Frequently asked Questions (FAQs)

Q 1. How can I make sure that my admission application has been submitted successfully?

Log-in to UNISONO and click “View application status”

If your application status is “canceled” or “in preparation” your application is incomplete. If it is “received” this means that your application has been submitted

Q 2: I need an application number for some official documents

Log-in to UNISONO and click “View application status”. On the upper right side, you will find the application number
Q 3. I forgot my password

If you have forgotten your password, click on the lost login data in UNISONO.

Write your user name, if you do not remember, it is mentioned in the first E-mail you received at the time of self-registration.

You will receive a security code

You will receive an E-mail from “no-reply@zv.uni-siegen.de”. If you are unable to find the E-mail double check the spam or Junk mail folder. Follow the link in the E-mail. Enter the code and set a new password.

Q4. Can I apply for more than one course for one session?

Yes! You can do that and you do not have to make a new account. You can simply add a new application. Acceptance or Rejection in one subject will not affect your application in another subject.
Login to Your UNISONO account and press pre-enrollment

If you have already successfully applied, the Pre-Enrollment will take you the overview page.

Scroll down and “click add an application”

Q 5: My application status has changed to “Valid”
If your status has changed to valid this indicates that your application is under process in the department.

Q 6: Someone I know has his application status changed but mine is same even though I applied before them, does this mean my admission is rejected.
NO! Please wait for your application status to be changed.

Q 7: I am not able to login
Please make sure that you are using the correct user name and password.
Sometimes the system is down due to maintenance so wait for few hours and try again.
If you are still not able to login after 24 hours contact UNISONO support using the following E-mail
unisono-support@zv.uni-siegen.de

Q 8: Should I send documents via post
Kindly do not send any documents by post to the University unless specifically asked for.
(If your language certificate has to be sent by the examination authority that is different)

When sending your language certificate make sure that your department is mentioned on it.

**Q 9: What is the next step after application**

Once you have applied please wait till you are contacted by the university.

If you receive admission contact your advisor for further process

[igs.advisor@nt.uni-siegen.de](mailto:igs.advisor@nt.uni-siegen.de)

**Q 10: I am a non-EU citizen and getting visa appointment is very difficult. Can the University issue me a conditional admission letter so I can start the process?**

University of Siegen do not issue conditional admission letter.