



## FAQs SIM portal

Starting the winter semester 2022/2023, the University of Fine Arts Saar (HBKsaar) has introduced two new online portals, *SIM application portal* and *SIM student portal*. They are to be found via the links [sim.hbksaar.de/bewerbung#/LanguageRegion](https://sim.hbksaar.de/bewerbung#/LanguageRegion) respectively [sim.hbksaar.de](https://sim.hbksaar.de).

The SIM application portal is meant to digitalize and ease the processes of application and enrollment, whereas the SIM student portal provides various certificates (proof of enrollment, study progress certificate, proof of payment for submission to the tax office, BAföG certificate, confirmation of leave of absence, exmatriculation certificate) to download and enables You to verify and update Your contact information independently as well as to re-enroll for the following semester.



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## FAQs

### Registering in the SIM application portal

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#### **I have forgotten my password, what can I do?**

On the home page of the SIM application portal you will find the link "Forgot password". Please click on the link and follow the instructions.

#### **How do I switch the language from German to English in the SIM application portal?**

In the upper light blue menu band, on the far right, you will find the symbol of a small person. If you click on this symbol, you can switch between the German and English language.

#### **I had already applied in a past application process, but did not receive an admission. Do I have to register again this year?**

No! Please do not register again under any circumstances, but use the user name (in the format B0012345) that you have received with your previous registration. If you have forgotten your user name, first check whether you still have the automatically generated e-mail for registration. In this e-mail you will find the username.

If you have lost your username, please contact us via the e-mail: [sim-support@hiz-saarland.de](mailto:sim-support@hiz-saarland.de). Please be sure to include your full name, date of birth and the HBKsaar as University in the email. It is essential that you send the e-mail from the e-mail address that you used to register in the SIM application portal.



### **Whom do I contact if I have lost my username for the SIM application portal?**

Please check your e-mail account to see if you still have the automatically generated e-mail saved. This is the first e-mail that you received during your original registration. The subject of the e-mail is "Nutzerregistrierung".

If you can no longer find this e-mail either, please contact us via the email: [sim-support@hiz-saarland.de](mailto:sim-support@hiz-saarland.de).

Please be sure to include your full name and date of birth in the email. It is essential that you send the e-mail from the same e-mail address that you used to register in the SIM portal.

### **I have registered but had a typo in the e-mail address. What can I do?**

If you have entered an invalid e-mail address, no valid application account will be created. Please register again and make sure you spell your e-mail address correctly!

### **3 What is the difference between SIM application portal and SIM student portal?**

The SIM application portal is only needed for the application and enrolment process. Once you are enrolled, all further options, such as downloading the certificates of enrolment or re-registering for the following semester, are available in the SIM student portal.

Please be aware, that the two portals afford different login data.

## **Submitting a request**

### **What does the status update mean that I can see on my application tile in the SIM portal?**

For this, please read the [explanation of the status updates of the application tiles in the SIM portal](#).

### **I submitted my request already a few days ago, but the status update still states "to be verified". What should I do?**

In this case, please do nothing at all!

As long as your status is set at "to be verified", no action is required on your part. As soon as your application has been processed by the university, the status will change. Please avoid inquiries about the status of your application for the time being.

If the status is still set on „to be verified“, when the semester begins, please contact us via [studierendenverwaltung@hbksaar.org](mailto:studierendenverwaltung@hbksaar.org).



**When I try to log in, I get an error message that reads: "Alle Felder sind Mussfelder / All fields are mandatory"**

This error message appears if you have saved the username and password in your browser. Please type the username and password again manually.

**How do I submit missing documents?**

If documents are missing but can be submitted later, you will be informed by e-mail and the upload function will be enabled for you again. In this case, please open your application in the SIM portal and switch to the "Documents" tab.

If you accidentally uploaded the wrong documents or forgot documents during an application for admission, you can the application once again after uploading the correct documents.

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**When I access the SIM application portal, I receive an error message or the page shows "Datenschutz Impressum Datenschutz Impressum..."**

This is a cache issue that can occur when the page is accessed multiple times. Try the following solutions:

- Clear your browser's cache (you find it in your browser's settings).
- Open a private / incognito tab (you find this option in your browser's settings) and visit the website with it.
- Use another browser.

**I accidentally submitted too many applications, what should I do?**

For each request you have the option to withdraw it.

Please open the relevant application and click on the "withdraw" field at the bottom right. The application will still be available in your SIM portal, but will be displayed with the status update "withdrawn".

