



Quaestura Office of Student Services

More information:

<http://www.elte.hu/en/quaestura>

<https://qter.elte.hu/>

Updated 01.07.2019





Services you can arrange at the Quaestura Office

- [Student ID card](#) management
- Acceptance of **Student Loan Contract**
- Providing the [Neptun code/user name and password](#) for students and professors
- [Health insurance management](#)
- Providing information regarding **Finances**
- Providing **Certificate of students status**
- **Correcting personal data** in the Neptun system
- **Posting service:** forgotten Neptun password; [temporary student certificate](#); [validated plastic student card](#), certificate of student status



Release of the Neptun code and password

Neptun code: **J91P2Z**

Name: Neptun ELTE

Date of birth: 2012-11-15

Mother's maiden name: SDA

Home address:

I hereby affirm that I have received my Neptun code and password needed for the use of the Neptun Education System (available at <https://neptun.elte.hu>), provided by the Eötvös Loránd University. I declare that I accept the terms of the user agreement of the Neptun. I acknowledge that I am responsible for the consequences of revealing my Neptun password.

2019-07-01 10:00

Signature



Neptun code and password

Neptun code (Neptun login name): **J91P2Z (ELTE)**

Neptun password: **R32G65B78TxgsqSd**

Please, pay close attention to type the Neptun code and your password accurately. It should be noted that:

- The password is case-sensitive, thus capital letters (A) that occur in the password should be distinguished from the lower case letters (a)
 - 0 = zero
 - O = capital o, like the first letter of "Opossum"
- The Neptun is available at <https://neptun.elte.hu>. Please, change the password after signing in.

Name: Neptun ELTE

Date of birth: 2012-11-15

Mother's maiden name: SDA

Home address:

Neptun ELTE

2019-07-01 10:00

Neptun password

<https://qter.elte.hu/UjJelszo.aspx>
www.elte.hu/en/neptun

- Neptun = **study system at ELTE**
- You use Neptun with your **Neptun code** („kód”) and **Neptun password** („Jelszó”)

NOTE: You will receive your Neptun password at Quaestura Office only if you have a Neptun code and you are enrolled at the faculty!

You can also generate the password on qter.elte.hu if you have your Neptun code

Hallgatói jogviszony-igazolás

(magyar állampolgárságú személyek esetére)

Az Eötvös Loránd Tudományegyetem neve

1053 Budapest, Egyetem tér 1-3. című

FI80798 intézményi azonosítójú felsőoktatási intézmény igazolja, hogy

■■■■■■■■■■
hallgatója
születési neve: ■■■■■■■■■■
születési helye (ország): ■■■■■■■■■■
születési helye (település): ■■■■■■■■■■
születési ideje: ■■■■■■■■■■
anyja születési neve: ■■■■■■■■■■
állampolgársága: ■■■■■■■■■■
lakóhelye: ■■■■■■■■■■
hallgató azonosítója: ■■■■■■■■■■

hallgatói jogviszonya a 2013/14 tanév tavaszi félévében

(melynek első hónapja 2014. év február hónap, utolsó hónapja 2014. év augusztus hónap)

Aktív

Nevezett hallgató hallgatói jogviszonya 2013. év szeptember hó 1. napján jött létre, és hallgatói jogviszonya megszűnéséig a tanulmányi teljesítmény és a követelmények alapján - becsült időpontja: 2016. év június hó 30. nap.

A hallgató az intézményben a következő képzéseken folytat tanulmányokat:

	Képzés neve	Szint	Munkarend	Statusz	Finanszírozási forma
1	Történelemtudományok	doktori képzés (PhD/DLA)	Nappali	Aktív	Önköltséges

Az igazolás kiadásának célja

Budapest, 2014.04.01.



Certificate of student status

- The Certificate of student status **proves that you are a student at ELTE**
- This document contains your name, the confirmation statement that you are a registered student of ELTE, and the expected date of finishing your studies
- Crucial document to **confirm your student status for the Office of Immigration and Nationality**
- It does **not offer any discounts**
- You can apply for the Certificate of student status **in person at the Quaestura Office or at your faculty**
- **NOTE:** You can get your student certificate at the Quaestura Office **only if your data are recorded and your status is active in the Neptun system**



How to request a student card?

