

International Students Enrollment FAQ

国际学生入学报到 FAQ

Date: June 15, 2023

Part I: Entry and Enrollment 入境入学

Q1. Can international students enroll as usual for the Fall semester? 国际学生秋季学期能否正常入学?

Answer (A): The Fall semester at Tsinghua University will commence as scheduled. According to the current situation, international students now are expected to enroll in person at the university and take part in learning on campus. They are advised to plan in advance and make all necessary preparations for coming to Tsinghua University.

答：清华大学秋季学期如期开课。根据目前的形势，国际学生需要来校报到并在校学习。建议同学们提前计划，做好到校准备。

Q2. For new international students coming to Tsinghua University, how do they enroll? 到国际新生如何入学报到?

A: International students first enroll through the online enrollment system, then they will complete identity verification procedures at the International Students & Scholars Center and complete the enrollment qualification review at their school/department (students should present original passport and original certificate of previous degree, as well as submit the original document of degree authentication. New graduate students also need to submit the original final transcript). Chinese Government Scholarship recipients are also required to complete the on-site signature registration (**The CGS graduate students shall complete the on-site registration via Self-Service Terminal at Student Service Center (Building C), Zijing or the entrance of Area A, No.6 Classroom Building, and no signature registration is required**).

答：国际新生先通过在线报到系统在线报到，随后在国际学生学者中心完成身份确认手续，在院系完成入学资格现场核查（须现场出示护照、学位证书原件并提交学位认证报告的原件，应届生还需提供最终成绩单原件）。中国政府奖学金生还需完成现场签字注册（中国政府奖学金生还需完成现场签字注册（中国政府奖学金的研究生只需在紫荆 C 楼或六教 A 区零层入口完成现场自助注册，无需现场签字）。

Q3. Are there any special reminders for enrollment at the university? 到校报到有特别提醒吗?

A: Students are expected to report truthfully their health status before enrollment. And in case of contracting the contagious diseases, they should come upon full recovery. Please await further

notice from the university regarding the requirements for coming to the university.

When enrolling at the university, international students should use the same identity (including name and nationality, etc.) as the one that was used to successfully apply for studies at the university. They should carry the passport with the above-mentioned identity to enroll on-site.

答：学生报到前要如实报告个人健康情况，如果感染传染性疾病，待康复后再来校。关于来校报到的其他要求，请等待进一步通知。

国际学生来校报到时的身份（含姓名、国籍等）必须与成功申请时的身份一致，请使用与该身份一致的护照来校报到。

Q4. How should graduate students confirm their admission and study plan? 研究生如何进行入学确认？

A: (1) Graduate students should contact their school/department to inform them of their enrollment intention, and submit a color scan of the authentication of their previous degree to their school/department (new graduate students also need to submit the color scan of the previous degree certificate and final transcript).

(2) On September 1st, graduate students who arrive at the university to register on-site after enrolling online through the online system, should then complete identification procedures at the International Students & Scholars Center, and on-site qualification check at their school/department (students should present original passport and original certificate of previous degree, and submit original document of degree authentication. New graduate students also need to submit the original final transcript). **Chinese Government Scholarship Students are also required to complete the on-site registration via Self-Service Terminal at Student Service Center (Building C), Zijing or the entrance of Area A, No.6 Classroom Building.**

(3) If, due to special circumstances, students cannot complete on-site enrollment on time, they should apply for late enrollment and send related documentation to the graduate management office of their school/department in advance. The late enrollment time cannot exceed two weeks (meaning that the latest that you can enroll is September 15). Apart from reasons beyond one's own control, students who fail to apply for late enrollment or fail to enroll by the deadline shall be deemed to have waived their enrollment eligibility.

答：(1) 研究生应及时联系录取院系，告知入学意向，并向院系提交前置学位认证报告的彩色扫描件（应届生还需补齐前置学位证书及最终成绩单的彩色扫描件）。

(2) 9月1日，完成在线入学资格核查手续的研究生可通过学校在线报到系统进行在线注册。来校现场报到的研究生通过在线报到系统在线注册后，在国际学生学者中心完成身份确认手续，在院系完成入学资格现场核查（须现场出示护照、学位证书原件并提交学位认证报告的原件，应届生还需提供最终成绩单原件），**中国政府奖学金生还需在紫荆C楼或六教A区零层入口完成现场自助注册。**

(3) 因特殊原因不能按期完成现场报到，应当提前向所在院系研究生管理部门发送请

假说明及有关证明，请假时间不得超过两周（即请假可请到9月15日17:00前）。除因不可抗力等事由外，未请假或者请假逾期不报到的视为放弃入学资格。

Q5. If I need to apply for late enrollment, which department should I contact? 如果我想请假晚一点去学校报到，需要联系哪个部门？

A: For late enrollment, graduate students should contact their school/department; undergraduates should contact the Admissions Office, and non-degree students contact Non-degree Programs Office. For detailed enrollment arrangements, you may contact the International Students & Scholars Center.

答：晚报到研究生联系院系，本科生联系本招办，非学位生联系教务处非学位办，报到详细安排可以联系国际学生学者中心。

Q6. I want to participate in online learning and not come to the university, is this still allowed? 我想参加线上学习，不到学校，是否还可以？

A: All international students now should participate in learning on campus.

答：所有国际学生须到校学习。

Q7. Do I need to purchase comprehensive medical insurance for studying in China? 我是否需要购买来华留学综合医疗保险？

A: According to the regulations of the Ministry of Education of China, all international students must purchase the government-designated medical insurance plan during their studies. They can follow the procedures to purchase insurance online upon arrival in China. Only after buying the medical insurance can they finish the registration procedure and get enrolled.

答：根据中国教育部相关规定，所有国际学生在学期间必须购买指定的综合医疗保险。所有国际学生须按照流程在线自行购买保险，购买后才能完成报到注册手续。

Q8. How do I pay my tuition? 学费如何缴纳？

A: New international students shall pay tuition fees online.

答：国际新生请线上缴纳学费。

The link to International Students Online Payment System is as follows: 国际学生网上交费系统如下: <http://xfzsf.tsinghua.edu.cn/xsaglxt/lxs/wszf.jsp>

(This system is **only for new international students tuition payment** 此通道仅为国际新生入学交费入口)

Contact phone 咨询电话: 010-62788730

Contact email 咨询邮箱: xjszx@mail.tsinghua.edu.cn

Q9. Can tuition fees be paid for on a semester basis? 学费是否可以按学期缴费？

A: The option of tuition payment on a semester basis is considered for non-program-based self-paying students. Scholarship students and program-based degree students should make the tuition payment in accordance with relevant regulations, in particular with the requirements on the online tuition payment system.

Self-paying undergraduates pay tuition on a semester basis. Scholarship undergraduate students should make the tuition payment in accordance with relevant regulations.

