During the webinar, the questions from students were logged and reproduced in this Q&A.

If you do not find the information in these Q&As that you need, please contact io@tue.nl.

The webinar presentation can be downloaded from the Intro app (more>university>international office).

Contents

- Enrollment at TU/e
- Tuition fees
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- Registration at City hall & residence permit pick up
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- Changes to grades (e.g. IB)
- TU/e notebook
- TU/e systems, course registration and schedule
- Ordering books
- Public transport
- Other
Enrollment at TU/e

Can I hand in my diploma at the TU/e, or do I need to send it by post?
Please send it by post, as the TU/e campus is not yet open for everyone. Do not send original versions of your diploma/degree certificate/grades to us, but send a certified copy.

Postal address to send your documents:
Eindhoven University of Technology
Education and Student Affairs
Admission Office MF 1.300
PO Box 513
5600 MB Eindhoven
The Netherlands
Phone: +31 (0)40 247 4747
Contact: Ms. J. Phefferkorn

Address for parcel post/courier
Eindhoven University of Technology
Education and Student Affairs
Admission Office MF 1.300
De Rondom 70
5612 AP Eindhoven
The Netherlands
T: +31 (0)40 247 4747
Contact: Ms. J. Phefferkorn

How to certify copies of original documents?
From August 31 it will be possible to arrange an appointment with our Central Service Desk to certify documents.. Due to the covid-19 situation this can only be arranged by appointment and will be available on a small scale. We will inform you how to do this at a later date. Please do not come to the Central Service Desk without an appointment.

Do I need to bring my original diploma/transcript?
Make sure to bring your original diploma with you to the Netherlands, as you will be asked to present this physically later on this year. We will send you an appointment later in the year to present your original documents.

At what point should we start worrying about not getting the enrollment confirmation e-mail?
Here is a quick guide to your enrollment process (to become registered as a TU/e student) so that you have an indication of how long this process can take:

1. You send us a certified copy of your diploma and transcript or statement from your previous school or university / details for online verification.
2. We send you an email that we have received above information.

3. We verify your documents. If a document is missing, we will send you an email with the request to send us the required document.

To complete this step we normally need 2 weeks. Unfortunately, due to COVID-19, it can take a little longer. Please know that you can already apply for your courses in MyTU/e before the finalization of your enrollment.

4. We finalize your enrollment.

5. We send you an email that your enrollment is completed. You are now a student at TU/e.

What happens if my transcripts did not arrive before August 20? What is the latest date for handing in the documents?
We asked you a few weeks ago to send your documents before this deadline. At this stage please send your documents as soon as possible.
We realize that some students are experiencing problems getting the official documents from your previous school/university. We advise to send the documents to us as soon as you can. The final deadline for your documents to arrive at the International office is September 21, so that we still have time to complete your enrollment. But if you can send them earlier, this means that your enrollment will be completed earlier and you can pick up your campus card and download your proof of enrollment.

I have already sent the original of my diploma/transcripts to TU/e. Can I get the originals back?
Please send an e-mail to io@tue.nl to sort this out.

How can I make sure that you have received my diploma and transcript?
The International office sends an email to you after your documents have been received.

My school sent the statement saying that I graduated along with my grades through e-mail. Is this enough to get the enrollment proof until my school is able to send documents through post?
Yes.

I will only receive my official diploma in March 2021, but have already got my grades. Is this ok?
This is no problem if you provide us with a statement from your educational institution confirming you have graduated and indicating when you will receive the official diploma.

When can we expect the IO to finalize and confirm our enrollment, and how can we check to confirm this later on?
Here is a quick guide to your enrollment process (to become registered as a TU/e student):

1. You send us a certified copy of your diploma and transcript or statement from your previous school or university / details for online verification.

2. We send you an email that we have received above information.
3. We verify your documents. If a document is missing, we will send you an email with the request to send us the required document. To complete this step we normally need 2 weeks. Unfortunately, due to COVID-19, it can take a little longer.