More information:

www.elte.hu/en/student_card

<https://qter.elte.hu/Statikus.aspx/GyIK-Diakigazolvany>

Which type of student card do you need?

If you are a student staying at ELTE **shorter than 12 months** (e.g., Erasmus students), you can receive a **temporary student certificate**.



Igazolás

Igazolás sorszáma: 199701/0004366
Érvényességi idője: 2019.08.30

Igazolás típusa: Diákigazolvány elektronikus kiállítás igazolás

Intézményi adatok

Intézmény neve: Eötvös Loránd Tudományegyetem
Feladatellátási hely címe: 1053 Budapest V. kerület, Egyetem tér 1-3.
Munkaadó intézmény neve: Feladatellátási hely címe:
Gyakorlati képzési hely neve: Gyakorlati képzési hely címe:

Személyes adatok

Név: próba

Oktatási azonosító: 79999999999

Születési hely és idő: próba, 2000.01.01

Lakeim: próba

Munkarend: NAPPALI

Igazolás kiállításának oka: az oktatási igazolvány kiállítása folyamatban van

Igazolás kiállításának célja: igazolás, hogy a fent nevezett személy az oktatási igazolványokról szóló kormányrendeletben meghatározott kedvezményeket igénybe vehet az igazolás érvényességi időjeig jogosult.

Igazolás kiállításának helye és ideje: Budapest V. kerület, 2019.07.01

Alírási helye: _____

Díjazási helye: _____

If you are a student staying at ELTE **longer than 12 months**, (e.g. full-time students), you can request a **plastic student card**.



DIÁKIGAZOLVÁNY HUN KÁRTYASZÁM 1210204295
STUDENT IDENTITY CARD ORS NO

CSALÁDI ES UTONEV MINTA DÓRA VIVIEN
SZÜLETÉSI IDŐ ES HELY 2006.07.07 BUDAPEST 12
SZÜLETÉSI HELYE BUDAPEST 12
MUNKARENDEZÉSI MÓD NAPPALI
AZONOSÍTÓ SZÁM 12945878901
ALÍRÁS MAGYARORSZÁG

KIBOCSÁTÓ MEGNEVEZÉSE / AUTHORITY OKTATÁSI HIVATAL
IGAZOLVÁNY KIÁLLTATÁSÁNAK NAPJA / DATE OF ISSUE 2012.08.12
ÉRVÉNYESÍTHETŐSÉG ÉVE / MAY BE VALIDATED UNTIL 2020
TANULÓI JOGVISZONYT IGAZOLÓ INTÉZMÉNY / INSTITUTION NAME JÓKAI MÓR ÁLTALÁNOS ISKOLA, BUDAPEST
KÁRTYA BIRTOKOSÁNAK CÍME / ADDRESS OF CARD HOLDER 1111 BUDAPEST SZENTGYÖRGYI A. UT 10
NEMZETI EGYSÉGES KÁRTYARENDSZER MATRICA



Staying shorter than 12 months: Temporary student certificate

If you are a student staying at ELTE **shorter than 12 months** (e.g., Erasmus students), you can receive a **temporary student certificate**.

To receive a temporary student certificate, you need to **go to Quaestura Office** and **make your request** there. You receive your temporary student certificate right there immediately if your status is active for the semester.

When you go to Quaestura, **take your ID / passport** with you. You can also take your **Neptun code** (this helps the administration).

The temporary student certificate is an A4-sized paper (“lgazolás”). It contains your data (name, place and date of birth, address, type of student status).

It is optional for students staying shorter than 12 months to request a plastic student card.

Staying shorter than 12 months: Temporary student certificate



This paper is **valid for 60 days** and you **need to renew it after 60 days**. To receive a renewed paper, you need to go back to Quaestura Office after each 60 days.

On the document always **check the expiry date of your paper** ("Érvényességi ideje:").

