Frequently Asked Questions (FAQ)

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Student Card issues:

How can I claim my first Student Card?

You have to apply for a Student Card in the Office of Government Issued Documents. In Debrecen you can apply for the Student Card at the City Hall. (Address: Debrecen, Kálvin square 11, postal code: 4026)

During the application process at the City Hall you will get a Student Card Inquiry Sheet that has to be submitted at the Education Office of the Faculty of Public Health. *If you miss this step then your student card will not be ordered!*

How can I live with the opportunities offered by the Student Card until I get my Permanent Student Card?

Until you get your Permanent Student Card you can ask for a Temporary Student Card at the Education Office of the Faculty of Public Health. *On condition, that you have a valid application for a Permanent Student Card.*

How long can I use the Temporary Student Card? What if it expires?

The Temporary Student Card is valid until two months. If it expires before you get the Permanent Student Card, you can ask for the renewal of the Temporary Student Card.

When can I get the validation sticker for the new semester?

The Education Office of the Faculty of Public Health will send message via the Neptun as soon as the validation stickers are available.

How long does the validation sticker for the Student Card valid?

The autumn semester's validation sticker is valid until the end of March. The spring semester's validation sticker is valid till the end of October.

How will I know that my Student Card arrived?

The Education Office of the Faculty of Public Health will send a message via the Neptun as soon as the Permanent Student Card arrived.

How long does the Student Card valid after the Student Status ended?

The Student Card can be used until the validation sticker is valid. The autumn semester's validation sticker is valid until the end of March. The spring semester's validation sticker is valid till the end of October.

What should I do if I lose my Student Card?

If you have lost your Student Card you have to apply for another Student Card at the City Hall. Let us know at the Education Office when you submit your Student Card Inquiry Sheet that it is not your first Student Card application.

Neptun (general, payment):

What should I do before the first use of the Neptun? (*Requesting eduID and setting password*)

Similarly to numerous electronic services of the University of Debrecen, you will need a network id to use Neptun. In case you already have a network id and a password then you can login to Neptun with them. In case you do not have a network id then go to https://www.unideb.hu/register/, click on the link "Register new eduID". For creating your id you will need your Neptun code that you should have received from the department managing your administration issues. Currently the directory.unideb.hu is under construction. If you request the password change, you write an email to helpdesk@it.unideb.hu address.
This website is operated independently from the Neptun system, thus in case you have any problem with creating your network id then contact the operators at the *heldesk@it.unideb.hu*.

What should I do if I cannot access the Neptun system? Or I cannot change my password?

Write an email to the following email address: helpdesk@it.unideb.hu

How can I login to the Neptun system?

On the http://neptun.unideb.hu/?page=studeng site you should click on the Neptun-logo to the left side to access the login screen of Neptun, then you can change language. In case you want to change your password used for logging in to Neptun you can do that on the website mentioned above, at https://portal.unideb.hu/hu/eduid/lost-password.

How can I make payments via the Neptun?

If you want to make payments via Neptun you have to have money on your Neptun account. You can top up money only by bank transfer.

Bank details of the Neptun joint account since 01.07.2021:

```
Beneficiary Name: DEBRECENI EGYETEM- NEPTUN GYŰJTŐ SZL
     Beneficiary address: 4032 Debrecen, Egyetem tér 1.
            Account number: 11738008-21489901
        IBAN: HU04 1173 8008 2148 9901 0000 0000
                SWIFT CODE: OTPVHUHB
```

IMPORTANT NOTICE

In the transfers comment field you need to put your **Neptun code** (not your network id!) in NK-Neptun code format and **your name!** (e.g.: NK-AB1234 John Smith). Please write your Neptun code in upper case, and be careful not to change the following characters: O-0, I-1, Z-2, U-V, H-4 , etc.
You should place money to your Neptun account at least 2 working days in advance, as it takes time to process your payment and credit to your student account.

If the transferred amount does not appear on your Neptun account within two working days, please write an email to the address below: *gyujtoszamla@unideb.hu*

Your email should contain the following data: your name and Neptun code, date and amount of transfer, source bank account number.

