Information Guidelines on Arrival

We are glad that you decided to study in Mannheim and we warmly welcome you to Hochschule Mannheim / Mannheim University of Applied Sciences. We would like to provide you with some important information and guidelines that you should follow after your arrival in Mannheim. The formalities are in chronological order and should be carried out in the first few days after your arrival. Our student helpers and your picker upper will definitely help in these formalities.

Formalities upon Arrival:

Within the first weeks after your arrival, you will need to take care of a lot of bureaucracy. The International Office, picker upper and the student helpers will be happy to assist you.

1. Orientation Day and Registration:

On your arrival on the first day, the orientation day, you will meet all the important university people on the campus at the time and place specified. You will then receive information about the university and your course. You will have to register with help from the faculty secretary, and then be given your Student ID card. You then have to deposit the semester fee if you have not already done this with an online transaction. The picker upper and some senior students will be there and then we will take you on a tour of the campus and will help you sort out things.

2. City Registration:

Within the first week of your arrival in Mannheim, you need to register your address with the authorities (Meldepflicht). The registration process applies to all people in Germany and to non-Germans who are staying in Germany for more than three months. You can obtain the relevant form for registering at the International Office at the University. With this form and your valid passport you need to go to the Citizen's Service Office (Bürgerdienst) of Mannheim. Depending on your exact address in Mannheim, you could visit the local service office closest to you. Please note their office hours.

Bürgerdienst Innenstadt (Citizen's Office City Center)

K7, 68158 Mannheim

Office hours:

Monday & Thursday: 8:00am - 6:00pm
Tuesday, Wednesday, Friday: 8:00am - 12:00pm

Appointments: In order to avoid waiting time, you can also make an appointment for a fixed date and time online. https://www.mannheim.de/buerger-sein/terminreservierung (only in German available)

Please get in touch with the International Office staff or the Student helpers - we'll be happy to assist.
3. Bank Account Opening / Activation

In order to pay your bills and maybe receive any salary you will need to open a bank account in Germany. We recommend that you open a Giro account (Girokonto) because this type of account allows you to withdraw cash, transfer funds electronically and schedule the transfer of regular payments. You will receive an EC card that allows you to make payments without cash and to use cash machines. Try to only withdraw money from your bank, as you may be charged up to five euros for using the ATMs from other banks.

To open a Giro account you need:

- Valid passport
- City registration form (Anmeldung)

We would be happy to help you make an appointment for you at the bank of your choice and to make sure you will deal with someone who speaks English.

Deutsche Bank
R1, 4-6
68161 Mannheim
Phone: 0621/126820

Please note that people from some countries need to have a blocked account at the Deutsche Bank and you just have to activate it by making an appointment and going to the bank.

Targo Bank
P6/26
68161 Mannheim
0621 25964

Commerzbank
P3, 1-3
68161 Mannheim
Phone: 0621/ 1710

Sparkasse Rhein Neckar Nord
D1, 1-3
68159 Mannheim
Phone: 0621/ 298-1238

Rhein Neckar Volksbank
Augustaanlage 61
68165 Mannheim
Phone: 0621/ 12820

The above listed companies are known to us. We assume no liability for the quality and the completeness of this recommendation. The accompanying link leads to information free of charge which the Student Union of the University of Mannheim thinks useful for the subject. The Student Union of the University of Mannheim would like to point out, however, that the operating agency of the corresponding page is a commercial or private organisation. We cannot enunciate a recommendation regarding services liable for costs which may be offered by the operating agency in addition to mere information. - Over and above this the disclaimer in the impressum applies to all pages linked to within.
4. Semester Ticket

With the semester ticket you have unlimited travel for the whole semester around the VRN Rhein Neckar region. You can either buy it at Mannheim Central Station or at the RNV Customer Center located at N1 Pradeplatz, which can be reached with a student helper. If you live in the City of Mannheim you are entitled to one free semester ticket during your study time here. Most students get their first semester ticket free. You can get this semester ticket only when you have a valid semester enrollment certificate. The free semester ticket is a gift from the City of Mannheim and you can get one by going to the same place as for registering in the city at K7 in Mannheim Registration Office. Before you have a semester ticket, you can buy a 3-day ticket which costs around 14 Euros and you can travel at ease for these first three days until you get the semester ticket.

5. Health Insurance

Health Insurance is also the very important, and it is compulsory while studying in Germany. You can either have a health insurance account through your parents or for you individually, which is what most students have. The Hochschule has contacts with the Techniker Krankenkasse (TK) health insurance provider and you might have already been in contact with the TK before arriving in Germany. The student helpers will also take you to the TK Insurance office since most new students have already contracted them. There are other insurance companies, such as AOK.

6. Residence Permit

Provision or extension of a residence permit (Aufenthaltstitel) is conducted by the Foreigners’ Office (Ausländerbehörde).

Since September 2011, the Foreigners’ Office has issued a credit-card sized electronic residence permit (eAT) for stays longer than six months. Take a look at the webpage of the Federal Office for Migration and Refugees (BAMF) to learn more about the eAT and its new online-ID functions.