**Check the date
and before the expiry,
renew the paper at
Quaestura!**

Igazolás

Igazolás sorszáma: 19070170004506
Érvényességi ideje: 2019.08.30

Igazolás típusa: Ideiglenes igazolás, kiállításig kiállítandó

Intézmény neve: Eötvös Loránd Tudományegyetem
Feladatellátási hely címe: 1053 Budapest V. kerület, Egyetem tér 1-3.
Második intézmény neve:
Feladatellátási hely címe:
Gyakorlati képzési hely neve:
Gyakorlati képzési hely címe:

Személyes adatok
Név: próba
Oktatási azonosító: 79999990
Születési hely és idő: próba, 2000.01.01
Lakcím: próba
Munkarend: NAPPALI

Igazolás kiállításának oka: az oktatási igazolvány kiállítása folyamatban van
Igazolás kiállításának célja: igazolja, hogy a fent nevezett személy az oktatási igazolványokról szóló kormányrendeletben meghatározott kedvezmények igénybevétele az igazolás érvényességi idejéig jogosult.

Igazolás kiállításának helye és ideje: Budapest V. kerület, 2019.07.01
Aláírás:.....
Bélyegző helye:

Staying longer than 12 months: Plastic student card



If you are a student staying at ELTE **longer than 12 months**, you can receive a **plastic student card**.

Please note that you are allowed to apply for a plastic student card only if your data are recorded in the NEPTUN sytem and your status is active.

It takes a few months until you receive this plastic student card. Therefore, we strongly advise you to **request also a temporary student certificate** (valid for 60 days) at Quaestura Office.

Please note that you can't have a temporary student certificate without making an application for a permanent student card.

This student card is a plastic orange-brown card, in size similar to a bank card.

This card contains your data (name, place and date of birth, address, type of student status), name of the university (Eötvös Loránd Tudományegyetem), and period of validity.

To receive the plastic card, you need to **follow these steps** :



Step 1: Go to an Office of Government Issued Documents (short term: Registration Office; in Hungarian: Kormányablak) and apply for a student card

Select an office nearby from this list

(<http://www.kormanyhivatal.hu/hu/budapest/jarasok/bfkh-kormanyablakai>) and go there with your passport.

At the office tell the officer that you would like to apply for a student card and they will help.

