

# Student Guide for International Students

Lucerne University of Applied Sciences and Art  
School of Computer Science and Information Technology





## Dear International Students

We are very happy to welcome you at the Lucerne School of Computer Science and Information Technology for one or more exchange semester(s) or an entire degree. You might know that an international study experience always creates administrative work with different people involved. As a result of this, students are sometimes confused about deadlines, responsibilities and their own duties. Therefore, we have created this guide for you.

Please read this document carefully and follow the steps where necessary. The incoming student guide should answer most of your questions. By following it, you will be well prepared for your exchange semester at the Lucerne University of Applied Sciences and Arts – School of Computer Science and Information Technology.

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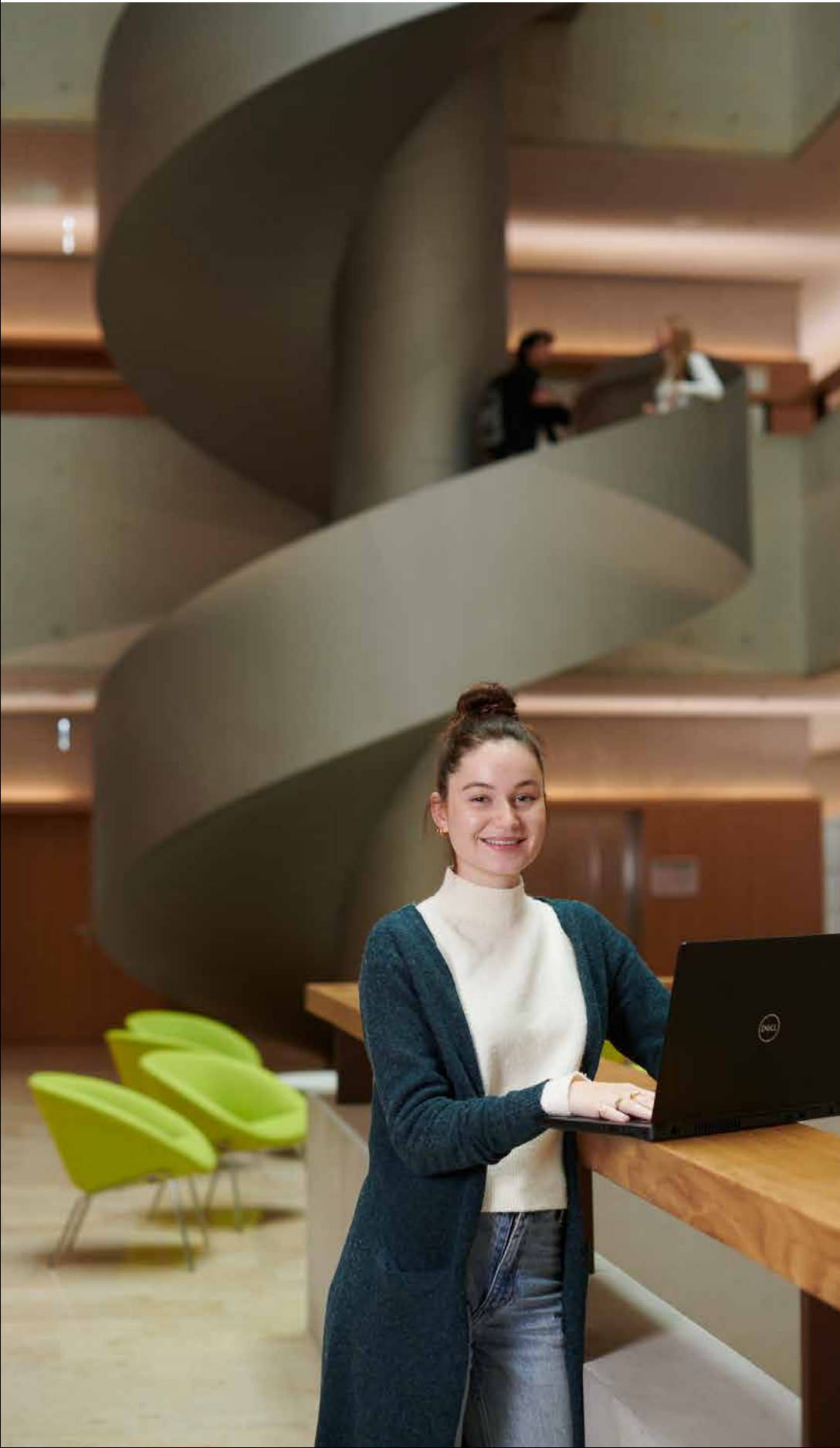


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“Wonderful experience, in a wonderful country. First class teachers. Switzerland is an adventure like no other.”