The brochure "All you need to know about the electronic residence permit (eAT)" is available in many languages on this webpage - simply click on your language to download the broschure.

To apply for a residence permit, the following documents are necessary:

- valid passport
- application form (can be obtained from the Welcome Centre)
- employment contract / scholarship contract / hosting agreement
- valid health insurance
- lease for your accommodation
- one passport - sized picture (biometric)

The Student Union will help you obtain the correct residence permit. Please let us know when you want to go there so that we can arrange an appointment for you. With all these documents, you need to go to:
Foreigners’ Office Mannheim (Ausländerbehörde)
K7, 2nd floor
68159 Mannheim

Office hours:
Mon: 8:00 - 14:00
Tue, Wed and Fri: 8:00 - 12:00
Thu: 8:00 - 18:00

You can get to the foreigners' office with the tram no. 2 to the MVV Hochhaus stop or by getting off at Abendsakadiemei stop and walking from there. The office is on the 2nd floor. You have to pay a fee depending to the time of stay issued, about €60-130. An extension of the residency permit costs €80. The fees may be waived if you hold a scholarship.

7. Other Information’s

Traveling within Europe

If the residence permit has been issued by Germany, you are within the limits of the Schengen Area. As a matter of principle, you can then travel to any other Schengen state for up to three months on your German residence permit. You will thus not need a visa to visit any Schengen state.

Note: The EU member states Bulgaria, Cyprus, United Kingdom, Ireland, Poland and Romania are not part of the Schengen Area. For these five states, the holder of a German residence permit would, as a matter of principle, also require a visa to enter these countries.

Social Security & Insurance

Germany has an extensive state-mandated (public) social security system. This social security program is legally mandatory and comprises the following components: health insurance (Krankenversicherung), pension schemes (Rentenversicherung), unemployment insurance (Arbeitslosenversicherung), and accident and nursing care insurance (Unfall- und Pflegeversicherung). Prior to signing a work contract you must enroll in a public health insurance company of your choosing. The Welcome Centre is happy to help you enroll in a health insurance company upon signing a work contract, your employer contacts the insurance company you provide and takes care of the rest. (Junior-) Professors employed by the University of Mannheim receive civil servant (Beamte) status and must therefore enroll in private health insurance.

If you receive a scholarship or finance your stay via personal resources, you cannot enroll in the social security system. Nevertheless, you are required to have private health insurance, especially if you are non-EU national and need a residence permit.
On the left side of this website you can find information about Germany's social security system. We've organized the webpage thematically according to your work status (with or without a work contract).

Funding your stay with a work contract: Click here if you will be working at the University as an academic assistant (Wissenschaftlicher Mitarbeiter), PostDoc or (Junior-) Professor.

Funding your stay via scholarship/personal funding: Click here if you will be financing your stay with a scholarship or with your own funding (e.g. personal funding or wages from an employer in your home country).

**Other types of insurance**

Beyond the branches of social security named above, private insurance companies offer additional services, which you should consider carefully on an individual basis:

- Liability insurance (Haftpflichtversicherung)
- Occupational disability insurance (Berufsunfähigkeitsversicherung)
- Automobile insurance (Kraftfahrzeugversicherung)
- Legal defense insurance (Rechtsschutzversicherung)

**Health and Emergency**

In case of emergency, use the following numbers:

- **Ambulance/Fire Company:** 112
- **Police:** 110
- **Poison Emergency Centre:** 0621/503431
- **Medical on-call Service Mannheim:** 0621/19292
- **Dental Emergency Mannheim:** 0621/81060

The Pharmacy Emergency Service changes daily. You can see the current service on the website of the association Pharmacy Shops Mannheim (Apothekennotdienst).

**Outpatient Treatment:**

Doctors in Germany are allowed to establish themselves and lead their own private practice. The private practices are the first contact points for patients and you can visit the doctor of your choice. The general practitioner (Allgemeinarzt / Hausarzt) will refer you to a specialist in cases where one is required. Please take your health insurance card to every doctor’s visit.

With a state-mandated health insurance policy you can make use of most medical services without prepaying. The doctors will charge your health insurance company directly.

With a private health insurance policy you will have to pay the medical service directly. Afterwards, send the bill in to your health insurance company. The money will be transferred back to you as long as this is a condition of the contract.

If you need to see the doctor beyond office hours or on the weekend please refer to the local newspaper or check online to see who is on-call.
You'll find general practitioners and specialists in the phone book yellow pages or here. Please ask us if you need a doctor with knowledge of a foreign language.

We have compiled a list of English-speaking doctors located close to the city centre:

List of doctors

Inpatient Care:

Diakoniekrankenhaus Mannheim
Speyerer Str. 91-93
68163 Mannheim
Phone: 0621/ 81020

Universitätsklinikum Mannheim
Theodor Kutzer Ufer 1-3
68167 Mannheim
Phone: 0621/ 3830

Theresienkrankenhaus
Bassermannstr. 1
68165 Mannheim
Phone: 0621/ 4240

Zentralinstitut für Seelische Gesundheit
J5
68159 Mannheim
Phone: 0621/ 17030