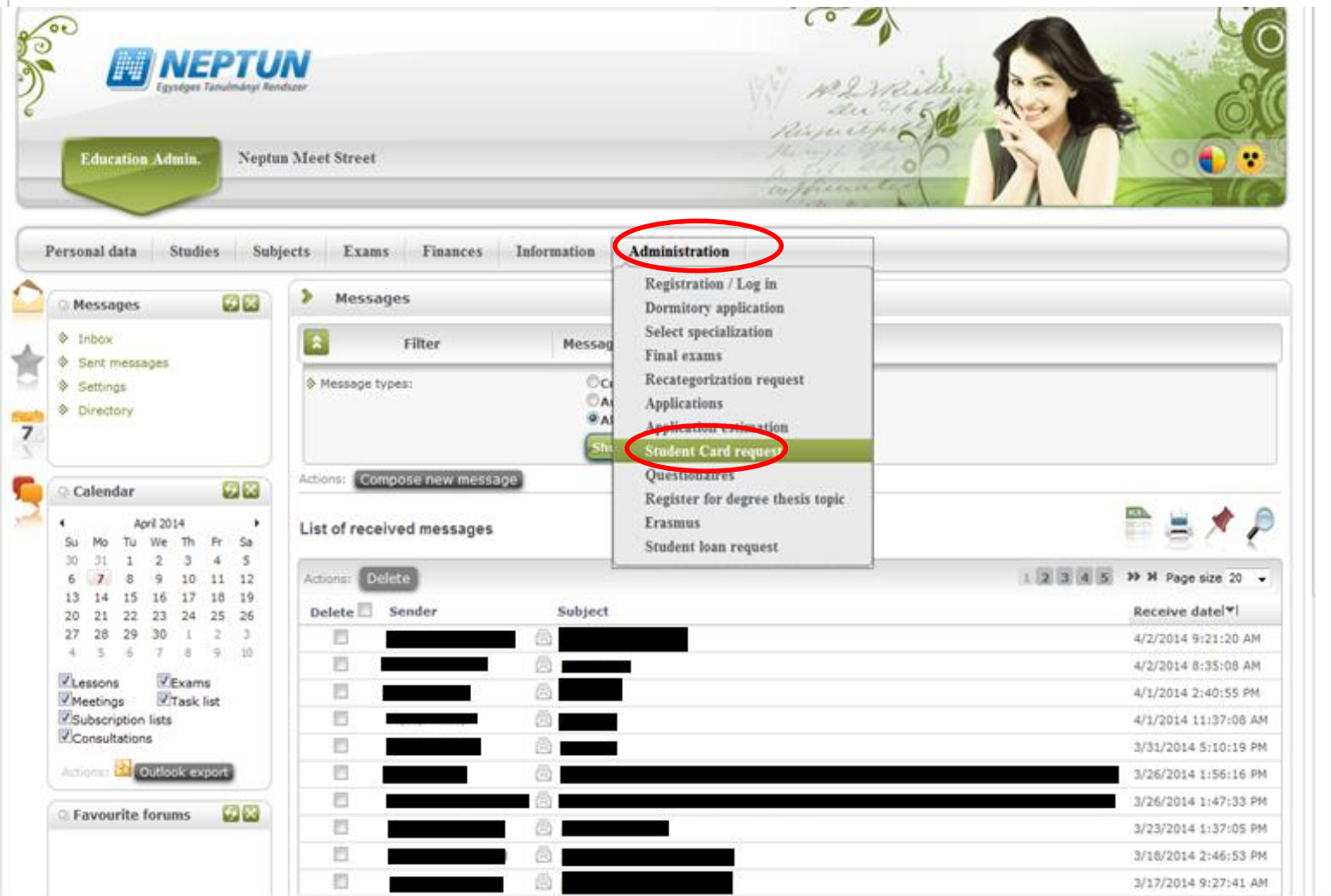
There they will take a photo of you and have your main data registered.

You get a form with a unique code in the top right corner called NEK identifier.

Please double check all your data on the issued NEK-document! The data on the NEK document have to be exactly the same as the data registered in the Neptun system (if not, your student card request will be rejected)!

Step 2: You need to register your application electronically in the Neptun system