**I have paid the semester fee. Why is the receipt not yet confirmed in the SIM portal?**

It can take several days until the receipt of payment is confirmed in the SIM portal, sometimes longer. This should not worry you if you have used the correct bank details for the transfer.

You will find your identification letter under the tab "Documents" when you open your application/enrolment request in the SIM portal.



**I am already enrolled at HBKsaar and have changed study program for the next semester. Will I receive an automatic confirmation once the change is done?**

No.

Please log in to the SIM student portal with your HIZ-ID. You can download your enrollment certificate there. As soon as the change of study program has been processed by the university, you can see this on the enrolment certificate. The new program is then listed there.

**I am already studying at HBKsaar, have received a new admission after applying and would like to change my enrolment. How do I proceed?**

Please accept the admission offer in the SIM student portal.

As a second step, you have to enroll into this new degree program: please click on the corresponding application tile. On the next page, a blue bar appears at the bottom of the screen and here please click on "Enroll". You have to confirm the enrolment in a dialog box.

Afterwards, please fill in all required sections (grayed out fields will be ignored) and upload the marked mandatory documents. Once you have entered your information, you can select the desired change of enrolment (change of program) in the section "Confirm desired study program" and mark the selection of the desired enrolment by clicking on the corresponding check boxes. Click then on "Submit application" in the blue bar at the bottom right. In another dialog box you will be asked to confirm your selection.

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## **SIM student portal**

### **Where do I get my identification letter and my HIZ-ID?**

With the identification letter you will receive your HIZ-ID, your master password and your student e-mail address and thus the login information to the university systems. If you are enrolling at HBKsaar for the first time, you will usually receive your identification letter by post (if your address is in Germany, France, Luxembourg or Switzerland).

You can also download the identification letter yourself after enrolling in the SIM application portal. To do so, log in with the data of your application account (user name B0012345 and personal application password) and select the relevant application tile. The identification letter is located in the "Documents" section.

Please save your identification letter, as you may need it again in the further course of your studies.



**My enrolment is done, but there is no identification letter available for download.**

First, check that you are searching for the identification letter in the right place and on the right portal. You must log in to the SIM application portal with your application account data (user name B0012345 and personal application password).

If indeed nothing is deposited, there are several possibilities:

- It may still be too early: The identification letter is usually only available 24 hours after enrolment.
- If you have studied at HBKsaar before and were exmatriculated, no new identification letter will be generated. You can use the access data from your previous study periods. If you no longer have them, please contact us via [studierendenverwaltung@hbksaar.org](mailto:studierendenverwaltung@hbksaar.org).
- In rare cases, it may be a technical problem. If none of the preceding solutions fits your case, please contact us via [studierendenverwaltung@hbksaar.org](mailto:studierendenverwaltung@hbksaar.org).

**I am trying to change my master password, but I get an error message.**

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It may take up to 48 hours after the enrolment until you can change the master password. Please try again later. If you still receive an error message after 48 hours, please contact us via [studierendenverwaltung@hbksaar.org](mailto:studierendenverwaltung@hbksaar.org).

**I am trying to log into the SIM student portal but the username seems to be wrong?**

After the enrolment, you will no longer use the SIM application portal, but will now have access to the SIM student portal.

To log in to the SIM student portal, please use your HIZ ID and the student password that you have chosen. You will find the HIZ-ID and your master password (incl. change notice) in your identification letter, which is available for download in the SIM application portal after enrolment.

**How can I download my proof of enrolment?**

Once your enrolment has been processed, you can download your enrolment certificate.

To do so, please log in to the SIM student portal with your HIZ ID.

Click on the tab "Bescheinigungen", then on "nach Semestern" and then select the certificate for the respective semester.

**My address has changed. How can I change this in the SIM portal?**

Once your enrolment has been processed, you can update your contact information on your own.

To do so, please log in to the SIM student portal with your HIZ-ID.



In the portal click on the tab "My personal details". Here you can update your contact details. Please be sure, that you checked the box for standard address (mailing address).

## **I have forgotten my password, what can I do?**

You can reset your HIZ-password via <https://idp0.hiz-saarland.de/passwd/>. Please pay attention, that for this action you will need your master password.

## **I have already finished my studies at HBKsaar. Can I still use my student e-mail adress?**

Your student e-mail adress will be deleted eight weeks after you finished or quit your studies. Not saved data will get lost. From this point on, any communication from the University's side will be switched to your private e-mail adress.