答：非项目制自费生按照学期缴费，奖学金生及项目制学生按照相关规定执行。具体以线上学费缴费系统要求为准。

本科自费生按照学期缴费，本科奖学金生按照相关规定执行。

Q10. If I cannot enroll due to special circumstances, what should I do? 如因特殊原因，无法报到，如何办理？

A: Graduate students: If, due to special circumstances, you cannot complete the on-site enrollment on time, graduate students should apply for late enrollment and submit related certificates to the graduate students affairs office of your school/department in advance. The late registration time cannot exceed two weeks (meaning that the latest that graduate student can register is 17:00 September 15 Beijing Time). Apart from reasons beyond one's own control, students who fail to apply for late enrollment or fail to enroll by the deadline shall be deemed to have renounced their enrollment eligibility.

Undergraduates and non-degree students: **Please contact the Admissions Office and Non-degree Programs Office respectively.**

答：因特殊原因不能按期完成现场报到，研究生应提前向所在院系研究生管理部门发送请假说明及有关证明，请假时间不得超过两周（即研究生请假可请到北京时间9月15日17:00前）。除因不可抗力等事由外，未请假或者请假逾期不报到的视为放弃入学资格。

本科生和非学位生分别联系本招办和教务处非学位办。

Q11. For international exchange, visiting, and Chinese language program students currently overseas, how do they complete enrollment? 目前在境外的国际进修生、交换生及汉语进修生，如无法来华，如何报到？

A: Starting from the Fall semester of 2023, all international visiting students, exchange students, and Chinese Language Program students shall come to China to register and study in accordance with the requirements of the university. Students who are unable to come to China for the time being under special circumstances should ask for leave in written form to the Non-Degree Office of the Academic Affairs Office and the International Students & Scholars Center two weeks before the registration date. After the leave is approved, students shall complete late registration on campus.

答：自2023年秋季学期起，所有国际进修生、交换生、汉语生须按照学校要求，来华到校报到、学习。如遇特殊情况暂时无法来华到校，须在报到前两周向教务处非学位办、国际

学生学者中心书面请假并说明情况，经批准后方可延迟报到。

Q12. What is the date and location of on-site enrollment for international exchange, visiting and Chinese language program students? 国际进修生、交换生及汉语进修生入学报到的日期及地点是什么？

A: All international non-degree students are required to register on 8:30-12:00, 13:00-16:30, September 13-14, 2023. Location: International Cultural xSpace

答：2023 秋季学期国际进修生、交换生、汉语生的入学报到时间为 2023 年 9 月 13 日、14 日，8:30-12:00, 13:00-16:30。地点为清华大学新清华学堂零层国际交流活动中心（xSpace）。

Q13. What are the materials required to confirm the identity of international exchange, visiting and Chinese language program students currently in the Chinese Mainland? 目前在中国大陆的国际进修生、交换生及汉语进修生到校身份确认需要哪些材料？

A: (1) International Students Enrollment Form (download after completing the online registration, print out the form, and paste the ID photo onto it);

(2) *Admission Notice* (original and 1 copy);

(3) Passport (original and 2 copies); Photocopies required include the biodata page of your passport, valid Chinese visa page and most recent Chinese entry stamp page. All copies should include your student number, passport name and Chinese mobile number noted at the top of the photocopy page;

(4) 4 recent two-inch personal headshot photos (without hat, white background);

(5) Original and 1 copy of the *Registration Form of Temporary Residence* of your place of residence in China;

(6) One original and one copy of your physical examination report: the *Foreigner Physical Examination Form* stamped with the official seal of the Beijing International Travel and Healthcare Center of the General Administration of Customs, which will be used for the verification purposes and study-type residence permit application upon registration.

Notes:

- If you have not yet completed a physical examination report, after registration, go to the Beijing International Travel Healthcare Center for a physical examination to obtain the physical examination report.
- If you have completed the physical examination report outside of China, please add the stamp seal of medical center on the examination form in two places: 1) on top of the student's attached photo and 2) at the end of the form (note that a doctor's signature cannot substitute for the stamp seal). After arriving in Beijing, you will need to go to the Haidian Branch of the Beijing International Travel Health Care Center to present your physical examination form for verification and obtain the physical examination report.
- Physical examination reports are valid for a period of 6 months from the date of verification.

(7) 800 RMB in cash (Those who have not purchased insurance online must prepare this fee for the on-site registration to pay for insurance. If your study duration is one semester, the insurance fee will be 400 RMB).

答：(1) 《国际学生入学登记表》(完成在线入学报到后导出，自行打印并贴上照片)；

(2) 《录取通知书》(原件及复印件 1 份)；

(3) 本人护照(原件及复印件 2 份)；复印件包括护照首页、有效中国签证页及最近一次入境章页，并在复印件上方标明学号、护照姓名及中国手机号；

(4) 近期二寸白底正面免冠照片 4 张；

(5) 在中国居住地的《临时住宿登记表》原件及复印件 1 份；

(6) 体检报告原件及复印件 1 份：即加盖海关总署北京国际旅行卫生保健中心公章的《外国人体格检查表》，用于入学报到时查验和办理学习居留许可。

注：

- 如无体检报告，可在报到后两周内前往海关总署北京国际旅行卫生保健中心体检并取得体检报告；
- 如体检报告是在中国境外取得，请在体检表贴照片处和表格后面加盖体检单位印章(医生签字不能代替盖章)，需到达北京后去海关总署北京国际旅行卫生保健中心海淀分中心做体检报告认证并取得体检报告；
- 体检报告认证的证明有效期为六个月。

(7) 人民币现金 800 元(未在网上购买保险者，需准备此费用用于报到现场缴纳保险费，如学习期限为一学期，保险费为 400 元)

Q14. What are the offline registration procedures for international exchange, visiting and Chinese language program students currently in the Chinese Mainland? 目前在中国大陆的国际进修生、交换生及汉语进修生线下报到手续办理流程是什么？

A: (1) Foreigner status identity verification.

(2) Submit a copy of your passport biodata page, valid Chinese visa page, and last Chinese entry stamp page, a copy of the *Registration Form of Temporary Residence*, and a copy of the Physical Examination Report.

(3) Receive the registration materials bag and sign the "*Tsinghua University International Students Safety Responsibility Agreement to Comply with Laws and Regulations*";

(4) Pay insurance fees;

(5) If you need to apply for a visa, get a visa application notice;

(6) Apply for a mobile sim card (please apply before enrollment registration), bank card, and

temporary meal card. In addition to a sim card, other cards can be processed according to personal needs.

Other points to note:

- (1) Applying for a sim card: Since bank card applications require a Mainland Chinese mobile number, please obtain a Chinese mobile sim card before you come for on-site enrollment.
- (2) Applying for a bank card: Chinese government scholarship students must apply for a Bank of China bank card. Other students may apply voluntarily. The bank card is connected with your student IC card, from which money can be transferred to your IC card, to be used to make payments on campus including at canteens (Zhilanyuan canteen and Guanchouyuan canteen), libraries, the network center and supermarkets. At the same time, the card is also used for students to receive scholarships and subsidies. In order not to affect the normal use of the student IC card, students who need to obtain a bank card should complete this procedure on the day of enrollment.