Feedback from an incomings student from Sweden



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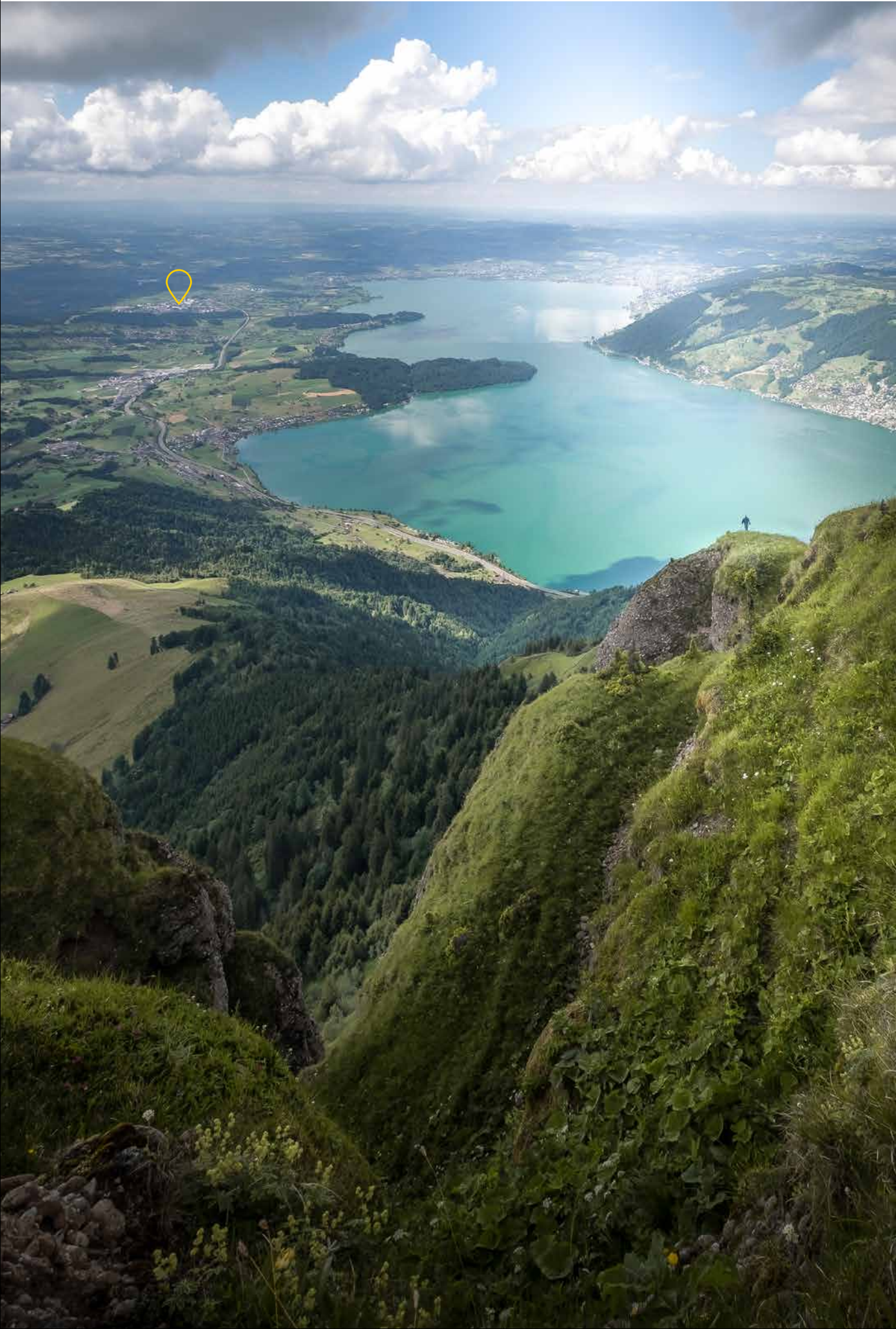
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# Welcome to Switzerland and Lucerne



