

# Technical Advice regarding the online application for bridging assistance

Students in a pandemic-related emergency can apply for financial bridging assistance since June 16, 2020. The Federal Ministry for Education and Research has made available 100 mio Euros for this support.

You can apply for assistance using the online portal [www.ueberbrueckungshilfe-studierende.de](http://www.ueberbrueckungshilfe-studierende.de)

Here, you find some technical advice regarding the application process:

## What kind of hardware do you need:

- A computer or smartphone that is connected to the Internet, if possible with the current version of Chrome, Firefox or Opera (see the first advice here below)
- A digital camera or smartphone with camera option, since you must upload selfies for your identification
- A mobile phone or smartphone
- A scanner will be helpful to scan documents that you do not have available in a digital format
- **Use the right browser!**

Only online applications are possible. Please use the current version of internet browsers Chrome, Firefox or Opera – or the current standard browsers of mobile devices. If you use Edge as your browser, please update to Edge Chromium from version 83.x onwards. All versions of Internet Explorer are not supported.

- **Use an additional e-mail address if the e-mail from your higher education institution does not work!**

When you begin the online application on the portal, you are asked to enter your educational e-mail address; the system then sends a code or “token” to this address that you need to confirm by typing it in the system.

Apparently, many servers of these educational e-mail addresses need quite some time to send you the code/token. Therefore, we have extended the time slot that you have to enter the code to two hours.

If this should not work against all expectations, please use a different e-mail address.

However, once you are registered using a specific (educational) e-mail Address, you must continue to use this address.

- **Don't despair with reCaptcha, please try again!**

Please do not despair. For safety reasons, we cannot do without the reCaptcha. If this does not work or you are caught in a loop: please try again later.

- **Log in again after a break!**

When you have interrupted the online application for bridging assistance, you only need the e-mail address that you have used initially.

You can login to the system again using this address, and you will receive another "token" in order to complete your application.

Similarly, following a successful application, another login to the portal may be possible and meaningful: you can find status information on the processing of your application as well as the results of the verification.

**Please empty your browser-cache before you log in again!**

- **Do not change document endings!**

The online application portal accepts only specific document formats, such as jpg/jpeg, png and pdf.

If you have documents in a different format, please change the format using a suitable software. Please abstain from manually changing the format, e.g. by changing the document extensions from example.gif to example.png.

- **If necessary, merge your documents into one!**

You can upload up to 10 documents to the application portal. If you have more than 10 documents, please merge several documents into one. You can use free software that can easily be found online.

- **If all else fails, send a screenshot of your problem to: [ueberbrueckungshilfe-studierende@studentenwerke.de](mailto:ueberbrueckungshilfe-studierende@studentenwerke.de)**

If this advice does not help, please do not despair. Make a screenshot and send it to the Team Bridging Assistance of Deutsches Studentenwerk, along with a short description of the problem:

[ueberbrueckungshilfe-studierende@studentenwerke.de](mailto:ueberbrueckungshilfe-studierende@studentenwerke.de)

Last update: 23.06.2020