4. We finalize your enrollment.

5. We send you an email that your enrollment is completed. You are now a student at TU/e.

**My Osiris progress indicator says, ‘not complied with the registration requirement’**.
This is a standard message and means that your documents and payments have not yet been processed.

**When and where do we have to bring the original copy of our transcript and diploma?**
You will receive an invitation from us later in the year about presenting your original documents. This will be after the start of semester 1.

**Does the university still need certificates from students that received an unconditional offer of admission?**
Yes, we still need to verify that you have received your diploma/grades.

**Is it sufficient to send the login credentials to my login results along with a scan of the transcripts and a message from the head of school saying that I have graduated to complete my enrollment?**
This is sufficient.

I have applied/got admitted through Ap System (College Board), I have sent the scores through the website about 3-4 weeks ago. Have you received any ap score reports so far and if they don’t arrive on time, am I going to be responsible for it since I have done it as early as possible?
Please contact io@tue.nl for this specific question.

**It seems that my documents may have been lost in the post. I emailed the international office with scanned copies of the documents. Is that enough?**
Please email io@tue.nl for a full answer on your specific situation. In general, we require certified copies of all documents.

**How can I make certified copies?**
Your previous educational institution, a solicitor, or a notary, or city hall where you now live can help you with this. Make a copy and take that with the original to be certified.
From August 31 it will be possible to arrange an appointment with our Central Service Desk to certify documents. Due to the covid-19 situation this can only be arranged by appointment and will only be...
available on a small scale. We will inform you how to do this at a later date. **Please do not come to the Central Service Desk without an appointment.**

**How do I post my baccalaureate on Studielink?**
You cannot upload the results of the Baccalaureate exam in Studielink. You need to send us certified copies of your final transcript and diploma by post to the international office, as requested in a previous email.

**If I was conditionally accepted, and have now fulfilled these conditions, how do I upload proof of this?**
You are not required to upload proof that you have met the conditions. We will check if you have met the conditions using the certified documents you have been asked to send to TU/e by post.

**I have been in the Netherlands for a while now and only received my official documents once I left my home country. What will I do once I get asked to show the originals, but the originals are not in the Netherlands?**
You will be asked to present the originals later in the year. Please ensure that you have the originals here.

**What if I sent the original documents required to finalize the enrollment instead of the copies?**
Please send an e-mail to io@tue.nl regarding this issue. We will then check if we can return the originals to you.

**I have applied with certified transcripts and I got admitted by these transcripts. Unfortunately, I cannot get the original of my secondary diploma, because that was 5 years ago. Is that going to affect the finalization of my enrollment?**
This question can be answered later in the year when you are asked to present your original documents. But your enrollment will already be finalized without the original documents.

**My documents have been received and I am enrolled in Studielink and Osiris. Does this mean I should also have an e-mail stating my document met the requirements and to pick up my student ID?**
You have been given access to Studielink and Osiris in order to complete your application. This is a stage before the enrollment.

Here is a quick guide to your enrollment process (to become registered as a TU/e student):

1. You send us a certified copy of your diploma and transcript or statement from your previous school or university / details for online verification.
2. We send you an email that we have received above information.
3. We verify your documents. If a document is missing, we will send you an email with the request to send us the required document.

To complete this step we normally need 2 weeks. Unfortunately, due to COVID-19, it can take a little longer.

4. We finalize your enrollment.

5. We send you an email that your enrollment is completed. You are now a student at TU/e.

After your enrollment is completed, you will receive emails with an invitation:

- to pick up the notebook or to make an appointment to pick up the notebook (depending on the day of completion of the enrollment)
- to pick up the Campus Card (student ID).

Is it a problem that I sent a printed copy of my diploma to the TU/e?

If you have not sent certified copies of the diploma and list of grades/transcript you will hear from us by email. Documents must be certified to enable enrollment.

