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**ZUSCHUSS FÜR
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Interim Financial Aid: Important technical advice on your online application



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 need to update to the **Edge Chromium version 83.x**. All versions of Internet Explorers are not supported.



Use another e-mail address if your academic address does not function!

When you begin your online application you are asked to provide an academic e-mail address; the platform will send a code or "token" to this e-mail address that you need to 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.



What can I do if I do not receive e-mails 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 (Gmail, GMX, Web.de, T-Online, etc.) offers the option of adding the sender addresses

noreply@mg.ueberbrueckungshilfe-studierende.de and

noreply@ueberbrueckungshilfe-studierende.de to the whitelist/positive list.

You'll find further information about these options on the e-mail provider's website. Doing so you increase the probability that the sender addresses of the interim financial aid will not be erroneously classified as spam or as untrustworthy e-mail by your e-mail provider and that delivery will be blocked.



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>. 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/> you can merge several PDF documents.