Go to Administration -> Student Card request

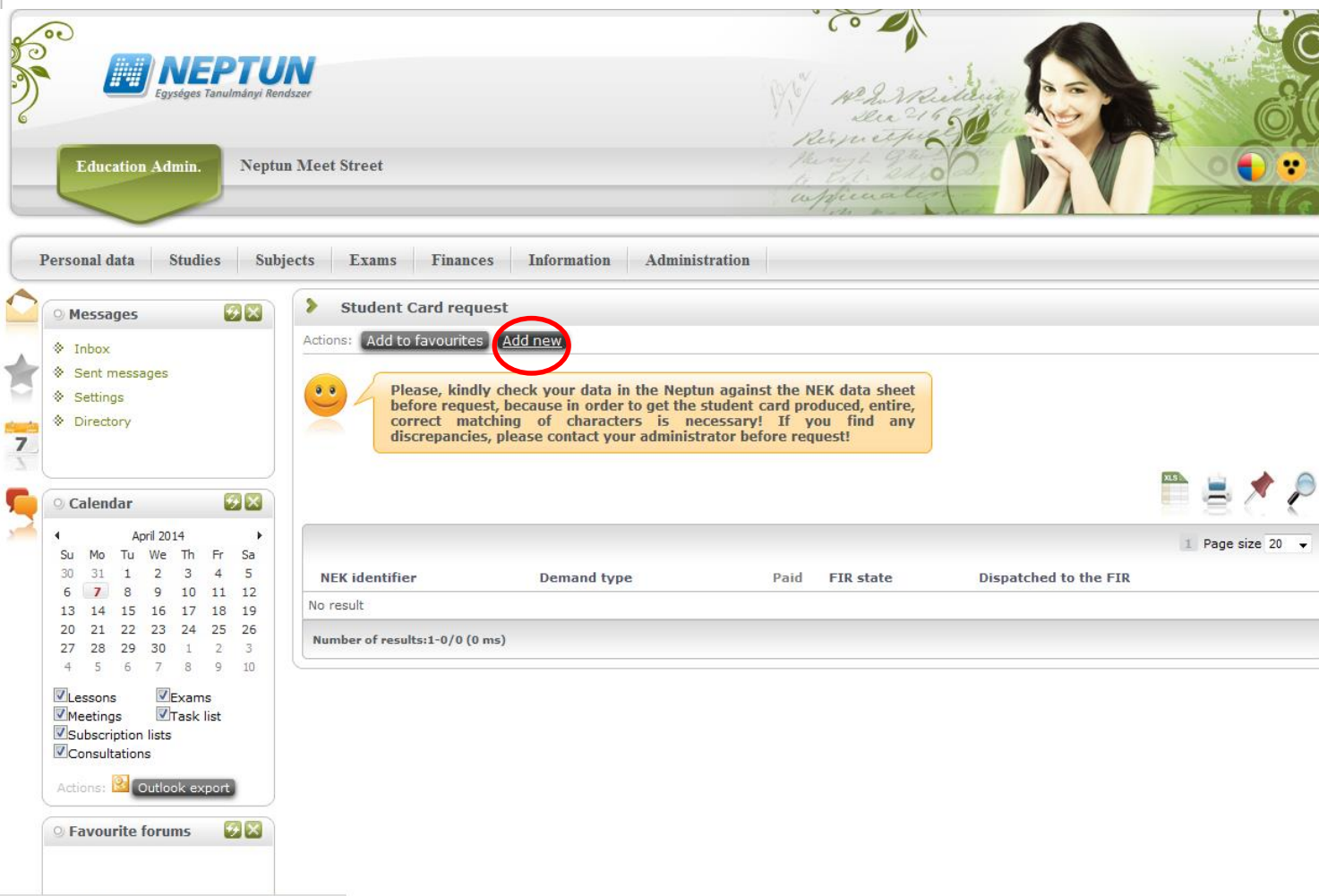


The screenshot shows the Neptun system interface. The top navigation bar includes tabs for Personal data, Studies, Subjects, Exams, Finances, Information, and Administration. The Administration tab is selected and its dropdown menu is open, showing options like Registration / Log in, Dormitory application, Select specialization, Final exams, Recategorization request, Applications, Application evaluation, Student Card request (highlighted), Questionnaires, Register for degree thesis topic, Erasmus, and Student loan request. The left sidebar contains sections for Messages, Calendar, and Favourite forums. The main content area shows a list of received messages with columns for Delete, Sender, Subject, and Receive date.

Delete	Sender	Subject	Receive date
<input type="checkbox"/>	[REDACTED]	[REDACTED]	4/2/2014 9:21:20 AM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	4/2/2014 8:35:08 AM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	4/1/2014 2:40:55 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	4/1/2014 11:37:08 AM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/31/2014 5:10:19 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/26/2014 1:56:16 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/26/2014 1:47:33 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/23/2014 1:37:08 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/18/2014 2:46:53 PM
<input type="checkbox"/>	[REDACTED]	[REDACTED]	3/17/2014 9:27:41 AM

Step 2: You need to register your application electronically in the Neptun system

