

Instructions for using the student service

You can access the Student Service by clicking on the menu option "My Studies"/ "Student Service" or by clicking on the Quick link "Student Service".


The following functions are available in the Student Service:

- Download or print out certificates (PDF reader required)
- Re-registration for the next semester
- Change of address

1. The printing of certificates

Select the menu option "My Studies"/ "Student Service" or the Quick link "Student Service". Under the tab "Reports" click on "Common reports".

Click on the printer icon  to create a certificate for the first time.

By clicking on the magnifier icon  you can always access a certificate you have already requested and download or print it out.

If you only want to request or print out certificates for a specific semester, you can click on "Term" to open the drop-down menu and select the relevant semester.

Note:

A PDF reader is required to view or download/print certificates using the Student Service.

If you need certificates for a semester prior to the summer semester 2018, please contact the Student Service by telephone or e-mail.

2. General information on re-registration

You must re-register for each semester. Re-registration is only possible during the respective re-registration period. You can find the dates under "Academic Calendar": <https://www.tu-chemnitz.de/studierendenservice/termine.php.en>

You have the option of paying the semester fee either by direct debit (for further information see 2.1 Online re-registration by SEPA direct debit scheme) or by bank transfer (for further information see 2.2 Re-registration by bank transfer scheme). The advantage of online re-registration via SEPA direct debit is that you are immediately re-registered with the SBservice when you issue a direct debit order and can immediately print out any required certificates. When re-registering by bank transfer, automatic re-registration will only take place after TU Chemnitz has received the semester contribution. In order to re-register on time, you should therefore transfer the money at least 5 days before the end of the re-registration period.

2.1 Online re-registration via SEPA direct debit scheme

In order to carry out the re-registration, a wizard (re-registration assistant) is offered, guiding you through the individual steps of the online re-registration using the SEPA

direct debit scheme. The re-registration can be prevented by impediments (e.g. re-registration block or final examination passed or definitively failed). In the re-registration period, you will see the "Re-registration" button indicating the semester of the current re-registration period. In case of re-registration restrictions, it is displayed in orange colour. Click on the button to find out which specific re-registration restrictions exist. If direct re-registration is possible, the button is displayed green.

Online re-registration through a SEPA direct debit mandate is a two-step process. The first step is to create a SEPA direct debit mandate and the second step is to issue the direct debit order to settle the outstanding invoice or semester contribution (incl. any fees). The first step to create the mandate will only be carried out once, provided your bank account details do not change. By issuing the SEPA direct debit mandate, the "Hauptkasse des Freistaates Sachsen" (responsible for processing the payment and accounting transactions of the Free State of Saxony and thus for the TU Chemnitz) is authorised to charge your account following a direct debit order initiated by you. The charging of your account by direct debit can take up to four weeks due to the process.

2.1.1 Creating a new SEPA direct debit mandate

In order to be able to use the online re-registration process, first a SEPA direct debit mandate must be provided. Issue the mandate at least five days before the re-registration deadline. The mandate can only be issued for a SEPA bank account. If you do not yet have an active mandate, you will automatically be asked to create one during the online re-registration. You can start the online re-registration by clicking on the button "Re-registration". To pay the semester contribution, first set up a direct debit mandate. Click on the button "Issue SEPA direct debit mandates". Enter your IBAN and the place of signature. The remaining fields are filled in automatically if you have a German bank account. Click on the button "Create mandate". To display the mandate form click on "Download mandate ". Print out the form and send the original to the Student Service by post, stating the date and place as well as your signature. As long as the mandate has not been activated by the Student Service, you will not be able to continue at this point. You will be informed via portal notification on the dashboard of the SBservice or via e-mail if the mandate status has changed. Click on the "Next" button and then on the "Close" button.

As soon as the Student Service has activated the mandate, you can continue the reregistration via the SBservice. Continue afterwards with the steps mentioned under 2.1.2.

2.1.2 Active SEPA direct debit mandate available

Click on the "Re-registration" button. In order to pay the semester contribution (incl. fees, if applicable), a direct debit order must be issued first. Click on the "Pay semester fee" button to do so. The invoice for payment of the outstanding semester contribution for re-registration for the respective following semester will then be displayed. Afterwards, click on the "Next" button. Confirm the information about the advance notice (= the information about when the amount will be withdrawn from your account) by ticking it and click on the "Next" button. You can re-register directly by clicking on the "Now re-register" button.

You will immediately find your matriculation certificate under the tab „Reports“.

2.1.3 Change of bank account details

In case the bank details change, the mandate has to be issued again. You can generate a new mandate at any time via the "Mandates" tab. By clicking on the button "Issue SEPA direct debit mandates", you will be asked whether you want to replace the existing mandate with a new mandate. Confirm the question by clicking on the "Yes" button. The existing (old) mandate will then be terminated and you will be asked to generate a new mandate. Enter your new IBAN and the place of signature. In case of a German bank account, the remaining fields will be filled automatically. Click on the button "Create mandate" and click on "Download mandate (PDF)" to display the mandate form. Print out the form, state the date and place as well as your signature and send the original by post to the Student Service. Click on the "Next" button to complete the entry of the new mandate.

You will be informed via portal notification on the homepage of the SBservice or via e-mail once the status of the mandate has changed. As long as the new mandate has not yet been processed or activated by the Student Service, the newly created mandate will be displayed in the "Mandates" tab with the status "Not yet confirmed by the university". The mandate used up to now or the old mandate will be closed and listed under "Closed mandates" with the mandate status "Closed“.

As soon as the Student Service has activated the new mandate, you can continue the re-registration via the SBservice. Then continue with the steps mentioned under 2.1.2.

2.2. Reregistration via bank transfer scheme

Alternatively, you can also transfer the semester contribution via bank transfer. You can find the details for the bank transfer in the "Reports" tab under "Documents"/ "Other documents" and "Payment information for bank transfer (PDF)". A PDF reader is required to view the PDF file. If you pay via bank transfer, the reregistration will only be processed after the money has been received by TU Chemnitz. The payment process can take up to five days, even with an instant bank transfer. As soon as you are re-registered, you will find the relevant matriculation certificates under the tab „Reports“.

Further Notes:

A release from the semester annual ticket should be approved by the student council before re-registration: <https://www.stura.tu-chemnitz.de/home>

In the case of re-enrolment in the student body, the declaration must be submitted to Student Service via e-mail or via post at least five days before the end of the re-enrolment period:

<https://www.tu-chemnitz.de/studierendenservice/studserv/formulare/Wiedereintritt.pdf>

Please note that after re-registration, the imprint on the TUC-Card (student ID) must be updated at a TUC-Card terminal:


<https://www.tu-chemnitz.de/studierendenservice/studserv/TUCCard.php>

Outside the re-registration period, a mandate can be created at any time via the "Mandates" tab. Click on the button "Issue SEPA direct debit mandates" ("Mandates" tab). The further steps that follow are described under 2.1.1.

Of course, you can also withdraw your SEPA direct debit mandate at any time. Please use the form "Antrag auf Widerruf eines SEPA-Lastschrift-Mandats" available at: <https://www.tu-chemnitz.de/studierendenservice/studserv/formulare.php>

3. Change of mailing address

You can change your address in the Student Service. Select the menu option "My studies"/ "Student Service" or the Quick link "Student Service". Click on the tab "Contact data". Your contact details (addresses, telephone numbers, email addresses) are listed here.

Click on the pencil icon  in the address card "Study-Correspondence" to complete, change or add new data.