I didn’t get the enrollment email, but I do have a notebook appointment. Does that mean I’m enrolled?

If you have received an invitation to pick up your notebook, this does not automatically mean that your enrollment is complete. You should also receive an email about your enrollment in the coming days.

If the documents will be verified anyway, does the copy we send need to be a certified copy? In my case it is unfortunately impossible.

You brought with you to Eindhoven your original diploma and academic transcript to be verified at a later date.

To finalize your enrollment, we require a certified copy* of your documents, since it is best to keep the original yourself. To arrange for a certified copy, you could make an appointment with a solicitor or notary or with the local town or city council. From August 31 it will be possible to arrange an appointment with our Central Service Desk to certify documents. Due to the covid-19 situation this can only be arranged by appointment and will be available on a small scale. We will inform you how to do this at a later date. Please do not come to the Central Service Desk without an appointment.

*What is a certified copy?

This is a copy with an original official stamp to verify that the copy is a true copy of the original document.

1. A certified copy of your diploma and academic transcript from your previous education. Certified copies are copies with an original official stamp to verify that the copies are true copies of original documents. This official stamp may be from one of the following: the educational institution from where you gained the diplomas / an
I have applied with certified transcripts and I got admitted by these transcripts. Unfortunately, I cannot get the original of my secondary diploma, because that was 5 years ago. Is that going to affect the finalization of my approval?

Many schools and universities offer an online verification service. Please contact your previous education whether they provide this service. If they do, you may send details how to access the official online diploma verification site of your school/university so that we can verify your diploma and academic transcript online. This information may be sent to us by email to io@tue.nl. Please write in the subject of the email “Online verification”.

Otherwise, your previous school may send us the required documents directly by email to io@tue.nl.

I applied for two programs, and made my choice later on. How can I make sure that you know what program I will be pursuing?

You should cancel your application in Studielink for the program you will not be following.

How do I confirm my selection attempts on Studielink?

Please contact esa@tue.nl

**Tuition fees**

When should we transfer the tuition fee?

EER students have not paid their tuition fee via the guarantee fee, have received or will receive an email from ESA with the payment options. In the case of a monthly bank transfer, the first payment will be due in September.

When will I receive payment details from Studielink about (the manual transfer of) the tuition fees?

If you have not yet received information on how to pay, please email esa@tue.nl

After I choose the method of payment for the tuition fee, what should I do next?

You will receive an email from ESA informing you what happens next. No email from ESA? Please email esa@tue.nl
In Studielink, the payment module is not active yet (I have not received an e-mail either). What can I do to remedy this situation?
Please email esa@tue.nl

**Bank account**

How can I open a Dutch bank account?
Full information in the Intro app (‘more’> ‘University’ > ‘International office’ > ‘Dutch bank account’).
TIP: for a bank account at a traditional bank, you will first need your Dutch social security number (BSN in Dutch).
Online bank: you do not need a Dutch social security number, and can arrange everything from abroad (see more info in answers below).

Will the university help me with the process of opening a bank account for me?
Unfortunately, the banks no longer allow universities to open a bank account for students. We have provided you with extensive information on how to open a bank account via email. This information can also be found in the Intro App. (go to ‘more’> ‘University’ > ‘International office’ > ‘Dutch bank account’).

Where can I find information on opening a bank account?
In the Intro app under more>‘University’ > ‘International office’ > ‘Dutch bank account’

I cannot open a bank account as I am currently outside of the Netherlands, what should I do then?
If you’re not in the Netherlands, you can always opt to open an online bank account. TU/e students tell us that these are just as reliable as the traditional banks and can be opened from anywhere in the world.
For more information, please go to the Intro App. (‘more’> ‘University’ > ‘International office’ > ‘Dutch bank account’) or the TU/e website (‘Education’ > ‘Become a TU/e student’ > ‘Immigration, bank account and insurance’).

