



## Interim Financial Aid:

# Important technical advice on your online application



### Use the right browser!

Please use the most current browser versions of **Chrome**, **Firefox** or **Opera** – or the current standard browsers for mobile devices. If you use Edge you must update to the **Edge Chromium Version 83.x**. All versions of Internet Explorers are not supported.



### Use another E-Mail address if your academic address does not function!

When you begin your online application you are asked to provide an academic e-mail address; the system will then send a code or “token” to this address that you must then re-enter in the system for verification. If this should not work, please use another e-mail address. However, once you are registered with a specific e-mail in the system, you must continue to use this address.



### Do not despair with reCaptcha, simply try again!

Please do not despair. We cannot go without the reCaptcha as a security requirement. If it does not work, please make sure that you have activated Javascript and that there are no other extensions or add-ons activated in your browser. Since reCaptcha is activated by Google services, the use of proxies or add-ons can cause problems when they block Google server requests.



### Do not change data formats!

The online application portal accepts only certain data formats, such as jpg/jpeg, png and PDF. If your documents are in a different format, make sure to change them with an appropriate software such as <https://dokument.online-convert.com/de/umwandeln-in-pdf>. Do not change the formats manually by changing the document extensions or by renaming the document endings such as changing the extension .gif to .png.



### Merge your bank account statements if necessary!

The application portal allows for uploading a maximum of 10 documents; if you have more files, please merge them into one relevant document. You can use open source software that is easy to find online.

- **Step 1:** copy your graphic documents into a word document, and then save it as a PDF.
- **Step 2:** with a freeware such as <https://de.pdf24.org/> you can merge several PDF documents.