Onboarding

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ACCESSING THE ONBOARDING PAGE

You will receive an e-mail with the CEU portal login address to start the Onboarding process.

After logging in you will land on the Onboarding page.
ONBOARDING MAIN PAGE

At this stage your Enrollment status is **Provisional**.

The page consists of three sections:

1. On the top you can find the instructions.
2. On the left side you can see your profile information (profile picture, name, program name, department, status, and student code).
3. On the right side you can find the onboarding checklist of the steps you need to take:

   - The onboarding tasks are mandatory and can be completed in any order.
   - The 'Academic Records Submission' should be done off-line either by sending your academic records via postal mail or handing them in to the Admissions Office in person upon arrival on campus. If you click on this button, you will see the status of your documents (updated by Admissions Office).
   - After you complete the mandatory tasks (the Academic Records Submission can happen in parallel), you will be able to fill in the on-line 'Matriculation form'.
Once you progress with the process, the **status icon** next to the button changes from 'X To Do' to '⌛ Pending' or '✔ Completed'.

### Onboarding

**Onboarding Instructions**

Welcome to the Central European University!

Before you start to complete the tasks from your onboarding checklist please read this manual or read carefully the instructions below.

- All tasks marked with X are mandatory. Please click on each button and follow the instructions from each screen to complete the task.
- The *Health Insurance Statement**, the *Visa and Residence Permit***, the *Photo upload, Survey and Fees* can be completed in any order.
- The online *Matriculation Form* only becomes available once the previous tasks have been fulfilled as a precondition.
- By clicking on the *Academic Records Submission*, you can check the individual documents that need to be submitted as part of the onboarding process. The documents need to be sent electronically by the institution that has issued them, via postal mail or should be handed in to the Admissions Office. Once received, the status of the documents will be updated and can be tracked in this section.

* Displayed as applicable
** Not displayed to Austrian nationals

All onboarding tasks need to be completed before your arrival on campus.

Have a question? Contact us:

- **Visa/Residence, Photo and Insurance** - Student Center - studentcenter@ceu.edu
- **Enrollment, Tuition and OH Fees** - Budget and Finance Office - invoicing@ceu.edu
- **Academic Records - BA** - undergradadmissions@ceu.edu
- **MA/PhD** - admissions@ceu.edu
- **Matriculation Form** - Student Records Office - registry@ceu.edu
- **Technical access to SITS** - IT Department - helprequest@ceu.edu
The 'Visa, Residence Permit and Registration' button is for giving your confirmation, that you have watched and will follow the guide to an Austrian residence permit. This button does not appear for Austrian citizens.
PHOTO UPLOAD

Click on the 'Photo Upload' button. This photo will be used on your ID card to be able to enter the CEU buildings and to borrow books from the Library.
Please read the technical requirements carefully to ensure your photo is accepted by the CEU staff.

1. Browse your computer for your photo (png, jpg)
2. Edit the image if the system requires
3. Upload the photo
4. Click on the 'Next' button

Edit your image:
1. Click on the 'Crop Image' button
2. Choose the required dimension (500x500 pixels)
3. Click on the 'Crop Selection' button
4. Click on the 'Accept' button
The image will show how your picture will look like on the CEU ID card.

If you are happy with it click on the 'Yes' button.

If you want to upload another picture, click on the 'No' button and start the photo upload procedure from the beginning.
Please click on the 'Finish' button to finalize the process.

Your photo is on pending status at this moment. Once the Student Center accepts it, you will see on your Onboarding Checklist on the main page that your photo has been approved and the status icon will be 'Completed'.

ENTRY SURVEY

Click on the 'Entry Survey' button to help improving CEU's recruitment efforts. The information you provide in the survey is confidential and will not affect your academic advancement.
Please fill out the form. All the fields are mandatory.

Click on the 'Submit' button to finalize your survey.
PAYMENT PROCESS

Payment process is the same for Enrollment Fee, Tuition Fee and ÖH Fee.