Placing money to your Neptun account does not mean you made the necessary payments! You should fulfil your payment obligations under the „Finances" menu.
(More details: neptun.unideb.hu , Login, Student, "Letölthető dokumentumok", paying_via_neptun_24_july.pdf)

What is the Neptun account number?

```
Beneficiary Name: DEBRECENI EGYETEM- NEPTUN GYŰJTŐ SZL
       Beneficiary address: 4032 Debrecen, Egyetem tér 1.
          Account number: 11738008-21489901
       IBAN: HU04 1173 8008 2148 9901 0000 0000
              SWIFT CODE: OTPVHUHB
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You should place money to your Neptun account at least 2 working days in advance, as it takes time to process your payment and credit to your student account.

When will the transferred money appear on my Neptun account?

It takes about two days until the money is transferred to your Neptun account.

The transferred money did not arrive to my Neptun account. What should I do?

If the transferred amount does not appear on your Neptun account within two working days, please write an email to this email address: *gyujtoszamla@unideb.hu*

You are to give all the known details of the transfer, so they could find your money. They need the account number if you have transferred the money, the date and time of the transfer/payment, the amount of money you transferred/payed in, your Neptun code, and your name.

How can I transcribe an item in the Neptun? (Create a liability then pay it in e.g.: for repeat exam)

If you need to transcribe an item for, for example for a repeat exam, the process is the following:
In the *Finances -> Payment* look for the *Transcribe Item* button push it then choose *retake exam* and the concerned subject. When you have finished transcribing the item, it will be listed among the *Transcribed Items* then you just have to pay it in by selecting the item and clicking on the *Pay in* button.

Obviously you need to have enough money on your Neptun account to cover the expense of the transcribed item!

What are the deadlines for the Neptun exam/subject registration?

The Education Office of the Faculty of Public Health sends a message concerning the exam/subject registration period at least two weeks before the exam/subject registration period starts.

How can I learn more about the usage of the Neptun?

Neptun User's Guide:
[Neptun.Net manual for students](#)

Neptun (subject registration):

How can I register/activate the new semester in the Neptun?

Before you can start the subject registration you have to register the new semester. In the *Administration -> Enrollment/Registration* choose the new semester and by clicking the + symbol at the end of the row you can activate the new semester.

How can I register a subject in the Neptun?

After registering the new semester (e.g.: 2018/19/1), you can go on with the subject registration. Choose the *Subjects -> Register for subject* menu point use the proper filters and click on the *List subjects* button. Subjects announced for the semester will be listed. You can register the subject by clicking on the *Register* text next to the name of the subject.

How can I deregister from a subject?

After registering the new semester (e.g.: 2018/19/1), you can go on with the subject registration. Choose the *Subjects -> Register for subject* menu point use the proper filters and click on the *List subjects* button. Subjects announced for the semester will be listed. You can deregister the subject by clicking on the *Register* text next to the name of the subject and in the *Subject details* you have the option to drop the subject.

I cannot register a subject. Why?

1. If you are in debt in the Neptun system you will not be able to register the exams until your debt is equalled! (Certificate, Transcript, Repeat exam fee etc.)

You can check your debt in the Neptun at the *Finances -> Payment* (Set the *Terms*; *-> All terms*, Set the *Status -> Active*)

If you have debt in the Tuition Fee payment your subject registration will be disabled, you will get a Neptun message about it. In this case you will have to get in touch with the Coordinating Center for International Education.

2. The subject can be full. In that case get in touch with the concerned Institute/Teacher.

3. If you have not fulfilled the prerequisite of a subject then you cannot register that particular subject. You can check dependencies in the curriculum.

How long is it possible to register subjects?

You can register for subjects until the end of the second week of the term-time, it is free of charge. On the third week of the term-time the subject registration is charged, means late subject registration.

Neptun (exam registration):

What are the deadlines for the exam registration?

You have to register for a particular exam until midday (12:00:00) before the day of the exam. You have to deregister from an exam until the midnight (00:00:00) of the second day preceding the exam. *Only the working days are counted!*

How can I register an exam in the Neptun?

In the *Exams -> Exam registration* you can list the announced exams. Choose the appropriate exam date for the subject and you can register the exam by clicking on the *Register* button.