答：(1) 外事身份审核。

(2) 提交护照首页、有效中国签证页和最近一次入境章页复印件，《临时住宿登记表》复印件，体检报告复印件。

(3) 领取报到材料袋，《国际学生个人安全责任书（遵守法律法规与校纪校规承诺书）》签字。

(4) 缴纳保险费。

(5) 如需办理签证，领取签证办理通知单。

(6) 办理手机卡（请在入学报到前办理）、银行卡、临时餐卡；除手机卡外，其他卡可根据个人所需选择办理。

相关提醒：

(1) 手机卡办理：因办理银行卡需要中国大陆属地手机号，所以请各位同学在来报到现场前先办理好手机卡，再办理银行卡。

(2) 银行卡办理：中国政府奖学金生必须办理一张中国银行的银行卡，其他学生自愿办理。该卡与 IC 卡关联，将钱圈存到 IC 卡里，可用于在食堂（芝兰园与观畴园）、图书馆、网络中心、超市等处支付各种费用；同时，该卡还用于学校发放奖学金和补助。为了不影晌后续学生卡的正常使用，请需要办理的同学于报到当天办理此项手续。

Q15. What is date for enrollment, when will classes start, and what will students do in the period between the two dates? 清华新生何时报到，何时开课，报到与开学中间的时间做什么？

A: New undergraduate students will enroll on August 23, new graduate students on September 1 and new non-degree students on September 13-14. Classes will start on September 18. Orientation

and related activities will be arranged during the intervals.

答：本科新生 8 月 23 日、研究生新生 9 月 1 日、非学位生新生 9 月 13-14 日报到，9 月 18 日开课，中间安排入学教育等相关工作。

Part II: Visa application 签证办理

Q16. I am a new international student now in the Chinese Mainland and my visa is about to expire. Can I have my visa extension in advance? 我是国际新生，现在中国大陆，签证快到期了，是否可以帮我提前办理签证延期？

A: The university is unable to assist the students who have not yet enrolled at the university to apply for a visa extension in advance. Students can consult their local Exit and Entry Administration Bureau to apply for other types of visas or humanitarian stay visas. As visas are managed by local jurisdictions, please consult your local Exit and Entry Administration bureau for details.

答：学生未办理报到，学校无法为学生提前办理签证延期。学生可咨询当地出入境管理局办理其他类型签证或者人道主义停留签证。由于签证为属地管理，具体可咨询当地出入境管理部门。

Q17. When will the university send the visa application form to students? 学校什么时候可以发放签证申请表

A: The visa application form (JW202/JW201) is issued together with the admission notice.

答：签证申请表(JW202 表/JW201 表)与录取通知书一起发放。

Q18. If I am currently in the Chinese Mainland, do I still need to exit the country to apply for an X1 visa to register at the university? 我现在中国大陆，是否还须出境申请 X1 签证来校报到？

A: In principle, international students are required to present an X1 visa to register at Tsinghua University, and after registration, the X1 visa will be changed to a study-type residence permit.

答：原则上要求国际学生持 X1 签证来校报到，报到后由 X1 签证申请变更为学习类居留许可。

Q19. If I am currently holding a study-type residence permit, can I directly enroll with my current residence permit? 如目前持有学习类居留许可，可否直接持居留许可来校报到？

A: If conditions permit, you can hold a study-type residence permit; but to extend it, you will need to provide a certificate of completion or proof of study from your previous university/institution where you held the study-type residence permit.

答：在条件允许的情况下，可以持学习类居留许可，但是居留许可延期时需要提供之前学校的毕结业证书或学习证明。

Part III Deferring Enrollment 入学资格保留

Q20: How can I defer my enrollment? 如何办理保留入学资格?

A: Deferring your enrollment means that you have accepted your offer from Tsinghua, but have decided to postpone your start date for studying at the university. This is only applicable for undergraduates now.

For undergraduates, if they are unable to begin their studies in the year 2023 due to personal reasons, they can apply to defer their enrollment. The deferral period cannot exceed two years. Students deferring enrollment will not have a student status and will not be able to enjoy the benefits of enrolled students.

Students who intend to defer their enrollment are required to submit a signed copy of the “*Tsinghua University Student Application Form for Preserving Admission Status*” and a copy of their passport to the Admissions Office (admissions@tsinghua.edu.cn). The deadline for students to submit the application form is August 23rd, 2023. Students who are deferring do not need to complete online registration in 2023.

To apply for enrollment in the future, students who defer enrollment must apply by 5:00pm (Beijing time) on April 30th, before the expiration of their enrollment eligibility, and need to submit a signed copy of the “*Enrollment Application Form for Students Preserving Admission Status*” and a copy of their passport to the Admissions Office (admissions@tsinghua.edu.cn). Once the process is completed, the student may enroll for the Fall semester with other incoming students.

答：保留入学资格意味着你接受了清华大学的录取，但决定推迟来校学习的时间。目前保留入学资格仅适用于本科生。

本科新生若因个人原因无法在 2023 年入学，可以向学校申请保留入学资格。保留入学资格时间原则上不超过两年。新生保留入学资格期间不具有学籍，不享受在校生待遇。

保留入学资格的学生需要填写《清华大学学生保留入学资格申请表》并亲笔签名，同时附上护照首页扫描件提交给清华大学招生办公室（admissions@tsinghua.edu.cn）。学生提交《清华大学学生保留入学资格申请表》的截止日期为：2023 年 8 月 23 日。保留入学资格的本科生 2023 年不需报到。

保留入学资格学生未来若要申请入学，需在保留入学资格期满前每年的 4 月 30 日 17:00（北京时间）前提出入学申请，需要填写《保留入学资格学生入学申请表》并亲笔签名，同时附上护照首页扫描件提交给清华大学招生办公室（admissions@tsinghua.edu.cn）。经学校审查合格后，保留入学资格申请入学学生随当年入学的新生一起报到。

Q21: Can I apply for a deferral of enrollment, while keeping my enrollment eligibility? If I have not applied for an extension and my decision has not been reported, what will happen

to my enrollment eligibility? 我是否可申请延期入学且保留入学资格？如未申请延期且未报到，入学资格将作何处理？

A: Fresh undergraduate students can apply to defer their enrollment for no more than 2 years. During the deferral, a student does not hold the status of registered students and does not have the rights of registered students. Students who fail to apply for deferral or to complete their enrollment within the designated timeframe set by the university will be deemed to have renounced their enrollment eligibility. Students who defer their enrollment but fail to follow admission protocols by the university deadlines for enrollment for reasons other than those beyond their control, will be treated as having renounced their enrollment eligibility.

答：本科新生可以向学校申请保留入学资格。保留入学资格时间不超过两年。新生保留入学资格期间不具有学籍，不享受在校待遇。未在学校规定期限内申请保留入学资格且未报到的学生，视为放弃入学资格。保留入学资格期满，逾期不办理入学手续且没有因不可抗力延迟等正当理由的学生，将按放弃入学资格处理。

Q22: Who should I contact if I would like to inquire about a student status issue? 我想咨询学籍问题应该联系谁？

A: Graduate students should consult with their school/department and then contact the Enrollment Status and Financial Aid Office of Graduate School by email: yjsyglc@tsinghua.edu.cn.