Is a MasterCard a problem?
You cannot pay with MasterCard in a lot of stores in the Netherlands, particularly supermarkets. We recommend getting a debit card (with the Maestro logo on it). This will allow you to pay in all Dutch stores without hiccups.

Can I open a Dutch bank account without MVV/residence permit?
Most traditional Dutch banks will accept the IND approval letter that you have received from TU/e via email, stating that you are granted a Dutch residence permit by the IND (Dutch Immigration Service).
Is there anyone that can help walk me through opening a bank account or registering for a SIM with companies whose information are only available in Dutch? (Rabobank and Tele2).
We advise you to get assistance from another student who speaks Dutch, or opt for a bank and SIM provider that have information available in English.

How can I open a bank account if I am under 18?
Please refer to the bank for this information. In the Intro app you can find the procedure from the ABN AMRO bank for students under 18 years old (go to ‘more’ > ‘University’ > ‘International office’ > ‘Dutch bank account’).

Does Revolut classify as a Dutch bank account?
Revolut gives you a free IBAN account, a free current account and a Maestro bank card which is accepted everywhere. Some pros and cons of online banks are stated in the Intro app (go to ‘more’ > ‘University’ > ‘International office’ > ‘Dutch bank account’).
TIP: Yes, but make sure to put your Dutch address in Revolut to get the Maestro card.
For further information, please see: https://www.revolut.com/en-NL

Should I open a Dutch bank account if I already have a European account?
With a European account you should be able to manage just fine. Just check you have the MAESTRO logo on your bank card.
It’s always possible to open a Dutch account later, if you experience troubles with only having a European bank account.

City hall & IND
Is receiving a residence permit equal to registering at the city hall?
Receiving your Dutch residence permit and registration at the city hall are two different procedures.

**Residence permit:** You will receive your Dutch residence permit card from the IND (Dutch Immigration Service) and this card shows your legal residence in the Netherlands.
We have arranged an appointment for you at the IND office to receive your card. You can find your appointment in your personal program in the Intro App. Further important information regarding this appointment is provided in the Intro app as well (go to ‘more’ > ‘University’ > ‘International office’ > ‘IND (Dutch Immigration Service)’).

**City hall:** Every person that is going to stay in the Netherlands for more than four months must register as a citizen at the city hall. The TU/e cannot arrange appointments at the city hall for its students. Please arrange an appointment yourself by following the instructions in the Intro app under ‘more’ > ‘University’ > ‘International office’ > ‘City hall’.
If you have already registered at the city hall or you have already scheduled an appointment at the city hall, no further action is required from you regarding this. If you are going to live in another city or municipality than Eindhoven, you should register at that municipality.
What documents are needed to register at the city hall?
All the information is stated in the Intro app under ‘more’ > ‘University’ > ‘International office’ > ‘City hall’. There is a step-by-step guide how to organize an appointment including which documents to take with you.

Do I need proof of enrollment at the TU/e for the city hall appointment?
No, the TU/e proof of enrollment is not a required document for registering at the city hall.

How can I arrange my appointment for the city hall registration?
Please arrange an appointment by following the instructions in the Intro app under ‘more’ > ‘University’ > ‘International office’ > ‘City hall’.

My TU/e intro app schedule does not include a city registration appointment. Is it something that I have to do myself?
Please arrange an appointment by following the instructions in the Intro app under ‘more’ > ‘University’ > ‘International office’ > ‘City hall’.

Is the official translated certificate enough when registering at the city hall, or do I need the original version in my own language?
For information on legalization of foreign documents for use in the Netherlands, please look at: https://www.netherlandsandyou.nl/travel-and-residence/legalising-your-documents

If I already went to the city hall for a ‘vestiging’, should I also make a ‘registration foreign student’? Or are they essentially the same?
That is the same. Both register you at the city hall as a citizen. You will not have to make a new appointment.

