



HOW TO MAKE A REQUEST VIA CAMPUS NET





REQUESTS

General information

Once you're a student at Jacobs University you will receive your credentials for the platform **CampusNet**.

Via your CampusNet you can make different requests for the following:

- Order a confirmation letter (options: Enrollment confirmation, English support letter, Disenrollment letter)
- Request to be excused (for exams or classes)
- Order an interim transcript
- Order a new campus card
- Order a new semester ticket
- Update the semester address



REQUESTS

How to request something on your CampusNet account (screenshots to be found on the following slides)

1. Use your computer/phone to go to the following website: <https://campusnet.jacobs-university.de>.
2. Log into your account using the credentials you received
3. Select „My requests“ on the menu on the left side
4. Choose the respective request option
5. Fill out the mandatory fields
6. Click „submit“



This is the start page after logging in. Select „My requests“ on the menu on the left side:

JACOBS UNIVERSITY

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Admission Evaluations
Application Overview
My Advisees
My Advisor's Approval
My Courses
My Course Schedule
My Job Postings
My Registration Status
My Student Staff
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My Requests

Name: [redacted] on: 05.07.2021 on: 12:54

Welcome, [redacted]

Activities for: 05.07.2021

Today's Events:
There are no appointments scheduled! ▶ Schedule

Incoming messages:
You have no new messages! ▶ Archive



Choose the respective request option

Welcome to online requests [REDACTED]!

My applications					
Request	Semester	Status	Started	Released	
Order a New Campus Card	Semester spanning	Submitted	8. Feb. 2021	8. Feb. 2021	▶ Show ▶ Print Preview
Order Confirmation Letter	Semester spanning	Open	5. Jul. 2021		▶ Edit ▶ Delete
Request a Semester Ticket Dispensation	Semester spanning	Completed	14. Jan. 2021	14. Jan. 2021	▶ Show ▶ Print Preview
Request to be Excused	Semester spanning	Open	4. Dec. 2020		▶ Edit ▶ Delete

Current application options					
Request	Semester	Start	End		
Advisor Change	Semester spanning	1. Nov. 2019	31. Dec. 2025		▶ Start
Order a New Campus Card	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Order a New Semester Ticket	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Order Confirmation Letter	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Order Transcript	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Report Problem with Campus Card	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Request a Semester Ticket Dispensation	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Request to be Excused	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start
Update Semester Address	Semester spanning	1. Sep. 2020	31. Dec. 2025		▶ Start





If you want to request a confirmation letter there are different types of letters you can choose from

Order Confirmation Letter

Application status

The application's tracking number is : AN-114710
Please use the tracking number for any further communication about the request.

Overall status: Open ()

Request Form

Requests can take up to two weeks to be issued.

You can receive up to 15 documents issued by Registrar Services free of charge. Once the number is exceeded a fee of 5€ per document applies.

The enrollment/disenrollment confirmation is a document that includes the following information:

- * full name
- * date of birth
- * major
- * prospective degree
- * begin of studies
- * end of studies
- * expected graduation date
- * leaves

An English Support Letter provides confirmation of the student's English proficiency

Entry		Additional Instructions
Personal Information		
Requested information	Entry	Additional Instructions
Matriculation Number*	20328809	
Last Name*	Wells	
First Name*	Diana	
Degree Level*	Bachelor Degree	
Major*	Industrial Engineering and Management	
Request Options		
Requested information	Entry	Additional Instructions
Choose Letter*	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px;">Choose</div><div style="background-color: #e0e0e0; padding: 2px;">Choose</div><div style="padding: 2px;">Enrollment Confirmation Letter</div><div style="padding: 2px;">Disenrollment Confirmation Letter</div><div style="padding: 2px;">English Support Letter</div><div style="background-color: #f0f0f0; padding: 2px;">Choose</div></div>	
Choose Letter Language*		
Delivery Options*		
Delivery Address		Please enter: Name of Institution or Person: Street: Zipcode, City: Country:



If you have any special requests please mention that in the „Additional information/instructions“ field.

Request Options		
Requested information	Entry	Additional Instructions
Choose Letter*	<input type="text" value="Choose"/>	
Choose Letter Language*	<input type="text" value="Choose"/>	
Delivery Options*	<input type="text" value="Choose"/>	
Delivery Address	<input type="text"/>	Please enter: Name of Institution or Person: Street: Zipcode, City: Country: Email:
Number of Copies	<input type="text" value="0"/>	You can receive up to 15 documents issued by Registrar Services free of charge during your entire studies. Once the number is exceeded a fee of 5€ per document will apply.
Additional Information/Instructions	<input type="text"/>	If you have any special requests or instructions, please specify here

You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen and a generic English Support Letter

Downloads		
Requested information	Entry	Additional Instructions
Institutional Letter Undergraduate	Institutional Letter UG	You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen
Institutional Letter Graduate	Institutional Letter GE	You may also download an Institutional Letter, which provides information about the education at Jacobs University Bremen.
English Support Letter Generic	English Support Letter Generic	

User data	
This e-mail address is stored with your user account	0
Matriculation no.	20328809

Don't forget to click „submit“ at the end. Please note that requests with the status „open“ don't get processed.



DOCUMENT PICK-UP

Hard copies of various documents can be collected at our reception desk during opening hours:

Mon to Fri between 10am and 2pm

- **CampusNet Request**

- If you request one of the offered confirmation letters, a transcript etc. on your campusNet you can choose whether you want to receive the digital version via email or pick up the hard copy at our office
- After issuing the respective document as a hard copy we will inform you that you can come pick it up



REQUESTS TO BE EXCUSED

Requests to be excused must be made via Campus Net. Requests submitted via email will be disregarded.

When making a request to be excused please follow the guidelines outlined in the [Academic Policy](#) (Page 15)

„Illness must be documented with a sick certificate issued by a qualified physician. This certificate needs to verify the date and time of the inperson visit occasioned the confirmation that the student is unable to fulfill his/her academic obligation (either attend class/lab or take the examination). The university reserves the right to request a second medical opinion. Other emergencies must be appropriately documented in writing. **Sick certificates and documentation for personal emergencies must be submitted to Registrar Services by the third calendar day from the beginning of illness/of the emergency.** These three days include the first day of the illness/of the emergency. If the third calendar day is a Saturday, Sunday or a public holiday, the deadline is extended to the next working day. If students submit a sick certificate after the deadline, an excuse may be issued, when applicable, only for the submission date and the two calendar days preceding it. Predated or backdated sick certificates – i.e., when the visit to the physician takes place outside of the documented sickness period – will be accepted provided that **the visit to the physician precedes or follows the period of illness by no more than one working day.**“