Undergraduates should consult with their school/department academic affairs office, and can also contact the university Academic Affairs Office's Student Status Management Office via phone: 010-62794180; or via email: jwcjwk@tsinghua.edu.cn.

答：研究生学籍问题请先向你的院系咨询，然后联系研究生院学籍与奖助办公室：yjsyglc@tsinghua.edu.cn。本科国际学生学籍问题可咨询所在院系教学办，也可以咨询教务处学籍管理办公室，电话：010-62794180，电子邮箱：jwcjwk@tsinghua.edu.cn。

Part IV: Electronic ID 电子身份

Q23. What is an Electronic ID? What can it be used for? 什么是电子身份，电子身份有什么用途？

A: The electronic ID is a combination of numbers of student ID and accounts and the passwords. The accounts include web access account and email account. Your electronic ID is used for accessing Tsinghua University's online information system, which gives students access to university internal information and resources. The ID will enable students to:

- Access their Tsinghua Info account (<http://info.tsinghua.edu.cn>), which allows them to see many types of university notices and public announcements, news, published resources; sign up for classes, check their grades, and provide feedback on their courses. (There is also an English version of Tsinghua Info account which has the basic operational functions required for students teaching and learning. To have access to the English version, go to

<http://info.tsinghua.edu.cn/>. After inputting their student ID and password then click on the 'English' button in the top right.)

- Access Tsinghua Web Learning (<http://learn.tsinghua.edu.cn>), which allows students to see announcements for their classes, download class materials, submit assignments, and interact with teachers.
- Access the Tsinghua Library System (<http://lib.tsinghua.edu.cn>), which allows them to search and read books, articles, and other library resources and to see what resources they have borrowed.
- Access their university email account (<https://mails.tsinghua.edu.cn>) which has 50 GB of storage, enables them to receive emails from the university, their department/school, supervisor, and instructors, and receive information related to their academic and research activities.
- Access their alumnus email account (automatically opened as they set up their student email account) which ends with @mail.tsinghua.org.cn and is accessed at: <http://mail.tsinghua.org.cn>.
- Use Tsinghua's internet, including the university's plug-in and wireless networks (The SSID starts with "Tsinghua"), which requires them to log in to use.
- Use Tsinghua's cloud storage (<https://cloud.tsinghua.edu.cn>), which allows them to store and access academic materials uploaded by their teachers and peers, backup their files, and share and manage their files as a service. Every teacher and student can use 300 GB of storage.
- Use Tsinghua's information service WeChat account, which enables teachers and students to access university information resources and complete various administrative tasks remotely. After registering an account, students can link their electronic ID (<https://id.tsinghua.edu.cn>) to their mobile number, then search Tsinghua's information service WeChat account "清华大学信息服务" and follow it.
- Access the university IT service website (<http://its.tsinghua.edu.cn>). Students can refer to the information service and information security related notice, as well as guide to university information services, frequently asked questions, and training materials. They may also download anti-virus software, office software, computing professional software and other public softwares.

Note: For students off-campus, Tsinghua University websites can be accessed through a VPN system (see screenshot below):

登录服务

⚠ 您现在使用的是校外IP, 需通过VPN服务访问信息门户和校内资源, 详细操作请参看VPN相关说明。



VPN相关说明:
[清华大学WebVPN使用说明](#)
[SSL VPN客户端安装使用说明 \(Win10及以上版本\)](#)
[SSL VPN服务使用说明 \(WEB使用、Win8.1及以下版本客户端安装\)](#)
[SSL VPN客户端安装演示视频 \(Windows 10及以上版本\)](#)
[SSL VPN客户端安装演示视频 \(for MAC\)](#)

SSL VPN客户端程序:
[for Windows 10及以上版本 64Bit](#)
[for Windows 10及以上版本 32Bit](#)
[for MAC](#)

自助服务网站
信息化用户服务平台, 可查询常见问题的解决方法, 或登录网站提交问题。

人工服务
服务部门
清华大学信息化技术中心
办公地点
李兆基大楼东门A128室 (用户服务大厅)
办公时间
工作日
上午 08:00 - 12:00 时
下午 13:00 - 17:00 时
服务电话
010-62771940、010-62784859
服务邮箱
its@tsinghua.edu.cn

校外可直接访问的常用站点
[网络学堂](#) [图书馆](#) [教工邮箱](#) [学生邮箱](#) [账户服务](#)

答: 电子身份是指学号+账号+密码的统称。账号包括网络连接账号、电子邮箱账号。学生使用电子身份登录可以:

- 访问信息门户 (<http://info.tsinghua.edu.cn>): 可查阅学校的各类通知公告、新闻简报、宣传资料等, 进行网上选课、成绩查询、教学评估等。
- 访问网络学堂 (<http://learn.tsinghua.edu.cn>): 可在选课后, 下载课件、提交作业、和授课教师讨论问题等。
- 访问图书馆 (<http://lib.tsinghua.edu.cn>): 查阅书籍资料、查看自己的借阅情况等。
- 使用清华大学邮箱: 50G 容量的电子邮箱, 能够及时收到学校、院系、导师、课程教师等发送的重要通知, 以及教学、科研等各类相关信息。
- 使用清华大学校友邮箱: 在开通学生电子邮箱的同时, 也为你自动开通了校友电子邮箱账户, 为: 账号@mail.tsinghua.org.cn, 此账号和清华大学邮件账号一致, 清华大学校友电子邮件系统地址是: <http://mail.tsinghua.org.cn>。
- 使用清华大学校园网络: 使用校园有线网络和校园无线网络 (SSID 为 Tsinghua 或以 Tsinghua-开头), 需要登录才能使用。
- 使用清华大学云盘 (<https://cloud.tsinghua.edu.cn>): 清华大学云盘是学校向在校师生提供用于工作和学习目的的数据存储、同步、管理和分享等功能的在线服务。每位在校师生用户可以拥有 300G 云存储空间。
- 使用清华大学信息服务企业微信号: 清华大学企业微信号是面向校内师生提供的信息资源移动端的办公入口, 集成了部分校级应用系统, 校内师生认证后, 可以通过微信便利地使用集成的应用系统, 接收相关系统推送的各类通知及消息。在电子身份服务系统 (<https://id.tsinghua.edu.cn>) 绑定手机号后, 扫描二维码关注“清华大学信息服务”

