



Frequently Asked Question – What to do, if...?

Accommodated students

1. Where do I find out how I have to pay for a dormitory?

- <http://iskam.czu.cz>

2. Where do I pay the dormitory and other fees?

- in cash or via payment card at the cash desk in the Library building
- on-line via payment card after logging in at: <http://iskam.czu.cz>

3. What if I want to pay by direct debit?

- enter a direct debit authorization from my account to the CZU account at my bank,
- enter a direct debit limit, the minimum amount is CZK 8,000
- submit the bank's confirmation of direct debit authorization to the head of your dormitory

4. What if I want to pay with a payment order?

- tell your bank to make a payment order in the amount of the receivable,
- account number of CZU: 500022222/0800
- Variable Symbol (VS): 817501
- For the Specific Symbol (SS), it is necessary to provide your University Identification Number (UIN).

5. If I want to pay from abroad, I enter:

- IBAN: CZ380080000000002222
- SWIFT: GIBACZPX

6. I just brought a computer to the dormitory. How do I connect to the dormitory network?

- on website <https://www.oikt.czu.cz/en> you must first register the so-called MAC address of your network card. The second step will be to pay the fees associated with the operation of the computer in the dormitories. All other information can be found at <https://www.oikt.czu.cz/en/r-13377-instructions-and-documents/r-14635-eduroam-manuals> or the IT staff of the JIH laboratory will be happy to provide the information to you.

7. What if I want an internet connection?

- ask the head of your dormitory to register the network connection payment on your student card in the "ISKAM4" accommodation program.

8. If I want to request a room change

- ask the head of your dormitory for a room change.

9. What if I find out I will be repeating the year?

- inform the head of your dormitory,
- you have no preferential entitlement to a dormitory in the next academic year.



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10. What if I want to use a kettle, toaster etc. in my room?

- tell the head of your dormitory that you want to use a kettle in the room, etc. You will pay for appliances according to the payments price list of <https://www.kam.czu.cz/en/r-10442-documents-and-forms> / Prices and Contracts.

11. What if I find a technical defect in the room?

- notify the head of your dormitory of the defect by e-mail or in person, and at the same time you send information about the defect to your dormitory reception (which records the defect and checks its removal).

12. What if I lose the keys to my room?

- report the loss to the head of your dormitory,
- the loss of the key is subject to a fee.

13. If I want to have my blanket, pillows, lamps, etc. changed?

- ask the storage operator of your dormitory for a change of blanket, etc., at the given date for changing linens and accessories.

14. What if I want to end my accommodation (during the course of an academic year)?

- give written notice of termination of accommodation to the head of your dormitory (the form can be found at <https://www.kam.czu.cz/en/r-10442-documents-and-forms>).
- the notice period is 1 month and commences as of the date of the notice (see Accommodation Agreement, Article VI, paragraph 2),
- the amount for any unpaid dormitory rent will be deducted from the deposit after the transfer of a clean and tidy room, including return of room keys and bed linens. Any damages will also be paid from the deposit.

15. What if I want to request a dormitory for another year?

- submit a new application for accommodation via <http://iskam.czu.cz>,
- follow the Accommodation Scenario at CZU dormitories for the following academic year at <https://www.kam.czu.cz/en/r-10442-documents-and-forms> / Prices and Contracts.

16. What if I want to apply for a holiday housing?

- ask the head of your dormitory for holiday accommodation.

17. What if my accommodation agreement (at the end of the academic year) ends and I have requested a dormitory for the new academic year, and I will not be living there during the holidays?

- tell the head of your dormitory that you want to terminate your accommodation at the dormitory (e.g. on 1 July),
- if I have a request for a refund of the deposit at the end of the accommodation (bank transfer), I do not pay the dormitory fee for the last month (the dormitory fee is deducted from the your deposit),



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- if you have request to transfer the deposit to the next academic year at the end of the accommodation, you will clear all debts by the date of the termination of the accommodation,

Unpaid balance (deposit, dormitory and other payments) - methods of payment and possible solutions:

- a) by transfer to a bank account, account number 500022222/0800 (ČZU), VS 817501, SS it is necessary to state my University Identification Number (UIČ),
- b) in cash or by payment card at the box office of the CZU Library building,
- c) payment card online, via the ISKAM4 payment gateway.

Overpayments (deposit, dormitory and other payments) - refund and possible solutions:

- d) by transfer to the bank account you have filled in in ISKAM4,
 - e) in cash at the box office of the CZU Library building,
 - f) on a payment card, if I pay via the ISKAM payment gateway, on-line with a payment card.
- I will find out the amount of overpayment or arrears after logging in to ISKAM4. You can make the payment directly by the button "Recharge and pay outstanding debts".