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## **Documents to be submitted**

### **I am asked to upload my high school diploma. Do I have to upload the pages individually?**

No. Please scan all pages of your university entrance qualification (e.g. your high school diploma) and merge them into one PDF file and upload it. Only if this is not possible for you, the option is available to upload the individual pages 1 to 4 each separately in the upload box provided.

### **My high school diploma consists of more than four pages.**

You do not need to upload your university entrance qualification as single pages. You can combine the single scans in one document and upload that. If your installed PDF viewer does not provide this possibility, you'll find several free tools to do so in the internet.

### **Why is the passport photo needed and what format should it be in?**

The passport photo will be printed on your student card, HBKsaar's multifunction card. The photo must therefore have passport photo format and be uploaded in JPG format with the minimum resolution 248 x 330 pixels.

### **A proof of payment (usually the semester fee) is required. What do I have to do here?**

Please transfer the correct amount to the bank account of HBKsaar.

Important: Please enter your matriculation number (only if you are or were already enrolled at



HBKsaar) or the user name of your application account in the field "reason for payment". This is the user name you received when registering in the SIM application portal and starts with "B" followed by a 7-digit number series, e. g. B0012345. Enter this on the first line on the far left, leaving a blank space, and then complete your first and last name(s) and date of birth. Please upload the proof in the required place in the SIM portal.

**I am enrolling in a master's program, do I really need to upload my high school diploma?**

Yes, it is a mandatory field, please upload the document.

**I am enrolling in a master's degree program. The enrolment requires a preliminary review documentation, where do I get it?**

Master students do not need to upload the preliminary review documentation. Please upload your high school leaving certificate (e.g.: Abitur, Baccalaureat etc.) instead.

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**I come from Switzerland/Austria/Liechtenstein/Luxemburg. Do I really have to upload a language certificate?**

If you took German classes in senior high school, you do not need to request an official language certificate. It is completely sufficient, if you upload the relevant page(s) of your high school diploma.

**I come from China. Why do I have to upload an additional language certificate?**

Chinese applicants are requested to have their academic transcripts approved by the academic examinations office of the cultural affairs department at the Embassy of the Federal Republic of Germany in Peking (APS).

## **Explanation of the status updates of the application tiles in the SIM-portal**

- „Admission Offered“:  
Based on your application for admission, you have received an offer of admission. You still have to accept this offer within the period communicated in the notice in the portal and then submit your request for enrolment. To do this, open your application again in the SIM portal and follow the instructions in the pop-up window.





- „Approved“:  
As soon as the Admissions Office has checked your enrolment request, and if everything was complete, the application will change to "Valid" or "approved". At this point, the enrolment system is only waiting for the semester fee to be received.
- „Enrolled“:  
Your enrolment has now been processed and you can download your identification letter. Therefore, please open the SIM application portal and navigate to „Documents“ and there to „My certifications“.
- „Excluded“:  
Your application for admission has been rejected. Open your application again and navigate to the "Documents" tab. You can now download the rejection letter.
- „Registration-open“:  
You have accepted the offer of admission in due time. In order to become a student at HBK Saar, you still have to submit a request for enrolment in the portal in due time. Important: The mere acceptance of the offer of admission is not sufficient for enrolment at HBK Saar. The offer of admission will expire after the enrolment deadline, since only the enrolment request submitted on time declares the final acceptance of the study place that you were offered.
- „Request for additional documents issued“:  
Documents are missing for the final processing of your application. Please upload the missing documents in the portal before the specified application deadline. To do so, please navigate to the "Documents" tab in your application and upload the marked documents there.
- „Saved“:  
You have created an application or enrolment request, but you have not submitted it yet.
- „Submitted“:  
„You have submitted your application for admission. You will usually not receive any further feedback until the application deadline has passed. As a next step, your application will participate in the admission procedure. You will receive a result at the end of the admission procedure. A decision is then made available to you for download in the SIM portal and you will also receive an e-mail.“
- „To be verified“:  
The application or enrolment request that you submitted is currently being processed. This can in some cases take several weeks. If the application is approved or if documents are missing, this status will change and you will also receive an e-mail. Please refrain from asking questions about the status until you see a change of this status, to avoid slowing the process down.
- „Valid“:  
As soon as the Admissions Office has checked your enrolment request, and if everything was complete, the application will change to "Valid" or "approved". At this point, the enrolment system is only waiting for the semester fee to be received.
- „Withdrawn/Registration Withdrawn“:  
You have withdrawn your application for admission or enrolment request.