即可。

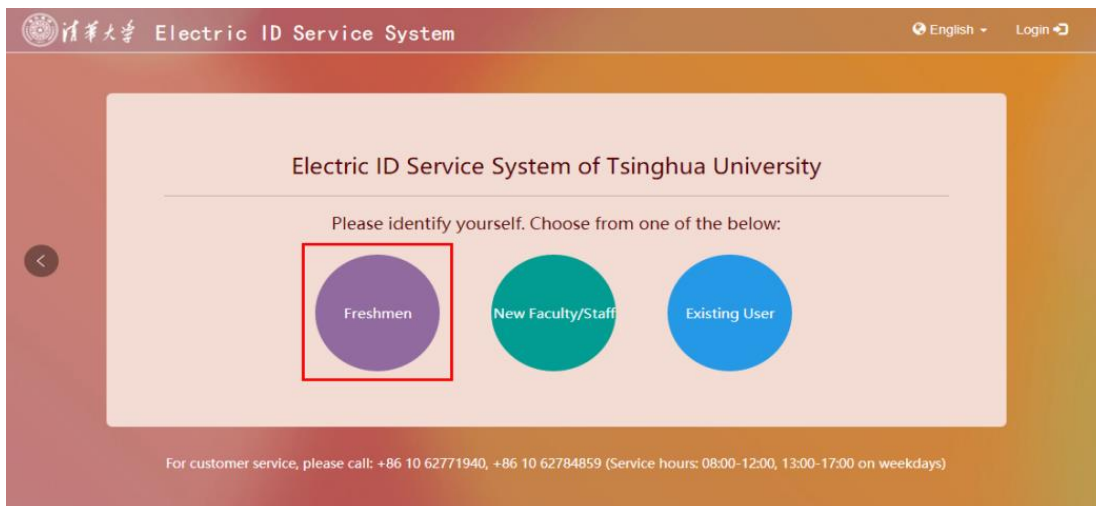
- 访问清华大学信息化用户服务网站 (<http://its.tsinghua.edu.cn>): 可查阅信息化服务和信息安全相关的通知公告、以及学校信息化服务的使用介绍及常见问题、培训资料, 可免费下载防病毒软件、办公软件、计算类专业软件等公共软件。

Q24. How do I activate my electronic ID? How do I acquire the verification code? 如何领取校验码、激活电子身份?

A: Students need a verification code to activate their electronic ID. For students who are registering for enrollment in person, undergraduate students pick up their verification code at the International Student & Scholars Center and graduate students—at their school/department. Non-degree students will receive the verification code via email by the Non-degree Programs Office of the Academic Affairs Office.

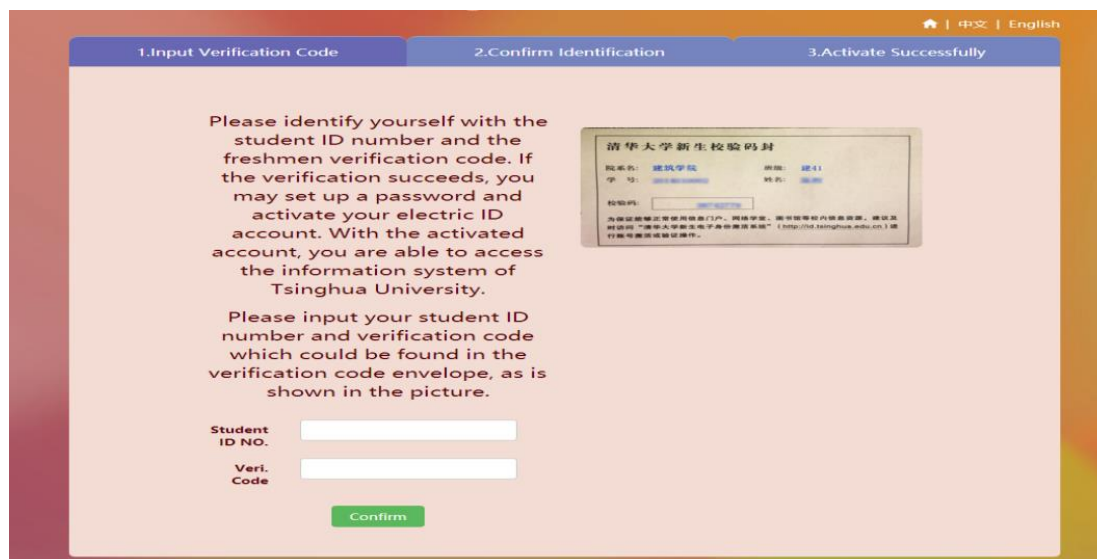
答: 学生需要校验码以激活电子身份。选择到校报到的同学, 报到时本科生到学生学者中心、研究生到本院系领取校验码。非学位生的校验码会在入学报到前由教务处非学位办公室通过邮件发送给学生。

(1) To use the verification code, please log on to <https://id.tsinghua.edu.cn>, select “English”, click on “Freshmen” and then “International Student”. Then, the student should complete the registration to obtain their electronic ID user code. 学生访问 <https://id.tsinghua.edu.cn>, 选择“英文”界面, 选择“我是新生”进入“国际学生”激活界面, 完成电子身份激活操作, 获得电子身份的用户名及密码。

