

FAQ on Studielink and Erasmus Admission Portal:

Why do I have to start my application in Studielink?

Studielink is the Dutch national registration system for higher education programmes. We can only register you as a student at our university if you enrol through this system. Subsequently, you need to finalize your application in the Admission Portal of Erasmus University Rotterdam (EUR).

Please note: once you have enrolled in Studielink, you will receive an email with your login details for the EUR Admission Portal.

What do I have to do in the EUR Admission Portal?

In the EUR Admission Portal you need to answer some additional questions and upload the required documents.

After checking your entries, you need to **submit your application**. Please note: only applications with the status 'submitted' will be processed.

I enrolled in Studielink but did not receive an email with login details for the Admission Portal. What should I do now?

Please contact our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions.

Please be aware that automatically generated emails may end up in your spam or junk folder. Please check these folders!

I have forgotten my username and/or password to log in on the EUR Admission Portal. What should I do?

Go to the [login page](#) of the Portal and click on 'forgot username' and/or 'forgot password' (upper right corner of the screen) and follow the instructions. If that does not work, please contact our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions.

I managed to log in to the EUR Admission Portal, but the system does not allow me to answer the questions and/or upload the documents. What should I do?

Please contact our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions.

My Studielink account is permanently blocked. What should I do?

Please send a message to our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions. They can reset your account. If it does not help, please try again using a different email account.

I changed my password in Studielink but I used the wrong password. I tried to request for a new password, but it does not allow me to. What should I do?

Please send a message to our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions and they can reset your password.

I have sent an enquiry to: Erasmus Student Service Center (ESSC) but I have not receive any response from them after 48 hours.

At times it can be very busy at the ESSC help desk, please be patient. If you haven't received a response after 3 working days (only) you might want to send a reminder

I have received my password and username, but I could not log-in?

Please send a message to our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions and they are able to determine the issue and if needed reset your password.

I have not receive my username and password after filling –in the form in Studielink, what should I do?

Please check your spam or junk folder, if you didn't receive anything please send a message to our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions.

How do I change my profile information in Studielink and/or Erasmus Admission Portal?

You can only change your personal details in Studielink, this will then change as well in the Erasmus admission portal. As soon as your details are checked by Erasmus University you can't change it anymore and will have to send a request to our helpdesk desk via this [LINK](#) (On the right side at the end under "Contact" you see E-mail your question to Erasmus Student Service Centre. Click on that and you will be directed to a site where you can fill in your details and mention your situation and/or questions.

I have deferred my studies from last year. How do I re-apply again?

As from 3 October, the ISS has changed to a new application computer system. This means that you will have to re-apply but you don't have to upload your documents again. On our [MA programme application page](#), you will find information on the new enrolment procedure.

Procedure to re-apply:

The first step is to register yourself in Studielink.

The second step will be finalizing your application in the EUR Admission Portal. After having registered in Studielink, your first question in the EUR Admission Portal will be: ***Are you a first time applicant to the ISS MA programme?*** You choose: **no**. Then choose the Major you have been accepted for in 2016-17. Click on **Continue** until you can answer the question: ***How do you intend to cover the costs.***

I cancelled my application in Studielink and re-applied. In the Erasmus Admission Portal, my application has the status “Cancelled”. What should I do?

Please send a request to ISS via admission@iss.nl, they can change the status of your application.

How do I send/attach my academic qualification?

You should upload the documents when you are answering the questions on your academic background.

I am about to graduate and I do not have my transcript. How do I apply?

Please request from your university a temporary transcript and upload it in the application portal.

How do I change my Major in the Erasmus Admission Portal?

Please send an email to: admission@eur.nl and request a change of major.

I am unable to accept Letter of Admission (LoA). Please help.

Please use the link provided below to accept the offer:

https://sis.eur.nl/osiris_io_inkomend/LoginDirect.do/ go to view and edit / additional questions

I have accepted the Letter of Admission, will I get a notification?