If you get 100% Tuition waiver or 100% Enrollment waiver you will see the green pipe in front of these buttons.
You can find the payment information on the first page. To proceed with the payment please click on the 'Pay Fees' button at the bottom of the page.

You need to pay the fees each semester separately.
Choose your Country and click on the 'Next' button

Choose payment method. Please kindly note that not all options are available in every case.
Fill the **Payment information** form and click 'Next' when you completed the form.
Check the details and click 'Next' if the data are correct. You can modify the details by clicking on the 'Previous' button.
Payment with card

Fill the card details and then click on 'Pay'. You can return to eVision when the payment is done.

Please note that usually it takes 2 workdays to receive the payment and clear the item.
Payment by bank transfer

You can find the details of bank transfer on the page beside.

You can return to eVision by clicking on 'Return to E:Vision' button.
The status of the payment will be 'Pending' status until it arrives to CEU’s account.
ÖH FEE

The ÖH Student Union fee is a by the Austrian law mandatory fee for all students. The fee is a semester-based payment, regardless of how many institution is visited by the student.

Students at CEU have to pay it in one amount, at the beginning of the year. If the fee is already paid to another university, students can apply for waiver.

Click on the 'ÖH fee button' to pay the fee.
From the available options, you can choose to request for a waiver by clicking 'Request Waiver' button, or to pay the fee by clicking on 'Continue to Payment' button.

If you already paid the fee to another institute, you can ask for a waiver, with

- choosing the fee and concerned semester
- giving your matriculation number
- description of the claim
- attaching an invoice/proof about the paid fee

After providing the necessary information, please **Submit** your claim.

On the next page click on 'Exit' button to finish the process.

If you go back from this function, you will see the status of your claim. You can edit your request by clicking on 'Edit' button while its status is 'In progress'. This will change as the BFO approves or rejects it.
In case the status is **Not approved** you can check the reason and next step. Choose the 'Continue to Payment' button to pay the fee.

Click on 'Pay Fees' button to pay the fee.
Choose the items, and click on 'Click here to pay'. You will be redirected to the Bank’s transactional page, where you can proceed the transaction.

**ACADEMIC RECORDS SUBMISSION**

Click on the 'Academic Records Submission' button to see the required document types to submit.

You should submit your academic records or at least some evidence of having graduated from the previous studies to the Admission Office to be able to complete your matriculation form. In case of incomplete or unofficial records, your status will remain Provisional until the appropriate documents are received.

The following academic documents should be submitted to the Admission Office:

1. an **official electronic copy** of their final Bachelor's (and, for doctoral programs, Master's) **transcript** or **Diploma Supplement** in English.

2. an **official electronic copy of the degree certificate or diploma** in English unless the transcript contains a statement of the degree obtained with the date of award. A diploma supplement must be accompanied by the diploma.
Each item will be marked as 'Accepted' by the Admissions Office as soon as they receive and accept the submitted documents. The process of accepting the documents could take some days.

Click on the 'Close' button to go back to the Onboarding main page.
HEALTH INSURANCE STATEMENT

By opening this button, you'll be asked to read the Health Insurance Information. After you read it, please click on the ‘Sign’ button to confirm that you have understood the requirements. You'll receive an email with a DocuSign link to sign.

*PhD Students with doctoral stipend, Erasmus Mundus Students scholarship recipients, MESPOM and non-degree students do not have this button on their Onboarding checklist.*
MATRICULATION FORM

Once you complete all the mandatory tasks, you will be able to fill in the on-line Matriculation form. Once you finish it, you will receive it by email.

Upon completing the form, you will receive a DocuSign link via email; please follow the instructions to digitally sign your Matriculation Form.