18. When can I move in or out of the dormitory?

- on weekdays from Monday to Friday, from 8:00 - 15:00



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Future first year students

- 1. What if I don't know how to submit an application for accommodation at a CZU dormitory?**
 - applications for accommodation at the CZU dormitory are submitted online via iskam.czu.cz.
 - to access, enter the login credentials for CZU information systems.
- 2. Where can I find my LOGIN username?**
 - you can find your LOGIN username in the e-application for study: <https://is.czu.cz/prihlaska/?lang=en>.
- 3. What if I don't know who will provide me with my login password?**
 - check the document storage of the pre-enrollment section of your e-application for study: <https://is.czu.cz/navratka/?lang=en>.
- 4. What if I forgot my password to the UIS?**
 - write an e-mail to the university Helpdesk (at helpdesk@czu.cz) and ideally specify your LOGIN or other information that clearly identifies you as a student.
- 5. What if I cannot log in to the school email?**
 - make sure you are logging in to the correct address: <https://mail.studenti.czu.cz>. The username must be entered in the following form, e.g. xnovp001@studenti.czu.cz, i.e. including the domain behind the @ sign.
 - use the same login information that you would use for the UIS (<http://is.czu.cz/>). If this information does not work, log in to the UIS and change your password. After about 60 minutes, the password will also be duplicated to the mailbox.
- 6. If I am accepted for studies on appeal after the date of submitting the application?**
 - submit the application for accommodation via the accommodation office.
- 7. What if I have submitted the application but I have not received a dormitory?**
 - call the accommodation office (224383373) or write an email to ubytovani@kam.czu.cz.
 - confirm the request that you are still interested in accommodation and monitor your personal or student email (the one you provided when submitting the application for accommodation).
- 8. When do I pay the accommodation deposit?**
 - pay the accommodation deposit in the amount of CZK 7,000 after receiving an affirmation of being granted accommodation to your email address
- 9. What if I pay the deposit after the deadline?**
 - an accommodation agreement will not be concluded, and you lose entitlement to accommodation at the CZU dormitory.



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10. What if I have paid the deposit but I find a different housing option?

- cancel your CZU dormitory application by 30th September at the latest
- you will get refunded the deposit except CZK 300, which is a flat administration fee for CZU.

11. What if want to choose a room in the dormitory with a friend?

- contact the head of the relevant dormitory and book a room. Contact information can be found at www.kam.czu.cz/kontakty.

12. I have paid the deposit and I am to go to the dormitory. Do I have to pay dormitory fees for October?

- yes. The deposit is not used to pay the dormitory fee, but it is used to pay any arrears and damage to the equipment of the room at the end of the accommodation.

13. I am a 1st year student. Can I sleep at the dormitory on the first day of accommodation?

- yes. After signing the accommodation contract and receiving the keys from the room and bedding. The dormitory rent is charged from the first night.

14. What is the difference between a room with and without furnishings?

- a room with furnishings includes a shower and a WC in the room,
- room without furnishings – shower, shared WC on the floor.

15. What if I want to eat at the Mensa?

- you can eat at any day from Monday to Friday (lunch and dinner at specified times), and they only need to have a UEP card. You don't have to order the meal in advance. For more food options in the CZU campus check: <http://food.czu.cz>.

16. What is UEP?

- UEP is an electronic payment system for students and employees of CZU, providing to users, through new ID cards, a simple and centralized way of paying for services and goods offered and provided by the university and CZU contractual campus partners. These include payments for Mensa meals, payment of dormitory fees, study fees, payments for printing and library services, as well as the possibility to pay in cafeterias and restaurants on the CZU premises, etc.

How to get a UEP

- The UEP can be used by CZU employees on an employee card or ITIC and full-time students owning an ISIC.

When charging money to the UEP at the charging kiosk, I didn't get the money in my account



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- if there is a communication error between the charging kiosk and the card, the money will be deposited in the Jumbo account. Reinsert the card and select "Recharge to Maximum" (the money from your Jumbo account will be charged to the card). If the money is not in the Jumbo account, save the receipt and go see Ing. Tomáš Patočka.

I need more information about my ISIC card with UEP

- look for the answer on the [UEP](#) website, or you can contact the [Helpdesk](#) department or add your question to the discussion forum at <https://moodle.czu.cz/?lang=en>.

17. Where should I apply for an accommodation scholarship?

- electronically in the UIS. For more information check: <https://www.czu.cz/en/r-9188-study/r-9252-information-for-students/r-9265-scholarships>.

18. Where can I fill in my bank account for receiving an accommodation scholarship?

- login to UIS (<http://is.czu.cz/>), choose "Student Portal -> Banking information" and fill in the account number.