Go to **Administration** -> **Student Card request** -> **Add new**



The screenshot shows the Neptun system interface. At the top, there's a banner with the NEPTUN logo and a woman's image. Below the banner is a navigation bar with tabs: Personal data, Studies, Subjects, Exams, Finances, Information, and Administration. The 'Administration' tab is selected. On the left sidebar, there are sections for Messages (Inbox, Sent messages, Settings, Directory), Calendar (April 2014), and Favourite forums. The main content area is titled 'Student Card request'. It has two actions: 'Add to favourites' and 'Add new', with 'Add new' circled in red. Below the actions is a yellow warning box with a smiley face icon: 'Please, kindly check your data in the Neptun against the NEK data sheet before request, because in order to get the student card produced, entire, correct matching of characters is necessary! If you find any discrepancies, please contact your administrator before request!'. At the bottom right of the main area, there are icons for a calendar, printer, pin, and magnifying glass. Below these is a table with the following headers: NEK identifier, Demand type, Paid, FIR state, and Dispatched to the FIR. The table content shows 'No result' and 'Number of results:1-0/0 (0 ms)'. A 'Page size 20' dropdown is also visible.

Step 2: You need to register your application electronically in the Neptun system

Here you need to type in:

(1) Your NEK identifier

Type in your NEK code correctly without any hyphens. This is a mandatory field to fill in.

(2) Demand type

Select the reason of your request (e.g. first application, due to data change, lost, new request due to false data)

(3) Your address

Select your permanent address in your home country (check the next slide for help) from the drop-down menu.

Do NOT fill in the field „second institution” because in that case some further administration would be necessary.

A screenshot of the Neptun system's 'Student Card request' form. The form includes fields for 'NEK identifier', 'Demand type', 'Training', 'Street, number', 'Secondary institution', and 'Print code of the secondary institution'. A red box highlights the 'NEK identifier' field with the instruction 'Type in your NEK code correctly without any hyphens. This is a mandatory field to fill in.' Another red box highlights the 'Demand type' field with the instruction 'Select the reason of your request (e.g. first application, due to data change, lost, new request due to false data)'. A third red box highlights the 'Secondary institution' field with the instruction 'Do NOT fill in the field „second institution” because in that case some further administration would be necessary.' The form also has a 'Save' button and a 'Back' button.



Check your address in the Neptun system

Please note, if you only have a residence permit but no document called „Lakcímet igazoló hatósági igazolvány”, do NOT choose your Hungarian address.

You need to register your permanent address located in your home country, and you have to choose that when requesting the student card.

Go to Quaestura Office where the administrators can help you register your permanent address located in your home country in the Neptun system.



Step 3: Your student card is ready and you can obtain it

After you've started the student card request, your card is ready in 2-3 months if there are no complications.

The student card is posted to Quaestura Office and **you need to fetch it in there in person**. The administrators at **Quaestura** are going to **inform you as soon as the card is available** via Neptun message and e-mail.

You will also get the **validation sticker** when you get the card.

Losing a Temporary Student Certificate or a plastic Student Card

1. Losing a valid Temporary Student Certificate

- In case you lost your valid Temporary Student Card, or it is damaged, it has no charges. You can ask for a new copy issued at Quaestura.

2. Losing a validated plastic Student Card

- In case you lost your validated student card or somebody stole it, **you need to report it in here:**
<https://qter.elte.hu/Ugy.aspx/Diakigazolvany/DiakigazolvanyEgyeb>.
- The date of loss is the date of submission, thus make sure that you report the loss as soon as possible.
- After processing your case, you will be charged for not returning the card with the validation sticker (3500 HUF).
- However, in case you have a police report about losing the student card, please upload it to the submitted case and the Office will delete the charge. In this case, the date of loss will be the issue date of the police report.



Contact

Quaestura Office of Student Services

in the city:

Address: [1053 Budapest, Egyetem tér 5.](#)

or at the **Lágymányos Campus:**

Address: 1117 Budapest, Pázmány Péter sétány 1/A, first floor gallery of the Northern Block

Phone number: +36-1-381-23-53

Web: <https://qter.elte.hu>

E-mail address: quaestura@elte.hu

Mailing address: 1364 Budapest Pf. 109.

Please check the opening hours on <https://qter.elte.hu/Statikus.aspx/Elerhetoseg>

For more information please visit:

www.elte.hu/en/quaestura; <https://qter.elte.hu>

Or read **section 9.10 Student Card request** in the *Neptun user guide for students* (www.elte.hu/file/HWEB_EN_Neptun_user_guide_for_students.pdf).