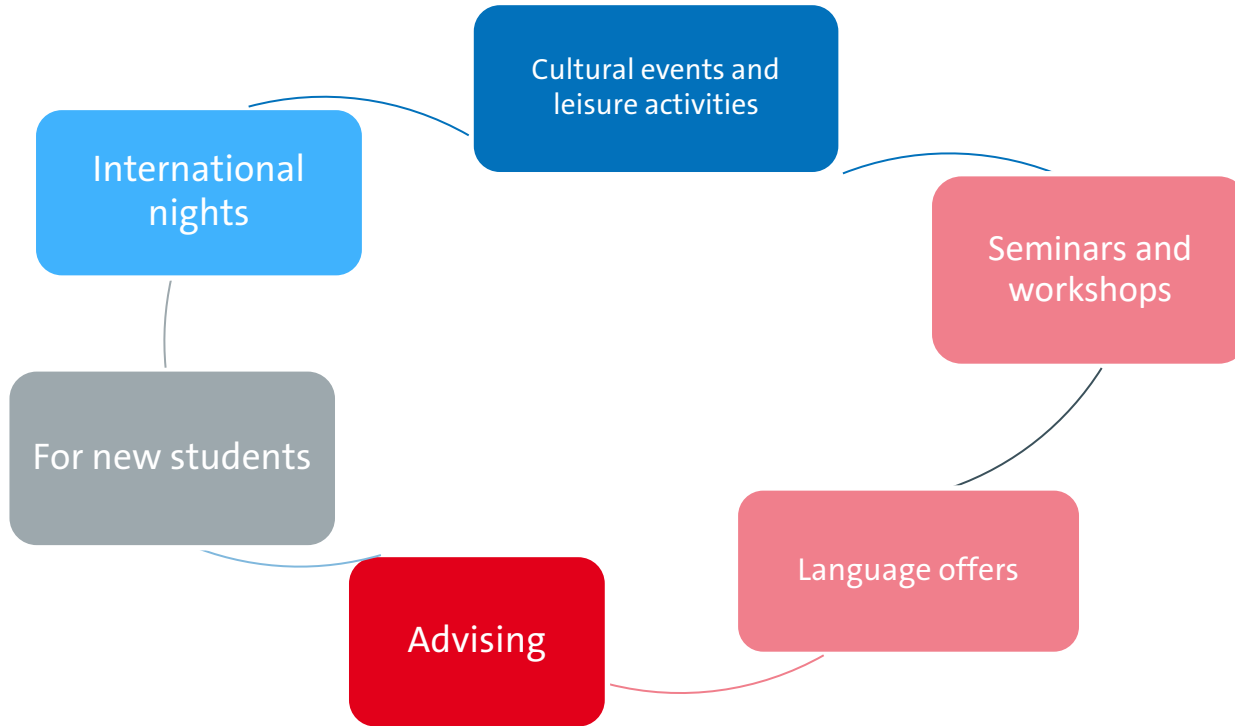
## Non-subject-specific questions and help with your studies

- I want to change subjects
- Mental Health support
- Workshops and writing consultations
- How do I launch a career?

**Campus Center, PIASTA, Writing Center, and Career Center**

# We can't wait to meet you!

## PIASTA offers during the semester:



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[More information and registration](#) **UHH JOIN**

# How can you stay in touch with us?

## PIASTA on Instagram

- Info about upcoming events and offerings



[instagram.com/piastauhh](https://www.instagram.com/piastauhh)



## PIASTA website

- Overview of all our events and advisory services that we offer
- You can register for all our events via [UHH-Join](#)

## Newsletter

- Info about upcoming intercultural learning opportunities and workshops
- Job offers for students
- General info about PIASTA Events

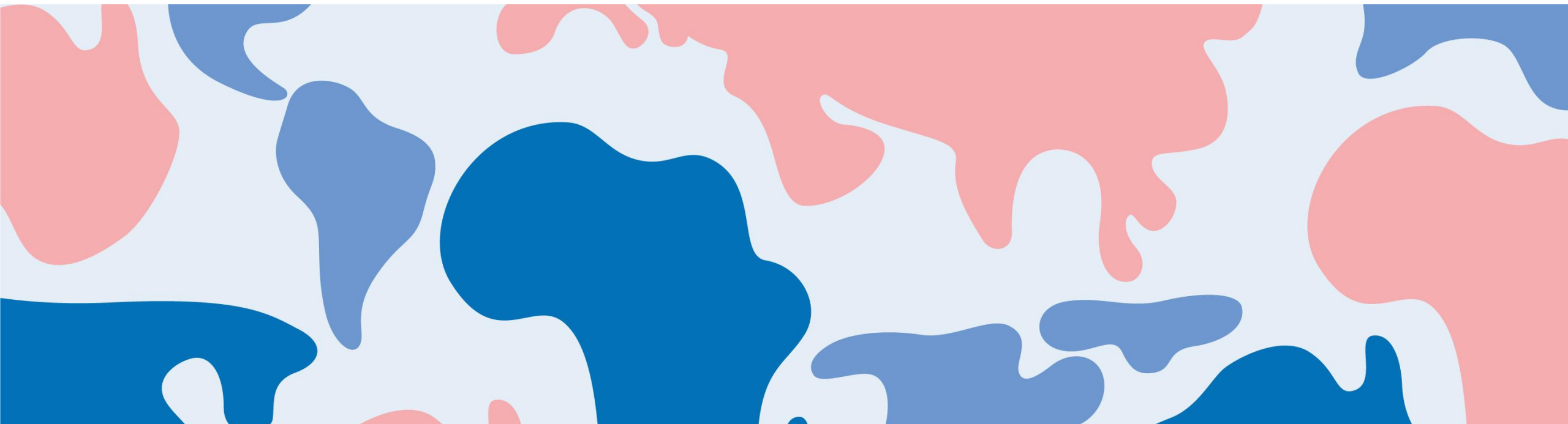
[Sign up here!](#)



# Online survey about Welcome Week

- We work hard to plan events and activities and would love to get your feedback.
- Our team will hand out a QR code for a questionnaire at in-person events. After you have taken part in your last event of the week, let us know how the week went for you.
- No QR code? No problem. At the end of Welcome Week, we can also give you an email link for the online questionnaire.
- After your last event at the end of the week, take a few minutes to answer the questions.

Thank you!



Thank you for your time!

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**Time for questions 😊**