Is it necessary to provide a legalized birth certificate at the city hall appointment?
Yes, the city hall in Eindhoven requires a legalized birth certificate in order to register you in the municipality. If you do not bring it to your appointment, they will register you anyway and they will give a certain amount of weeks (approx. 6 weeks) in order to provide it later.

If I already went to the city hall for a ‘vestiging’, should I also make a ‘registration foreign student’? Or are they essentially the same?
That is the same. It is both registering at the city hall as a citizen. You will not have to make a new appointment again.

Will I be automatically signed out from another municipality in the Netherlands if I sign into the municipality of Eindhoven?
Yes. It is compulsory to register as a new resident with the municipality within 5 days after you move
within the Netherlands. We advise you to report the move as soon as possible. You can register with the new municipality as early as 4 weeks before the move.
You do not have to deregister from your old municipality, because this happens automatically when you register with another municipality.

**I have already had an appointment to register at the city hall. Do I let someone know to cancel the appointment the university might have made for me?**
If you have already registered at the city hall or you have already scheduled an appointment at the city hall, no further action is required from you regarding this. If you are going to live in another city or municipality than Eindhoven, you should register at that municipality.

In this case, you don’t need to inform anyone about not keeping the appointment in your personal schedule.

**Do I need to be registered at the town hall to collect the residence permit?**
No, you will be able to collect your Dutch residence permit at the IND office without having registered at the city hall. Please note that you will need to have registered at the city hall within 2 months after your arrival in the Netherlands as this is a requirement for have a Dutch residence permit. The IND will eventually check whether you are registered at the city hall.

**I have already visited the city hall, but they told me that my VVR is only valid from the 1st of September so my registration can’t be processed. What should I do for that? Without the BSN I also can’t open a Dutch bank account.**
Your starting date of your residence permit should be August 15th 2020, this is indicated in the IND approval letter. If the starting date of your residence permit is September 1st 2020, you probably did not require a visa to enter the Netherlands. Unfortunately in that case, it will indeed not be possible to register at the city hall before September 1st. But that is not a problem! You can schedule an appointment for after September 1st.

And you don’t necessarily need your BSN in order to open a Dutch bank account. Some banks, such as ABN AMRO (one of the largest traditional Dutch banks) does offer the opportunity to open a Dutch bank account without a BSN as of August 24th. For information on how to do so, please see the Intro app under ‘more’ > ‘University’ > ‘International office’ > ‘Dutch bank account’.
You can also open a Dutch bank account without the need of a BSN at an online bank (also find information regarding this in the Intro app (go to ‘more’ > ‘University’ > ‘International office’ > ‘Dutch bank account’).

**Where can we see our appointment with IND?**
TU/e has scheduled an appointment at the IND office on August 28th for all students who require a Dutch residence permit. The TU/e cannot arrange appointments at the city hall for its students. Please arrange an appointment yourself by following the instructions in the Intro app under ‘more’ > ‘University’ > ‘International office’. 
I tried to make an appointment for IND Eindhoven, but I couldn’t see any available dates. How can I do that?
Most IND offices are indeed fully booked for some time due to COVID-19. If you are able, please go to the appointment the TU/e has scheduled on August 28th. If you are not able to attend that appointment, unfortunately you will have to schedule an appointment with the IND at a later date. Contact details in Intro app>more>university>international office>IND.

There is an appointment for me at IND in my personal program to receive my residence permit, but I already have one because I am living in the Netherlands since the last year. What should I do?
In that case, you can then ignore this appointment. You do not have to cancel the appointment or let anyone know that you are no coming.

Where can I see my schedule that says when to pick up my residence permit?
You can find your personal appointments in your personal program in the Intro app.

When will I get the IND approval letter?
All students that require a visa and/or residence permit that TU/e has applied for, should have received the IND approval letter via an email from TU/e with subject line ‘MVV/ VVR approval for Bachelor or Master student’. Please make sure you also check your spam folder. If you have not received the email, please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl

On the website of the city hall it states that Belgians have to deregister from the country. However, the IO says nothing about this. Who should I trust?
Check this with the official institutions in Belgium. They can give you a definitive answer.