Pay attention that there are restrictions for the exam registration/deregistration. Check the question about the exam registration deadlines!

How can I deregister from an exam?

In the *Exams -> Exam registration* you can list the announced exams. Choose the appropriate exam date for the subject and you can deregister from the exam by clicking on the Register button.

Pay attention that there are restrictions for the exam registration/deregistration. Check the question about the exam registration deadlines!

I cannot register an exam? Why?

1. If you are in debt in the Neptun system you will not be able to register the exams until your debt is equalled! (Certificate, Transcript, Repeat exam fee etc.)

You can check your debt in the Neptun at the *Finances -> Payment* (Set the *Terms*; *-> All terms*, Set the *Status -> Active*)

2. If you have debt in the Tuition Fee payment your exam registration will be disabled, you will get a Neptun message about it. In this case you will have to get in touch with the Coordinating Center for International Education.

3. From the third exam occasion on you have to pay for the repeat exams, even if the subject is retaken. (E.g. If you register a subject for the second time in the current semester and you register your first exam occasion in the current semester but you have previously used two

exam occasions then in the current semester it is your third (cumulated) exam that means you have to pay for the repeat exam.)

When do I have to pay for the repeat exam?

From the third exam occasion on you have to pay for the repeat exams, even if the subject is retaken. (E.g. If you register a subject for the second time in the current semester and you register your first exam occasion in the current semester but you have previously used two exam occasions then in the current semester it is your third (cumulated) exam that means you have to pay for the repeat exam.)

How much does a repeat exam cost?

A retake exam costs 3000 HUF.

How can I pay for a Repeat Exam Fee?

First of all, you have to transcribe an item, which means you have to create a liability in the Neptun that you have to pay in by clicking on the *Pay in* button at the end of the row where the transcribed items are listed.

Request:

What is the deadline for the submission of the requests for the first Education Committee meeting?

It is always 12:00 on the first Friday of the term-time.

How can I request for an exam course?

The request form ([Request to the Educational Commitee](http://www.nk.unideb.hu/en/request-and-other-forms)) that has to be filled in can be found here: http://www.nk.unideb.hu/en/request-and-other-forms

This type of request is only accepted if submitted for the first Education Committee meeting. It has to be submitted before the given deadline. The time of the First Education Committee is always 12:00 on the first Friday of the term-time.

I previously studied in higher education. Can I get exemption form a subject that I have studied before?

Yes.

What is the procedure of the Subject Exemption?

The request form ([Request subject exemption](http://www.nk.unideb.hu/en/request-and-other-forms)) that has to be filled in can be found here: http://www.nk.unideb.hu/en/request-and-other-forms

You have to attach a certificate that you previously completed the subject in question somewhere else and a subject description as well.

This type of request is only accepted if submitted for the first Education Committee meeting. It has to be submitted before the given deadline. The time of the First Education Committee is always 12:00 on the first Friday of the term-time.

Where can I find the request forms for the Dean/Educaional Committee/Subject Exemption?

All the necessary forms can be found on the link below:
http://www.nk.unideb.hu/en/request-and-other-forms

How long can I submit a request for late subject registration?

Until the end of the second week of the term-time, you can do your registration on your own, free of charge. On the third week of the term-time you have got the last opportunity to submit a request for subject registration /deregistration. On the third week the subject registration/deregistration is charged. After the third week you cannot modify your registration.

The late registration is charged, the rates are the following:

Late registration (only with the dean's permission): 15,000 HUF/week
Late fee for each course registered/cancelled after the deadline:
1-4 subjects: 15,000 HUF
5-10 subjects: 45,000 HUF
11 or more subjects: 75,000 HUF

What are the conditions of the application for the Extension week (Dean's week)?

An additional exam week, a so called extension week, is granted for those students who have only one compulsory subject uncompleted and all the other compulsory subjects are completed. You can apply for the extension week only two times during your studies. If you have completed the exam on the extension week then your exam occassion remains. If you are absent from the exam then your exam occassion will be lost.

How can I terminate my Student Status?

The request form (Request to the Dean) that has to be filled in can be found here:
