Quaestura Office of Student Services

More information:
http://www.elte.hu/en/quaestura
https://qter.elte.hu/

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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
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
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.

If you are a student staying at ELTE longer than 12 months, (e.g. full-time students), you can request a plastic student card.
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 (“Igazolás”). 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!**
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 system 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
Step 2: You need to register your application electronically in the Neptun system

Go to Administration -> Student Card request -> Add new
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.
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:          or at the Lágmányos Campus:

Address: 1053 Budapest, Egyetem tér 5.    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:
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).