Is it necessary to register at the city hall when you go home every weekend (Belgium). If I do this, I will lose money we receive from the government (kindergeld).
The following link provides very useful information regarding ‘living in Belgium and studying in the Netherland; https://www.svb.nl/nl/media/0948NX.pdf. The information is in Dutch. IF you are not able to read this, please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl

I already have an MVV. Should I get my residence permit before or after registering at the city hall?
You will be able to register at the city hall either with the IND approval letter or with your Dutch residence permit card (if already received).

I have a personal appointment for picking up the residence permit in my schedule, however I am EEA student, so I don’t know if there is a mistake?
In that case, we have wrongfully scheduled an appointment with the IND. You can then ignore this appointment.
**Tuberculosis test (TB) at the health office**

Will the university schedule an appointment for me for the TB test? Because it has not yet appeared in my personal schedule?

Not every nationality needs to undergo a TB test. To find out if you are eligible for exemption from the IND (Dutch Immigration and Naturalization Service) requirement to take the tuberculosis test, please see the following list: [https://ind.nl/en/Forms/7644.pdf](https://ind.nl/en/Forms/7644.pdf)

If your nationality is not mentioned on the list, you are required to undergo a TB test.

If you are required to undergo a TB test but you cannot find an appointment for the GGD (Municipal Health Service) in your personal program, please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl

Please be advised that this appointment is one of the last appointments in the personal program in the Intro app.

TIP: this appointment may be in a few weeks and appears far down in your personal appointments in the app.

**Do we have to do the TB test at the GGD before getting our residence permits at the IND?**

No, you will need to undergo a TB test and - if necessary – treatment within three months after having received your residence permit.

Although my country is not on the list of exemption for TB test, the university has not scheduled an appointment for the test. Do I have to make one myself?

If you are required to undergo a TB test, check your personal program in the Intro app. If you cannot find an appointment for the GGD (Municipal Health Service) in your personal program, please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl

Where can I see if a TB test is required for me?

Not every nationality needs to undergo a TB test. To find out if you are eligible for exemption from the IND (Dutch Immigration and Naturalization Service) requirement to take the tuberculosis test, please see the following list: [https://ind.nl/en/Forms/7644.pdf](https://ind.nl/en/Forms/7644.pdf)

If your nationality is not mentioned on the list, you are required to undergo a TB test.

I already did a test for tuberculosis last month, and got tested as negative, and brought the official confirmation for this from the clinic. Do I have to go through another TB test at Eindhoven?

Please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl

I am from India, and India is not in the list of exemption tests, so why have I not received an appointment yet? Is it because I have taken a TB test 2 years ago when I lived in the Netherlands?
lived here for 3 years. A GGD appointment a TB test has been scheduled for you. Please be advised that this appointment is one of the last appointments in the personal program in the Intro app.

Quarantine

New information per August 19: The Dutch government has reduced the quarantine period from 14 to 10 days. Quarantine is therefore for a maximum of 10 days.

Will we have to quarantine when we reach Eindhoven at our personal residence or a hotel? When entering the Netherlands, you’ve indicated where you were going to reside. The location that you entered here is where you should carry out your self-quarantine.

If quarantine is not mandatory, do we really have to wait two weeks before we set up appointments? The fact that it is not mandatory does not mean that it is not necessary. We all rely on your honor to respect the quarantine guidelines and not put the health and safety of others at risk.


How should I deal with appointments that fall within my quarantine period? Please reschedule them.

If I cannot pick my textbook and notebook up due to quarantine, what should I do? Arrange to pick them up at a later date.

Should I wait for my quarantine to end to buy a sim card as the IND might need to call me and I have an foreign number? Yes, quarantine comes first. Tip: SIM cards can also be bought online.