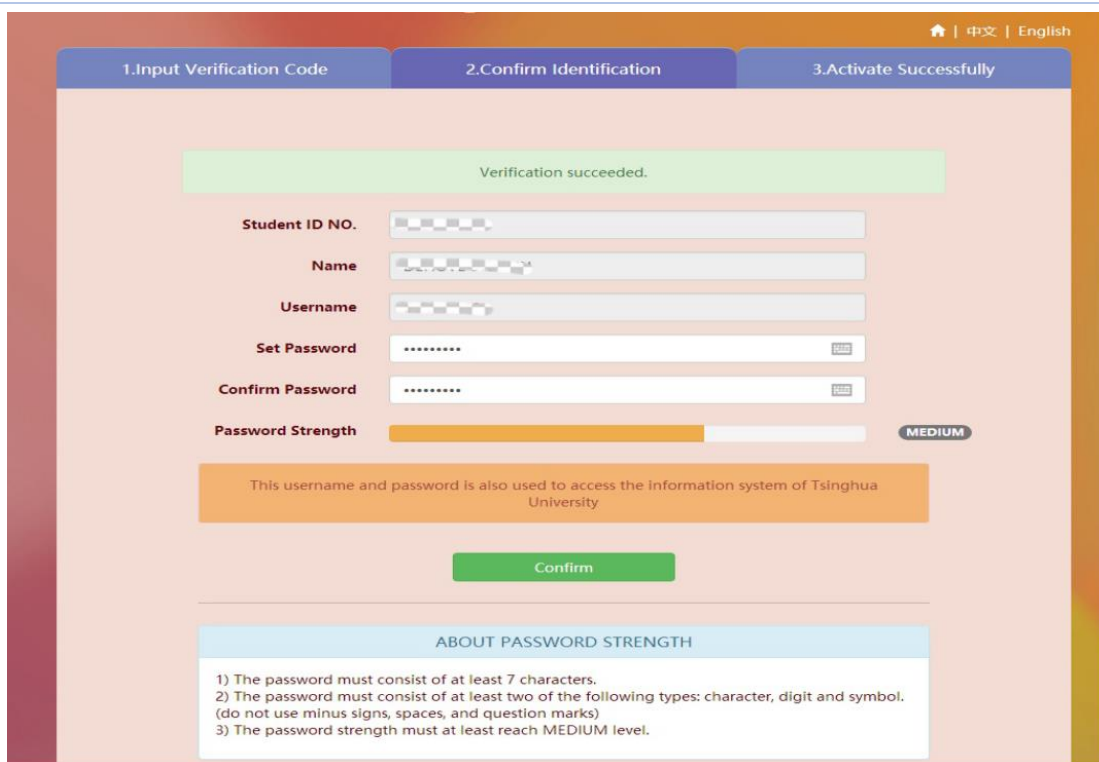




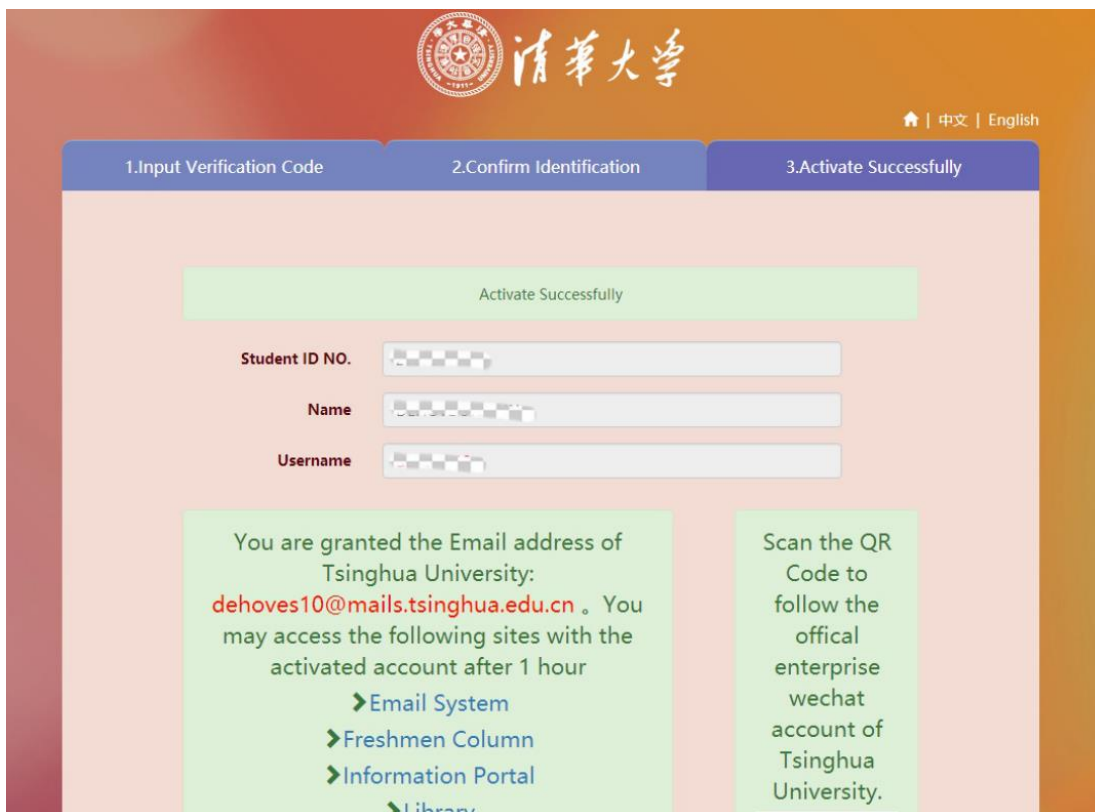
(2) Input your student ID number and verification code 填写学号及校验码



(3) Verify your personal information 身份信息确认



(4) Activation successful 激活成功



Part V: Accommodation Arrangements 住宿安排

Q25: How can I reserve a dormitory on-campus at the university? 请问校内宿舍如何预

订？

A: The international student apartments of the university student community center will send you a notice on how to reserve a dormitory in due course. Please apply within the specified time.

答：学校学生社区中心国际学生公寓稍后会发宿舍预定通知，请在规定时间内按要求进行申请。

Q26: Where can I find information about on-campus and off-campus accommodation? 我在哪里可以了解学校和校外的住宿的信息？

A: You can refer to the international students accommodation guide on the website: <https://is.tsinghua.edu.cn>

If you have any questions about on-campus accommodation, you can contact: gaopei@tsinghua.edu.cn

If you still have questions about off-campus accommodation, you can contact: offcampusliving@tsinghua.edu.cn

答：可以参考下面网站上的住宿指南：<https://is.tsinghua.edu.cn>

如果对于校内住宿有问题，可以咨询：gaopei@tsinghua.edu.cn

如果对于校外住宿还有问题，可以咨询：offcampusliving@tsinghua.edu.cn

Part VI: Orientation 入学教育

Q27. When is the orientation, what does it include and how can I participate? 入学教育什么时候进行，大致内容是什么，如何参加？

A: Orientation for international students is held after the enrollment. It includes the academic year opening ceremony, Chinese culture and Tsinghua ethos education, information sessions on laws and regulations, university rules, epidemic prevention and control and safety education, and learning development education, among others.

答：国际学生的入学教育与导引在报到后开始，内容包括开学典礼、中国文化与清华精神教育、法律法规及学校规章制度教育、疫情防控及安全教育、学习发展教育等。

Q28. I am a new undergraduate student, what is the plan for the Freshman Orientation Program? 我是国际本科新生，拓展营今年如何安排？

A: The International Freshman Orientation Program (required for freshmen) will continue to be held offline. Further notices will be issued in regard to detailed arrangements.

答：国际本科新生拓展营（新生必修）线下举办，详细安排另行通知。

Part VII: Support and Personal Development 发展支持

Q29. When and how do I choose courses? 我什么时候选课，怎么选课？

A: Please consult with your school/department first to understand the specific course selection arrangements. For course selection, please access the university info portal <http://info.tsinghua.edu.cn/> (students off-campus may access the portal via WebVPN) and then click "选课系统" or "Course Registration" in the webpage in English to select courses. Course selection can also be completed on the academic portal <http://academic.tsinghua.edu.cn/>. This website provides campus course introduction, course selection, course identification and other teaching-related services. Students can access the website with their electronic ID (those off-campus may access via WebVPN). Through this website, students can also browse the rules and regulations related to teaching, learn administrative procedures, and download the required forms, among others.

答：先咨询你的院系项目了解你的具体选课安排。选课可通过登录清华大学信息门户进入选课系统（如果在校外选课，请以 Web-VPN 方式登录信息门户），然后点击“选课系统”进入选课，英文界面请选择“Course Registration”。或可登录教学门户进行选课（<http://academic.tsinghua.edu.cn/>），该网站提供校园课程介绍、选课、课程认定等与教学相关服务。（学生入学后利用电子身份访问，校外可通过 VPN 访问校内网址）。通过该网站还可以浏览与教学相关规章制度、办事流程并下载所需表格等。

Q30. Who should I contact for questions about course selection? 选课的问题应该联系谁？

A: For questions about study programs and course selection, please consult your school/department/program staff. For questions about the use of the course selection system, please contact the Registration Center: +86 10 62794721.

