



# A GUIDE

THROUGH

# ADMINISTRATION

## I WANT TO CHECK HOW MUCH I SHOULD PAY FOR THE TUITION FEE



The amount of tuition fee, due dates, installment amounts, the current balance, the remaining debt to settle the total tuition for the current academic year, as well as a list of all recorded payments, can be viewed on the eStudent portal in the section Tuition fee and Payments.

[estudent.singidunum.ac.rs](http://estudent.singidunum.ac.rs)

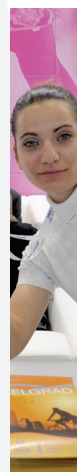
## I WANT TO GET A CERTIFICATE OF BEING A REGULAR STUDENT

You can get a certificate of being a regular student in Serbian or English. The cost of the certificate for the purpose of health insurance regulation, entitlement to family pension, child allowance, and alimony, as well as for transportation privilege regulation, costs RSD 400. The certificate of being a regular student for other purposes amounts to RSD 2400. Payments for certificates should be made to the account 325-9500700190321-77. When making the payment, it is necessary to include your eStudent portal username as the reference number. It takes at least 1 day for the payment to be processed and the money to be allocated to the eStudent account. Once you see the money reflected in your eStudent account, you can visit the student service to get your certificate.

In order to get the certificate, it is necessary to have paid all installments of the tuition fees according to the Study Agreement.

**Student Service, 32 Danijelova**

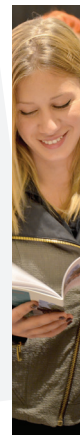
8:00 AM to 6:00 PM on workdays and 9:00 AM to 2:00 PM on Saturdays



## I PAID THE TUITION FEE, BUT THE PAYMENT IS NOT VISIBLE ON MY ACCOUNT

It is necessary to send the proof of payment from your official singimail email address to:

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)



## I WANT TO GET A CERTIFICATE OF PASSED EXAMS

You can obtain a certificate of passed exams in Serbian (RSD 4300) or English (RSD 5000). Payment should be made to the account 325-9500700190321-77. It takes a minimum of 1 day for the money to be processed. When you see the money reflected in your eStudent account, you can visit the student service to collect the certificate.

To collect the certificate, it is necessary to have paid all installments of the tuition fees according to the Study Agreement.

**Student Service, 32 Danijelova**

8:00 AM to 6:00 PM on workdays and 9:00 AM to 2:00 PM on Saturdays



## I WANT TO REGISTER FOR THE EXAM



Exam registration is exclusively conducted electronically via the eStudent portal. The exam can be registered no later than 5 days before the exam date until 2:00 PM (excluding the day of the exam). The fee for the first exam registration is RSD 500 per exam, while for each subsequent registration of the same exam, the fee amounts to RSD 2000 per exam. Payment should be made at least 10 days before the exam date.

[estudent.singidunum.ac.rs](http://estudent.singidunum.ac.rs)

*Instructions for exam registration can be downloaded from the site of your faculty: Studenti -> E-STUDENT*

## I MISSED THE EXAM REGISTRATION

After the deadline for regular exam registration (5 days before the exam date until 2:00 PM, excluding the day of the exam), it is possible to register for the exam at a late registration price. This can be done at the latest 1 day before the exam until 2:00 PM. Registration is not possible on the day of the exam.

For late exam registration, it is necessary to have the required funds available in the student account at the time of registration, according to the information and procedure provided. Late registration for one exam amounts to RSD 5000. Late registration is done by sending an email from the student's official singimail address to [estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs). Late registration cannot be carried out through the eStudent portal.



**Student Service, 32 Danijelova**

8:00 AM to 6:00 PM on workdays and 9:00 AM to 2:00 PM  
on Saturdays

[estudent@singidunum.ac.rs](mailto:estudent@singidunum.ac.rs)

*(In the email, please provide: full name, index number, and the exam you wish to register for)*

## MY PAYMENT FOR EXAM REGISTRATION HAS NOT BEEN RECORDED

After making a payment for exam registration, it usually takes 1 to 5 days for the payment to be visible in your account (depending on the bank or post office where the payment was made, also depending on whether the payment was made before the weekend, holiday, etc.). If the payment is not visible in your account even after 5 days, it is necessary to submit the payment receipt for verification to:

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)



## WHERE CAN I FIND THE SCHEDULE THE UPCOMING EXAM TERM?

The examination term schedules are defined before the beginning of the academic year and are published within the Academic Calendar on your faculty's website.