How can I attend the on-campus classes while I’m self-quarantining? Unfortunately you cannot attend any on-campus activities during quarantine.
Insurance

Do I need the final enrollment e-mail to get AON insurance?
Final enrolment is not necessary

Is EHIC (European health card) enough as an EU student?
EHIC only covers emergency healthcare costs, and does not cover any other cost and fees. It is therefore highly advisable to get another kind of health insurance as well, especially in these times. This can prevent you from getting large medical bills.

My AON insurance address has been set as the address of the university, not my actual address. How do I change that? AON tells me to contact university.
If you send an e-mail to services.io@tue.nl with your new address, we will change this in the AON system.

As a student, can I still take the “basic public Dutch health insurance” instead of the AON insurance, so that I can receive an allowance from DUO?
You are legally not allowed to take out the basic Dutch public health insurance if you are in Holland for study purposes only. You can only take out a Dutch basic healthcare insurance (basiszorgverzekering) if:
- You have a paid (part-time) job (regardless of the salary or number of hours you work).
- You are doing an internship that pays at least the Dutch minimum wage.

Changes to grades (e.g. IB)

I did IB and requested them to send the final transcripts. So how would I know I that I have officially met the conditional offer and how can I make sure that I am fully enrolled?
Once your documents have been verified you will receive an e-mail. Should you not have met the conditions, you will be informed. If you have met the conditions, your enrollment will be finalized, and you will receive an email when this is done.

IB grades were changed today after reevaluation, does this effect my enrollment?
It only effects your enrollment if the change means that you are no longer eligible to receive the IB Diploma.

The IB institutions sent out a version of the transcripts that is outdated by now. How should we deal with this issue?
The IB institutions should fix this for you. But it can never hurt to keep a keep eye on it.
**TU/e notebook (laptop)**

I have already paid for my laptop; will I receive it even if I am not enrolled?
Your laptop will be made available to you once your enrollment is complete.

**When and where can I pick up my notebook?**
The first pickup appointments are planned for week 24-28 August. You will receive an invitation with a time slot to pick up your laptop.
If your enrollment is completed after this week, you will receive an invitation to schedule an appointment at a later date.

**How will the TU/e confirm that my payment for the notebook has been received?**
If it has been more then 7 days, send an e-mail to ESA@tue.nl, just to check.

**Up to what date is it possible to still order a notebook?**
You can order a notebook anytime during your first year. Please use the registration form in Osiris student. If you have any questions, please send an e-mail to ESA@tue.nl.

**How can we pay for the laptop/notebook?**
Information on website under
[Notebook Regulation (for Bachelor students)](#)
Or
[Notebook reduction program (for Pre-masters and masters)](#)

**Will the notebook pick-up be at the same time as the book pick-up?**
These are separate processes. The notebook pick-up is organized by ESA. The book pick-up is organized by the student associations at the departments/faculties.

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**TU/e systems, course registration and schedule**

**Mytimetable is not showing anything. What can I do?**
Please contact ESAhelpdesk@tue.nl.

**I have my TU/e email address, but cannot access MyTUe?**
Please contact ESAhelpdesk@tue.nl.

**Do we need to register for courses/subjects ourselves?**
Our colleagues at the departments/faculties are currently filling in courses for each student in time for you to start your program August 31.

**When will MyTimetable be filled with the courses of the first quartile?**
Our colleagues at the departments/faculties are currently filling in courses for each student in time for you to start your program August 31.
MyTimetable has different meetings at the same hour and the same day, and they overlap for Q1. Is it correct? This sometimes happens, and it just means that you’re expected to attend one of these (often workshops). The reason for this is capacity of rooms and/or lecturers. **Important note:** it should be meetings from the same course that overlap. Otherwise please seek further help within ESA or the study association.

I have passed both the AP Calculus AB and BC with a 5, can I skip the calculus class of the first quartile? It’s not possible to get an exemption for the Calculus course at TU/e if you have passed AP Calculus AB and/or BC.