http://www.nk.unideb.hu/en/request-and-other-forms

It has to be submitted at the Education Office of the Faculty of Public Health.

Miscellaneous:

What is an exam course?

If you have already registered a course that you failed and would like to register again you can take it as an exam course on condition that you have a signature from that particular course. You have to request for an exam course it is not automatic.

If I did not complete the requirements of a subject is it possible to drop/deregister the subject?

You can drop/deregister the course, if you would like to deregister the subject before the deadline of the final subject registration period.

What should I do if I did not complete a subject?

You do not have to anything with it.

How many times can I register a subject?

According to the Rules and Regulations of the University of Debrecen, 'in his powers delegated by the Rector, the Dean shall terminate the legal relationship of the student who starts his/her first year studies in September 2012, and later in an ascending system if the student does not get the credits for a subject after taking the subject three times or after taking a total of six exams.' (University of Debrecen, Rules and Regulations 3. § (8))

How many times can I register an exam from a subject?

According to the Rules and Regulations of the University of Debrecen, 'in his powers delegated by the Rector, the Dean shall terminate the legal relationship of the student who starts his/her first year studies in September 2012, and later in an ascending system if the student does not get the credits for a subject after taking the subject three times or after taking a total of six exams.' (University of Debrecen, Rules and Regulations 3. § (8))

Can I register a subject without having done the prerequisite?

It is not possible.

How many absences can I have from a particular class?

It is defined by the teacher of the class at the beginning of the semester, so pay attention.

If I am interested in scholarships where can I ask about it?

Coordinating Center for International Education

Where can I find my Bulletin? (curriculum, subject descriptions, etc.)

All the bulletins (even from the previous years) can be found on the Coordinating Center for International Education's website: https://edu.unideb.hu/

The actual bulletins can be found on the Faculty's website: http://www.nk.unideb.hu/en

How can I transfer to another University?

You have to get in touch with the Institute where you would like to transfer to and ask them about the conditions of the transfer. The necessary documents will be issued by the Education Office of the Faculty of Public Health. About the intention of the transfer you have to inform

the Education Office of the Faculty of Public Health and the Coordinating Center for International Education as well.

What is the deadline of the Tuition Fee Payment?

The deadline for Tuition fee payment is October 31.

Where can I ask for certificate/transcript?

At the Education Office of the Faculty of Public Health. Let us know the purpose of the certificate, because different certificates issued for different purposes.

What is the procedure of asking for a Certificate/Transcript?

You have to ask for a Certificate/Transcript a day before. You do not have to come to the Education Office personally; just send an email to the concerned registrar. All the request for Certificate/Transcript arrived until 15:00 will be prepared for the other day.

Requests arrived after 15:00 will be prepared two days after the day you have requested the Certificate/Transcript!

You have to pay for the Certificate/Transcript. Certificate is 500 HUF, Transcript is 2000 HUF defined by the Rules and Regulations. You have to pay for this service via the Neptun.

Certificates used in Hungary are not charged.

Where can I ask for certificate on the Tuition Fee Payment?

At the Coordinating Center for International Education. The Coordinating Center for International Education is in charge of the monetary issues.

How can I passivate my semester?

At the beginning of the semester in the registration period you can set the status of the semester *passive*.

How many passive semesters can I have?

The duration of the passive semesters cannot exceed fifty percent of the program duration. In case of appreciation, the Dean may extend this period by one semester. In particular, the duration of contiguous passive semesters cannot exceed two semesters. Upon the student's request the Dean may permit a period longer than two semesters if the student cannot fulfil his/her educational obligations through no fault of their own, due to childbirth, an accident, illness or any other unexpected event. (University of Debrecen, Rules and Regulations 3. § - section 7.)

What are the opening hours for the Education Office of the Faculty of Public Health?

Monday, Wednesday, Friday: 9.00-12.00
Tuesday, Thursday: 12.30-15.45

Who is my registrar?

BSc in Physiotherapy – registrar:
Szabó Regina
Email address:szabo.regina@sph.unideb.hu

BSc in Public Health, MSc in Public Health - registrar:

Horváth Andrea

Email address: horvath.andrea@sph.unideb.hu