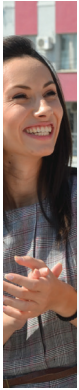
Specific exam dates are usually released a few days before exam registration begins.

The Academic Calendar can be found on [www.study.singidunum.ac.rs](http://www.study.singidunum.ac.rs) -> STUDENTS -> BCs CALENDAR.

Exam Schedules can be found on [www.study.singidunum.ac.rs](http://www.study.singidunum.ac.rs) -> Exam Schedule



## I NEED A PASSWORD FOR ESTUDENT



A password can be obtained by visiting the student service or by sending an email from your student's official singimail address.

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)



## I NEED A PASSWORD FOR SINGIMAIL ADDRESS

A new password can be obtained via sending an email from your private email address to the IT department. Your email should involve your full name, surname and index number.

[erc@singidunum.ac.rs](mailto:erc@singidunum.ac.rs)

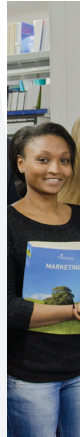


## I WANT TO CHECK MY POINTS ON THE MIDTERM / EXAM

In order to inform students in a timely manner, immediately after the midterm or exam, the results are published on the course page. Official points and grades are then entered into the eStudent portal. If you have questions or objections regarding the points or grades, it is necessary to contact the course professor and assistant directly.

You can find the email addresses of professors and assistants in the address book on your Singimail account. Consultation schedules can be viewed at:

[www.raspored.singidunum.ac.rs/eng.php](http://www.raspored.singidunum.ac.rs/eng.php)



## WHAT IF I WANT TO CANCEL MY GRADE?



If you are not satisfied with the grade on the exam, it is necessary to write a request for grade cancellation via the eStudent portal. In the request, please specify the course. You can check if the request has been approved and processed through the same portal.

eStudent Portal Link: [estudent.singidunum.ac.rs](http://estudent.singidunum.ac.rs) -> Requests  
-> Request Type: **Exam Cancellation**

## I NEED HELP REGARDING MY CV



For any uncertainties regarding CV writing and presenting yourself to potential employers, you can reach out to the staff at the Career Center.

### Career Center

32 Danijelova Street, ground floor, 8:00 AM to 6:00 PM



## I HAVE A QUESTION OR SUGGESTION REGARDING LECURES OR EXAMS

The Student Service is responsible for administrative matters and does not possess information regarding academic or exam-related issues, nor can it influence these processes

We kindly ask you to address any complaints or queries to:

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)

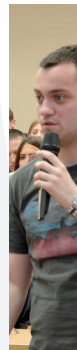




## I HAVE A QUESTION OR SUGGESTION REGARDING ADMINISTRATION

For process improvements and correcting potential errors, it is crucial for us to receive feedback if a service has not been conducted in accordance with the University's rules and standards.

[study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)



## HOW SHOULD I ACCESS ONLINE CLASSES THROUGH THE MICROSOFT TEAMS PLATFORM?



To access the Microsoft Teams platform, use the same credentials you use for your [@singimail.rs](mailto:singimail.rs) account.

Link to access the [@singimail.rs](mailto:singimail.rs) account: [portal.office.com](https://portal.office.com)

Username:

[studentfirstname.lastname.yearofenrollment@singimail.rs](mailto:studentfirstname.lastname.yearofenrollment@singimail.rs)  
(e.g., milos.mrvak.20@singimail.rs)

Password:

- If accessing the account for the first time, the initial password is your **ID number**.
- If you have accessed the account before, the password is the one you set yourself.

For any issues regarding account access, please email [erc@singidunum.ac.rs](mailto:erc@singidunum.ac.rs)

For any issues related to the **Microsoft Teams** platform, please email [teams@singidunum.ac.rs](mailto:teams@singidunum.ac.rs)





Address: 32 Danijelova Street, 11000 Belgrade  
Address: 261a Kumodraška Street, 11000 Belgrade  
(47a Bulevar Peka Dapčevića)  
Phone: +381 11 30 94 041  
Email: [study@singidunum.ac.rs](mailto:study@singidunum.ac.rs)  
Website: [www.study.singidunum.ac.rs](http://www.study.singidunum.ac.rs)

**[WWW.SINGIDUNUM.AC.RS](http://WWW.SINGIDUNUM.AC.RS)**