## About Switzerland

Crystal-clear lakes, imposing peaks, picturesque villages and cities. Switzerland has much to offer and there is much to discover. The rather small country is located in the very heart of Europe, a vibrant destination made of stunning diversity: 4 national languages, diverse culture and mentality, religion, food and much more. Switzerland borders Germany, Austria, Italy and France.

Switzerland is famous for its high mountains, numerous beautiful lakes, watches, jewelry, pharmaceuticals, efficient transport system, good cheese, fabulous chocolate and much more.

For cities lovers, visitors are dazzled by Swiss's cosmopolitan cities such as Zurich, Basel and Geneva.

For wine lovers, Swiss wine regions like Ticino, Geneva and Valais offer the finest wine grapes grown in the most spectacular vineyard setting.

Switzerland Tourism:  
[myswitzerland.com/en-ch](https://myswitzerland.com/en-ch)

## About Lucerne

Lucerne is the economic, social and cultural center of central Switzerland. The city is located 436 m above sea level and has a population of 82'000. Temperatures average 25 °C in summer and -3 °C in winter. The cities of Zurich, Berne and Basel can be reached within one hour by train or car. Lucerne is in the German-speaking part of Switzerland.

Noteworthy attractions include the Chapel Bridge and the Lion Monument. With its direct access to the Lake of Lucerne, the Vierwaldstättersee, Lucerne is an ideal starting point for boat cruises to the neighboring cantons of Nidwalden, Obwalden and Schwyz. The nearby mountains of Rigi, Stanserhorn, Bürgenstock and Pilatus attract thousands of visitors every year.

[More information about Lucerne](#)



## About the Lucerne University of Applied Sciences and Arts

The University of Applied Sciences and Arts with its six Schools is located in and around Lucerne. The School of Computer Science and Information Technology is the youngest School. It opened its doors in September 2016.

### Key data 2022:

- 8'294 students attending bachelor's and master's degree programs
- 12'724 professionals attending continuing and executive education programs
- 348 new research and development projects
- 869 lecturers
- 621 assistants/research associates
- 580 administrative and technical support staff, trainees and interns

More information about the University of Applied Sciences and Arts can be found [here](#).





# Entering and Living in Switzerland

## Visa Application

Depending on your nationality, a visa might be required to enter Switzerland. If you are not sure whether you need a visa or not, please consult the website of the [State Secretariat for Migration SEM](#).

Please also read the information about visa and residence permits [here](#).

