

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 at usc@eur.nl and ask them to provide your login details as soon as possible.

Please note: 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 usc@eur.nl

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 usc@eur.nl and ask for assistance.

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

Please send a message to USC@eur.nl they can reset your account. If this 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 a new password, but it does not allow me to. What should I do?

Please send a message to usc@eur.nl asking them to reset your password.

I have sent an enquiry to: usc@eur.nl 48 hours ago but I have still not received a response from them.

At times it can be very busy at the USC help desk, please be patient. If you haven't received a response after 3 working days, you can send a reminder

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

Please send a message to usc@eur.nl. They will be able to determine what the problem is and if needed reset your password.

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

Please check your spam or junk folder, if you haven't received an email please send a message to usc@eur.nl

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

You can only change your personal details in Studielink, the changes will then automatically go through to the Erasmus Admission Portal. Once your details have been checked by Erasmus University you will not be able to change them anymore and will have to send a request to usc@eur.nl.

I deferred my admission from last year. How do I re-apply?

You will have to re-apply but you will not have to upload your documents again.

The procedure to re-apply is as follows:

1. Register with Studielink.
2. Finalize your application in the EUR Admission Portal. After registering with Studielink, the 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 were originally accepted for. Click **Continue** on each of the subsequent pages until you come to 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 an email to ISS via student.office@iss.nl, they can change the status of your application.

How do I send/attach my academic qualifications?

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

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

Please send an email to: student.office@eur.nl and request a change of Major.

I am unable to accept the 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'. This status will change when you arrive ISS. At the meantime, [Darren Baradhan](#) from the Marketing Department will be in touch you with possible scholarships that you may be able to apply for.

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 you arrive at ISS.

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

You can start working in the Application 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 via 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 your 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 receive an Unconditional letter within 4 weeks from the day you 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 student.office@iss.nl. Our Admissions Officer will add them to your file.

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

If it is a required document you will be able to upload it. Otherwise, please contact: studentoffice@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 should I send the additional document to?

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