Once your document will be uploaded back by DocuSign, this final step will be completed.
Please be aware to fill the following details in the matriculation form as below:

**Address:**

- Fill in both addresses, the permanent and the contact
- Do not use the address of the CEU campus
- Do not use any city or country code and/or name in the postcode
- Do not use any city or country name and postcode in Address line 1
- If possible include street name and number in Address line 1
- Use English characters to fill the fields

**Passport:**

- Fill out the issuing authority correctly – look at your card (to change it, takes time)
- Use English characters to fill the fields

**Austrian Social Security number:**

*You can have Austrian Social Security number if you have studied or lived in Austria before. Your insurance data are held on an e-card, which is issued in Austria. It can be linked to insurance services, but this is not always the case.*

- Only fill it out, when you have an e-card with a 10 digit number, only containing numbers
- Please do not use space, when entering the numbers
- Do not use 000, or ‘Feelsafe’ insurance number starting with 700
- The last 6-digits mirror your Date of Birth, by DD-MM-YY.
ENTRY SURVEY - Mandatory Austrian Federal Survey by Statistik Austria

Please be aware that every student starting their university studies at an Austrian university has to fill out the federal "Survey at the start of studies". Either EKZ or Austrian SSN will be shown in the e-mail.

You will need your Austrian SSN, or EKZ to successfully submit it. Either EKZ or Austrian SSN will be shown in the e-mail. You can also find your Austrian SSN or EKZ number on your Administrative Page in e:Vision.

NOTE: To register for the courses at CEU, you need to complete this survey successfully.

You will receive an automated link and a short explanation about this survey to your student e-mail address, please monitor it.

**EKZ number**
Not all persons who acquire educational qualifications in Austria have an Austrian social security number. A substitute code must therefore be used instead of the national insurance number for these students. This number is the EKZ number (Ersatzkennzeichen), substitute code (four letters plus six numerals, e.g. HXTQ236789. Every person receives a unique code, generated by the Austrian authorities. There is no card produced for the EKZ number.

### The survey

Please be aware to add the correct code to the appropriate fields. In case you have an Austrian Social Security number (10 digit number, only numerals), please tick the relevant box, otherwise you should choose 'I don't have Austrian Insurance Number, but a Substitute Code' box and add your EKZ number (10 digit number, 4 letters and 6 numerals). If you select Austrian SSN but enter the EKZ e.g., or you have not given a valid Austrian SSN number, you will see the message improper value.

### PDF confirmation

The PDF confirmation does **NOT** need to be collected by CEU PU. You can keep it if you wish, of course. The reason why this sentence is there is that some universities still collect it.

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Dear [Name],

Please be aware that every student starting their university studies at an Austrian university has to fill out the federal "Survey at the start of studies" according to § 9 (6) Bildungsdokumentationsgesetz, Federal Law Gazette I No. 12/2002, in the current version and § 141 (3) Universitätsgesetz, Federal Law Gazette I No. 120/2002, in the current version.

In order to do this, click on the following link [https://www.statistik.at/uhstat-test/uhstat1/](https://www.statistik.at/uhstat-test/uhstat1/), select ENGLISH in the top right corner and fill out this short, mandatory federal survey. You need one of the following numbers for this survey.

- your Austrian Social Security number, OR
- the EKZ (ErsatzkennZeichen) number

**Your EKZ number is [4-letter code] [6-digit code]**

Please use this in the entry survey.

Thank you very much for your cooperation.
Test-Instanz von Survey at the start of studies

according to § 10 (6) Bildungsdokumentationsgesetz 2020, Federal Law Gazette I No. 20/2021, in the current version

Austrian Insurance Number (Sozialversicherungsnummer)
If you do not have an Austrian social security number, the Austrian university you want to study at will give you a substitute code (four letters plus six numerals). Please ask at the university for your substitute code ("Ersatzkennzeichen").

Kind of number:

☐ I have an Austrian Insurance Number.

☐ I don't have an Austrian Insurance Number, but a Substitute Code ("Ersatzkennzeichen").

Austrian Insurance Number/ Substitute Code: ____________

Das Erhebungsfomular UHStat1 wurde korrekt ausgefüllt an Statistik Austria übermittelt.

The survey form UHStat1 has been correctly filled in and transmitted to Statistics Austria.

Danke für Ihre Mitarbeit.

Thank you for your cooperation.

Bitte drucken Sie diese Bestätigung aus. Sie dient zur Vorlage bei der Bildungseinrichtung.

Please print out this confirmation and provide it to the educational institution.