

## Technical Advice regarding the online application for interim financial aid

Interim financial aid

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Students in a pandemic-related emergency can apply for interim financial aid since June 16, 2020. The Federal Ministry for Education and Research has made available 100 mio Euros for this support.

\_ [9] You can apply for the interim financial aid using the online portal [www.ueberbrueckungshilfe-studierende.de](http://www.ueberbrueckungshilfe-studierende.de) [10]

Here, you find some technical advice regarding the application process:

### **Use the right browser!**

Please use the most current browser versions of **Chrome**, **Firefox** or **Opera** – or the current standard browsers for mobile devices. If you use Edge you must update to the **Edge Chromium Version 83.x**. All versions of Internet Explorers are not supported.

When you begin your online application you are asked to provide an academic e-mail address; the system will then send a code or “token” to this address that you must then re-enter in the system for verification. If this should not work, please use another e-mail address. However, once you are registered with a specific e-mail in the system, you must continue to use this address.

### **Use another E-Mail address if your academic address does not function!**

Please do not despair. We cannot go without the reCaptcha as a security requirement. If it does not work, please make sure that you have activated Javascript and that there are no other extensions or add-ons activated in your browser. Since reCaptcha is activated by Google services, the use of proxies or add-ons can cause problems when they block Google server requests.

### **What can I do if I do not receive emails from the Interim Financial Aid portal?**

First check whether the e-mail you are looking for is in your spam folder. If this is not the case, check online whether your e-mail provider (Google Mail, GMX, Web.de, T-online etc.) offers the option of adding the sender addresses [noreply@mg.ueberbrueckungshilfe-studierende.de](mailto:noreply@mg.ueberbrueckungshilfe-studierende.de) [11] and [noreply@ueberbrueckungshilfe-studierende.de](mailto:noreply@ueberbrueckungshilfe-studierende.de) [12] to their whitelists/positive lists. You'll find further information about these options on the e-mail provider's website. Doing so you increase the possibility that the sender addresses of the interim financial aid will not be erroneously classified as spam or as untrustworthy e-mail by your email provider and that delivery will be blocked.

### **Do not despair with reCaptcha, simply try again! Do not change data formats!**

The online application portal accepts only certain data formats, such as **JPG/JPEG**, **PNG** and **PDF**. If your documents are in a different format, make sure to change them with an appropriate software

such as <https://dokument.online-convert.com/de/umwandeln-in-pdf> [13].

Do not change the formats manually by changing the document extensions or by renaming the document endings such as changing the extension .gif to .png.

### **Merge your bank account statements if necessary!**

The application portal allows for uploading a maximum of 10 documents; if you have more files, please merge them into one relevant document. You can use open source software that is easy to find online.

- **Step 1:** copy your graphic documents into a word document, and then save it as a PDF.
- **Step 2:** with a freeware such as <https://de.pdf24.org/> [14] you can merge several PDF documents.

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**Source URL:** <https://www.studentenwerke.de/en/content/technical-advice-regarding-online>

### **Links**

- [1] <https://www.studentenwerke.de/rss-feed.xml>
- [2] <https://www.studentenwerke.de/en/print/1470125>
- [3] <https://www.studentenwerke.de/en/printpdf/1470125>
- [4] <mailto:administrator@studentenwerke.de?Subject=UserMail%20text>
- [5] <mailto:?Subject=Stundentenwerke.de+-+geteilter+Link&body=https%3A%2F%2Fwww.studentenwerke.de%2Fen%2Fcontent%2Ftechnical-advice-regarding-online>
- [6] <https://twitter.com/share>
- [7] <https://www.facebook.com/sharer/sharer.php?u=https://www.studentenwerke.de//en/content/technical-advice-regarding-online>
- [8] <https://plus.google.com/share?url=-->
- [9] [https://www.studentenwerke.de/sites/default/files/210406\\_tech\\_advice\\_en.png](https://www.studentenwerke.de/sites/default/files/210406_tech_advice_en.png)
- [10] <http://www.ueberbrueckungshilfe-studierende.de>
- [11] <mailto:noreply@mg.ueberbrueckungshilfe-studierende.de>
- [12] <mailto:noreply@ueberbrueckungshilfe-studierende.de>
- [13] <https://dokument.online-convert.com/de/umwandeln-in-pdf>
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