You will not receive a notification. Your application will still state “In Progress” and you may ignore this, this status will change when you arrive ISS. At the meantime, [Darren Baradhan](#) from the Marketing Department will be in touch with you with possible scholarships that you may be able to apply.

I have accepted the Letter of Admission, but in the application portal, it still says “In progress”. What does this mean?

If you have accepted your Letter of Admission, the application portal will still state “In Progress”. This will change once your funding has been transferred and when you arrive at ISS

What do I need to do to get my education verified by my university?

This is done by the ISS itself. As soon as they get a message that their application is sent to the admission board this verification has taken place

Do I have to complete my application in the Portal in one time, or can I save my entries and finish my application later?

You can start working in the Portal, save your entries and use your login information to return to the Portal later.

We will only start processing your application after you have submitted it in the Portal, by clicking on the 'submit' button at the bottom of the last page of the questionnaire. The status of your application will then change to 'submitted'. If that does not work, please contact usc@eur.nl to ask for assistance.

Can I apply without having obtained my diploma before the application deadline?

Yes, you can apply and we will consider your application. We will need a temporary academic transcript (in English) and a letter (which you can upload under 'degree') stating you approximate graduation date.

However, if you receive an offer, it will be conditional upon meeting all the entry requirements. Once you have uploaded your diploma, the Admission Board will go through your documents. If you qualify, you will then receive an Unconditional letter within 4 weeks from the day you have submitted your application to ISS.

I can no longer upload documents through the Admission Portal. How can I submit additional documents?

Please email your document to admission@iss.nl. Our Admissions Officer will add them to your file.

After I submitted my application, I noticed I forgot to include an important document. However, I can no longer upload documents in the Portal. What can I do?

If it is a required document you will be able to upload it. Otherwise, please contact: admission@iss.nl and explain your situation.

I have been conditionally admitted and now I need to submit my English test but I can no longer upload this document through the Admission Portal. Where do I send the additional document?

Please email your document to admission@iss.nl Our Admissions Officer will add them to your file.

General FAQ:

Can I send the proof of English proficiency later, after submitting the application?

Yes, if you cannot submit your language test report before the application deadline, we will consider your application anyhow. However, any offer made to you will be *conditional* upon meeting all of the entry requirements. Please plan your test as soon as possible. Once you have taken the test you can upload it yourself, or submit the test results via email to: studenoffice@iss.nl. Alternatively, you can send your English test directly to ISS via the Institute Code: 9714

Bear in mind that it will take several weeks before you receive an official copy of your test results. Without official proof of your English language proficiency at the required level, we cannot register you as a student for the programme!

How do I get certified copies of documents?

A certified copy is a copy of a filed document, legal or otherwise, which contains a seal that establishes the document is genuine. Thus, it should have a stamp and signature stating that it is a true copy. Only an officially authorized person can certify a document (for example a notary or a university official). A student copy of the academic transcript is not valid. You have to ask your university to stamp and sign it as a true copy.

How can I get an official translation of my documents?

A sworn translator can provide an official translation. Nowadays, most universities provide separate translations or bi-lingual degree certificates and transcripts of records. These documents are regarded as official translations as well.

Please note: you must send a **copy of the documents in the original language** along with the translation

Can I submit references from persons other than my professors or supervisors?

If you are unable to obtain a reference from your university professor because you studied a long time ago, or if you are unable to obtain a reference from your supervisor or head of office because you have your own company or are unemployed, you can also upload references from persons who are in a position to judge your academic qualification and performance.

References are accepted from persons who are well acquainted with you, your work and your studies. Reference letters should not be more than two years old. They must be on letterhead paper, in English, dated and signed by your referee and include your referee's email address

I have received an admission offer but I cannot start in September. Is the offer still valid next year?

Every (**un**conditional) admission offer is valid for two consecutive years. If you are unable to join the programme in a particular year, you have to reapply in Studielink and indicate that you would like to receive a second admission letter. Studielink only opens in October to start the admission cycle for the following academic year

Where can I find information on scholarships?

You can find information on scholarships on our [Funding and Scholarships](#) page