答：关于培养方案和课程选择的问题，请咨询院系项目老师；关于选课系统使用上的问题，请咨询注册中心：+86 10 62794721。

Q31. What student learning and development services does the university provide? 学校有什么学业咨询服务？

A: The Center for Student Learning and Development (CSLD) at Tsinghua University provides professional advisory and support services for student learning and development, as well as promotes students' quality of learning, and helps them build confidence and achieve success in their studies. CSLD provides one-on-one academic advisory, tutoring sessions for basic level courses, especially STEM courses, Chinese writing tutoring, and workshops. Please check out the following website for more information: <https://is.tsinghua.edu.cn/dfadfgasq/xxzxq/ps.htm>.

Phone: +86 10 62792453

Address: Room 407, Zijing Student Service Center (C Building)

Email: learning@tsinghua.edu.cn

WeChat: WeChat public account “乐学” or “lx62792453”

答：清华大学学生学习与发展指导中心为学生的学习与发展提供专业化的指导、咨询和支持服务，提高学生学习质量，服务学生成长成才。中心提供一对一咨询、基础课助力计划、工作坊、中文写作助理等服务。更多信息，请浏览此网站：

<https://is.tsinghua.edu.cn/dfadfgasq/xxzxq/ps.htm>.

电话：+86 10 62792453

地址：紫荆公寓区学生服务中心（C楼）407

邮箱：learning@tsinghua.edu.cn

微信：微信公众号“乐学”或者“lx62792453”

Q32. What mental health and counselling services does the university provide? 学校有什么心理咨询服务？

A: The Center for Psychological Development (CPD) caters to the psychological well-being of students by helping them cope with difficulties faced during their academic studies and personal life, in order to improve students' mental health and allow students to complete their studies successfully. Students who can read and type in Chinese can use the online reservation system to book an appointment via <https://www.psy.com.cn/vue/school/78433>. Students who are more comfortable with English counseling services shall make a reservation by sending an email to xinli@tsinghua.edu.cn and include their name, student ID, a brief description of concerns, and preferred time slots in the email. During the semester, students are expected to find an available time within one to two weeks of making the appointment.

The center will resume individual counseling services for Fall semester 2023 on August 14th (Monday). At that time, the notice of the opening hours of individual counseling and other related arrangements will be announced. Follow the WeChat public account “THUxinli” (清华小清心) to find out more. For more information on student mental health, please check out <https://is.tsinghua.edu.cn/dfadfgasq/cpd/ar.htm>.

Phone: +86 10 62782007

Address: Room 409, Zijing Student Service Center (C Building)

Email: xinli@tsinghua.edu.cn

WeChat: WeChat public account “清华小清心” or “THUxinli”

For 24-hour mental health hotline services, please call 4000-100-525 and press 5 for international students, 8 for English service; or call 010-62785252.

答：清华大学学生心理发展指导中心帮助学生排除在学习、生活或成长历程中遇到的烦恼和心理障碍，提高心理健康水平，顺利适应并度过大学学习生活。如果需要心理方面的咨询与帮助，请联系心理发展指导中心。有中文基础的同学可以在注册报到成功后，通过此

网站预约 <https://www.psy.com.cn/vue/school/78433>。如需预约英文咨询，欢迎发邮件至 xinli@tsinghua.edu.cn，邮件中需包含学生姓名、学生证号、简短的个人陈述和理想的咨询时间。中心会根据实际情况，在邮件发送后的 1-2 周内安排咨询。

中心将于 8 月 14 日（周一）恢复开放 2023 年秋季学期的个体咨询服务，届时将发布秋季学期个体咨询开放时间的通知和其他相关安排，可关注微信公众号“清华小清心”。想了解更多心理健康资源和知识，欢迎浏览此网站：<https://is.tsinghua.edu.cn/dfadfgasq/cpd/ar.htm>。

电话：+86 10 62782007

地址：紫荆公寓区学生服务中心（C 楼）409

邮箱：xinli@tsinghua.edu.cn

微信：微信公众号“清华小清心”或者“THUxinli”

此外，社科学院心理学系与北京幸福公益基金会合作，开设 24 小时清华幸福公益心理服务热线。可以拨打 4000-100-525，国际学生专线按 5，英文服务按 8。清华大学在籍学生有需要的时候，也欢迎拨打 010-62785252。

Q33. What career development services does the university provide? 学校有什么职业发展咨询服务?

The Career Development Center of Tsinghua University (THCDC) provides career development services for all students and offers consultation and guidance services to help students explore their career options and set career goals.

Phone: +86 10 62784625

Address: THCDC Office Building (south of Qingfen Yuan Canteen)

Website: <http://career.tsinghua.edu.cn>

WeChat: WeChat public account “清华就业”，“清华职业辅导”

答：清华大学学生职业发展指导中心为全校学生提供职业发展服务，开展就业咨询与指导，帮助学生规划职业生涯，进行职业辅导与教育。

电话：+86 10 62784625

地址：清华大学学生职业发展指导中心办公楼（清芬园餐厅南部）

网址：<http://career.tsinghua.edu.cn>

微信：微信公众号“清华就业”、“清华职业辅导”

Q34. Where can I find updated information on campus life and management? 我在哪里可

以得到最新的校园生活和管理信息？

A: Please follow the official website of Tsinghua University, and the website and WeChat account of the International Students & Scholars Center.

Tsinghua's official website: <https://www.tsinghua.edu.cn>

Tsinghua University Information Portal: <http://info.tsinghua.edu.cn>

International Students & Scholars Center (ISSC): <https://is.tsinghua.edu.cn>

ISSC WeChat ID: issc2016 (account name: 清华大学国际学生学者中心)

答：可以关注清华大学官方网站、国际学生学者中心网站和微信号。

清华大学官方网站：<https://www.tsinghua.edu.cn>

清华大学信息门户：<http://info.tsinghua.edu.cn>

国际学生学者中心网站：<https://is.tsinghua.edu.cn>

微信号：issc2016(账号名：清华大学国际学生学者中心)

Q35. How will the university notify me of important information and notices? 学校会通过什么渠道为我提供重要信息和通知？

A: Important notices will be emailed to students. Please ensure that the email address you provided to the university is correct and remember to check it frequently. Please also pay attention to the university's Chinese and English websites, and WeChat official accounts.

答：重要的通知会发邮件发给学生，请学生确保提供给学校的邮件地址是准确并且记得经常查看。也请关注学校中英文网站、微信公众号等以便获得重要信息和通知。

Q36. In China, how do teachers and students generally communicate online? 在中国，师生间如何保持沟通？

A: The WeChat App is the most frequently used online communication platform. It is recommended that students download WeChat in advance for ease of communication.

答：微信是最常用的沟通平台。建议同学们提前下载微信以方便沟通。

Q37. Where can I find basic information and notifications? 我在哪里可以找到基本的信息和通知？

A: For school/department-level information, you can stay updated via emails sent from your school/department, your school/department website, WeChat groups and official accounts. Please remember to check your 'spam' box of your mailbox for any missed messages.