How can I compensate some of my courses from my previous education with my new bachelor program in TU/e? For example, I had mathematics courses from my previous bachelor program, which I want to even up with my Calculus course in my new bachelor program. If you think you may qualify for any exemptions, you need to contact the study advisor or your program to discuss this.

Do we get any credits for IB 7s in math or physics HL? No TU/e credits are awarded for grades obtained in the IB program.

Where can we get informed about the math entrance exam? When will the math entrance test be conducted, and what influence will it have? In the first week of the academic year. It will constitute 10% of your final grade for the course. Information can be found [here](#).

When is the first day of the academic year? Monday August 31.

Will lectures be available online from abroad? You can access many of your lectures online, but there are also on campus activities/classes/projects, so you’ll need to be here physically for the rest of your curriculum. All on campus activities have to meet the covid-19 restrictions.

Will there be internships at companies as part of the curriculum/courses? This depends on the covid-19 situation.
**Books**

How and when can we order textbooks?
Usually, the study association will facilitate/help with this in Q1. If they don’t reach out to you about this during the introduction week, make sure to reach out to them about it. If they cannot help, you’ll just have to order them online yourself.

Can I pick up my books two days later than the indicated date?
Check with the person who sent you the invitation to the pick-up

**Public transport**

I’m EU and already resident in the Netherlands. How do I apply for the student travel product?
Information on the student travel product can be found [here](#).

Can non-EER students also get free public transport?
Information on the student travel product can be found [here](#).

**Other**

Where can we find our personal program in the app?
After signing into the app and allowing notifications, this is the next screen.

When will we get a study advisor?
The study advisor will contact you in the first weeks of the academic year.

I don’t see my appointments for the city hall and AON insurance in my personal timetable. What should I do?
The TU/e cannot arrange appointments at the city hall for its students. You can arrange an appointment yourself by following up on the instructions in the Intro app. Further important information regarding this subject is provided in the Intro app as well (go to ‘more’ > ‘University’ > ‘International office’ > ‘City hall’.
We have arranged an appointment for the AON presentation, August 28, for every international student. If you cannot find an appointment for AON in your personal program, please contact Ms. Loes Buijssen via l.p.f.buijssen@tue.nl. Please be advised that this appointment is one of the last appointments in the personal program in the Intro app.

If I need a stamped document to apply for ‘levenlanglerenkrediet’, is it ok to come into the campus?
From August 31 it will be possible to arrange an appointment with our Central Service Desk to certify documents. Due to the covid-19 situation this can only be arranged by appointment and will only be
available on a small scale. We will inform you how to do this at a later date. Please do not come to the Central Service Desk without an appointment.

**When and where will we receive our campus card?**
You will receive an invitation for pick-up of the campus card. This is usually a couple of weeks after you have been enrolled. Don’t forget to order the campus card using the information in the email from ESA confirming your enrollment.

**When and how can we obtain our sports card?**
As soon as your enrollment has been finalized, you can apply for your sports card. Check out https://ssceindhoven.tue.nl/en/

**What type PYNQ development board do I need for electrical engineering, and where can I buy one?**
Please ask your study association at the department/faculty.

**What are the chances for receiving a scholarship from the university later on?**
TU/e does not offer any scholarships for Bachelor’s programs, but if you have an average grade of at least 8.0 out of 10.0 during your Bachelor’s, and you decide to also follow your Master’s at TU/e, you will be included in the scholarship selection process for our Master’s programs. You do not need to apply. All students are included in the selection process.

**Will British citizens be charged the EEA fees in subsequent years, or will it be changed to the higher tuition fees?**
It is unclear what the consequences of Brexit will be for British nationals who will arrive after the transition period (after 31 December 2020). The amount of the tuition fees and the rights for student finance will be dependent from the settlement status of British nationals in the EU. This status will be part of the negotiations on the new relationship between the UK and the EU during the transition period.