You can also check the International Students & Scholars Center website and WeChat account:

Website: <https://is.tsinghua.edu.cn>

WeChat account: issc2016 (account name: 清华大学国际学生学者中心)

答：院系信息可以关注本院系邮件、网站和微信群及公众号等信息来源。

学校信息可以关注学校及相关部门的网站、微信群及公众号，注意留意学校各部门邮件（请注意查看自己邮箱中的垃圾邮件）。

建议国际学生关注国际学生学者中心的网站和微信账号：

网 站：<https://is.tsinghua.edu.cn>

公众号：issc2016（账号名：清华大学国际学生学者中心）

Part VIII: Financial Assistance 奖助资助

Q38: I am facing difficulties in funding for my studies due to the emergency situations. Is there any relevant university funding that I can apply for? 我因为突发情况面临经济困难时，学校有没有相关的资助我可以申请？

A: Students who, due to the emergency situation, are facing financial difficulties and who meet the conditions of the *Tsinghua University Student Financial Difficulty Subsidy Management Measures*, can apply for temporary financial hardship assistance, with subsidy standards decided on a case by case basis. Students can fill out the electronic version of the *Tsinghua University Student Financial Difficulty Subsidy Application Form* and submit it to their school/department undergraduate or postgraduate student affairs administrator, and after review, the school/department will report the application to the university. The university issues temporary financial hardship assistance in accordance with the standards stipulated in the *Tsinghua University Student Financial Difficulty Subsidy Management Measures*. For specific inquiries, please consult the undergraduate or graduate student affairs group of your school/department.

答：学生因突发困难造成的经济困难符合《清华大学学生困难补助管理办法》条件的，可申请临时困难补助，补助标准一事一议。学生可填写电子版《清华大学学生临时困难补助申请表》交给院系学生组、研工组，院系审核属实后上报学校，学校依据《清华大学学生困难补助管理办法》标准发放临时困难补助。具体事宜可向所在院系学生组、研工组咨询。

Q39: For scholarship inquiries, which department should I contact? 关于奖学金问题，咨询什么部门？

● Undergraduates 本科生：

Academic Affairs Division of Academic Affairs Office 教务处教务科

Phone 电话：+86-10-62794180

Email 电子邮箱：jwcjwk@tsinghua.edu.cn

- Graduates 研究生:

Enrollment Status and Financial Aid Office of Graduate School 研究生院学籍与奖助办公室

Phone 电话: +86-10-62789660

Email 电子邮箱: finaid@tsinghua.edu.cn

- Non-degree students 进修生:

Exchange and visiting programs: Academic Affairs Office's Non-Degree Programs Office 交换/访学生项目 教务处非学位教育办公室

Phone 电话: +86-10-62773508

Email 电子邮箱:

exchange@tsinghua.edu.cn (Exchange student 交换生)

visiting@tsinghua.edu.cn (Visiting student 访学生)

Q40: How do Chinese Government Scholarship (CGS) students receive their stipend? 中国政府奖学金生活费如何发放?

A: After the students enroll and register in person on campus before the registration deadline as required by the university and pass the enrollment and scholarship qualification review, the Chinese Government Scholarship stipend (if included) will start to be distributed monthly to the card of Bank of China connected to the Student ID Card. The validation and distribution of the scholarship will be made according to policies and regulations of the China Scholarship Council and the university.

答: 中国政府奖学金生活费(如含)将在学生按期来华到校完成报到注册并通过入学与奖学金资格审查之后,开始按月发放至与学生证关联的中国银行卡。奖学金有效性及发放办法将按照国家留学基金管理委员会和学校的政策规定执行。

Part IX: Other 其他问题

Q41. Should students submit a nucleic acid test certificate when they enroll at the university? 学生入学报到时是否要提交核酸检测证明?

A: At present, students are no longer required to submit a nucleic test certificate.

答: 现在学生已不需要提供核酸检测证明了。

Q42. Is there a list of relevant departments that new students might need to contact regarding enrollment? 可否提供一个与新生入学报到相关各部门的列表?

A: Please refer to the table below for contact information of relevant departments.

答：新生入学报到相关部门联系方式如下：

Number	Department	Affairs	Phone Number	Email Address
1	Undergraduate Admissions Office	Undergraduate Admissions	+86 10 62783100	admissions@tsinghua.edu.cn
2	Academic Affairs Office	Undergraduate Student Status	+86 10 62794180	jwcjwk@tsinghua.edu.cn
3	Graduate Admissions Office	Graduate Admissions	+86 10 62781380	grad@tsinghua.edu.cn
4	Graduate School Student Status and Financial Aid Office	Graduate Student Status and Scholarships	+86 10 62789660	yjsyglc@tsinghua.edu.cn (Student Status) finaid@tsinghua.edu.cn (Scholarships)
5	Office of Academic Affairs Non-Degree Programs Office	Non-degree Student Admissions	+86 10 62773508 (Visiting Program) +86 10 62773508 (Exchange Program) +86 10 62771368 (Chinese Language Program)	visiting@tsinghua.edu.cn exchange@tsinghua.edu.cn chinese@tsinghua.edu.cn
6	Registration Center	Course Registration	+86 10 62787169	zczx@tsinghua.edu.cn
7	International Students & Scholars Center	New Student Registration, Visa, Accommodation and other affairs	+86 10 62773076 (Undergraduates) +86 10 62789388 (Graduates) +86 10 62770992 (Non-degree Students)	iso-undergrad@tsinghua.edu.cn iso-grad@tsinghua.edu.cn iso-nondegree@tsinghua.edu.cn
8	International Student Apartments	On-campus accommodation management and service	+86 10 51535501 +86 10 51535500	gaopei@tsinghua.edu.cn

序号	部门	事务	电话	邮箱
1	本科生招生办公室	本科生招生事务	+86 10 62783100	admissions@tsinghua.edu.cn
2	教务处	本科生学籍事务	+86 10 62794180	jwcjwk@tsinghua.edu.cn
3	研究生招生办公室	研究生招生事务	+86 10 62781380	grad@tsinghua.edu.cn
4	研究生院学籍与奖助办公室	研究生学籍与奖学金事务	+86 10 62789660	yjsyglc@tsinghua.edu.cn (学籍)
				finaid@tsinghua.edu.cn (奖学金)
5	教务处非学位办公室	非学位生招生事务	+86 10 62773508 (进修生项目)	visiting@tsinghua.edu.cn
			+86 10 62773508 (交换生项目)	exchange@tsinghua.edu.cn
			+86 10 62771368 (汉语生项目)	chinese@tsinghua.edu.cn
6	注册中心	注册选课事务	+86 10 62787169	zczx@tsinghua.edu.cn
7	国际学生学者中心	入学报到、签证、住宿及其他事务	+86 10 62773076 (本科生)	iso-undergrad@tsinghua.edu.cn
			+86 10 62789388 (研究生)	iso-grad@tsinghua.edu.cn
			+86 10 62770992 (非学位生)	iso-nondegree@tsinghua.edu.cn
8	国际学生公寓	在校住宿管理服务	+86 10 51535501 +86 10 51535500	gaopei@tsinghua.edu.cn