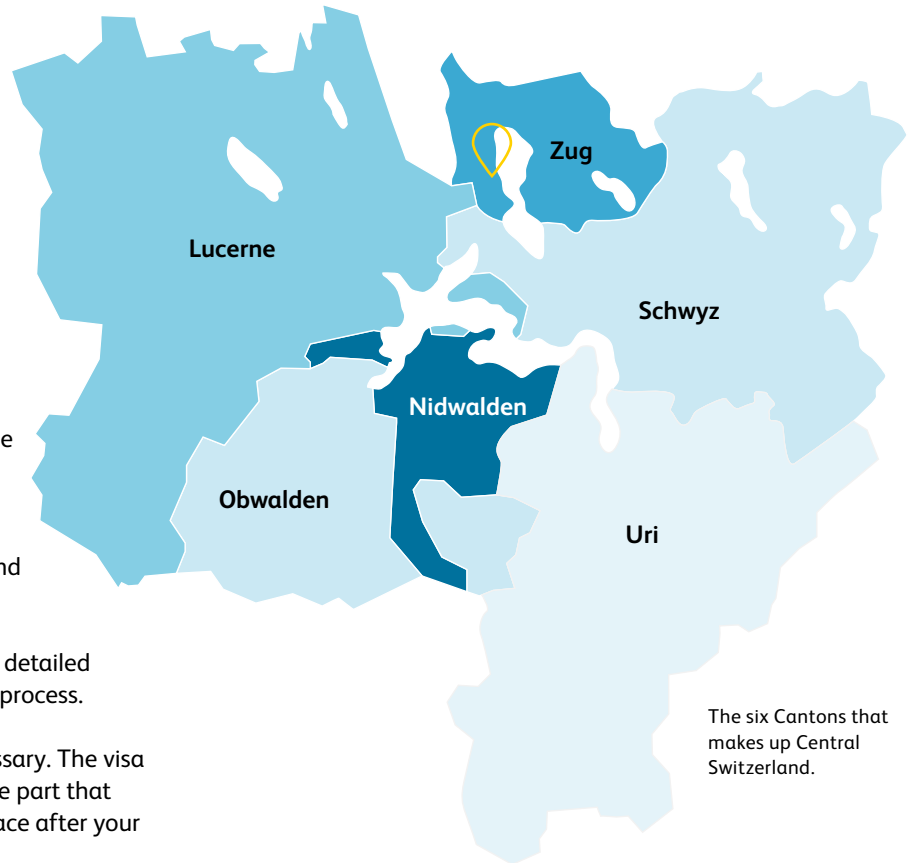
Once you have been accepted you will receive detailed information for the visa and residence permit process.

It is in your responsibility to get a visa if necessary. The visa process is generally divided into two parts: One part that takes place before, and one part that takes place after your arrival in Switzerland.

**Part one:** Application steps, fees and the required documents for the visa application differ a lot depending on the student's home country/nationality. To start the process, please consult the Swiss embassy in your home country and seek information about the exact procedure. Documents required might include:

- Letter of acceptance from the host university
- Copy of passport
- Proof of language skills
- Rental agreement in Switzerland<sup>1</sup>
- Bank statement proving that you have sufficient funds for an exchange semester in Switzerland
- Letter of motivation for your exchange semester

**Please note** that in some countries the application process (part one) can take up to four months. Therefore, it is recommended to start the process as soon as possible! You are only allowed to enter Switzerland with your approved visa and you need to wait in your country until you have received it.



**Part two** of the application process will be explained in detail during the “Introductory Weeks” in Switzerland. If you live in the Canton of Zug, you will have to fill in a [registration form A2](#) within 14 days after your arrival and send it to the migration office of the **Canton of Zug**. Afterwards you will get an appointment at the migration office in order to register your biometric data. After the registration of your biometric data, you will receive your residence permit by mail and the visa process is finished. The registration of the biometric data and administration of the whole process are subject to a fee (approx. CHF 250 – 350).

If you plan to live in the **Canton of Lucerne** (not in Zug), please contact the Exchange Program Coordinator of the Lucerne School of Computer Science and Information Technology.

The processes are slightly different.

<sup>1</sup> Students normally live in the Canton of Lucerne or Zug. The university offers accommodation in those two cantons. The School of Computer Science and Information Technology is located in the Canton of Zug.

## Application for Residence Permit (for students from EU/EFTA countries)

In order to live and study in Switzerland, students need a residence permit. If you live in Lucerne you must apply for this permit in person at the residents' registration office of your commune within 14 days of entering Switzerland.

**Students living in the Canton of Lucerne** need to bring the following documents:

- A valid passport or ID
- A current passport photograph
- An admission confirmation letter from the Lucerne University of Applied Sciences and Arts
- A rental agreement
- A copy of your health insurance policy covering your stay in Switzerland
- Proof of sufficient financial means; this may be a bank statement or a letter from your parents or from a guarantor residing in Switzerland confirming they will support you with monthly payments of CHF 1,750 or more
- sufficient cash to cover the fees of:
  - > EU/EFTA students: approx. CHF 150.00
  - > non EU/EFTA students: approx. CHF 200.00

After a few weeks, you will receive your residence permit.

**Students living in the Canton of Zug,**

(e.g. on the campus in Rotkreuz) please bring the following documents for the registration (after arrival). Students need to send the [form A1](#) (for EU/EFTA) to the migration office by mail with the following attachments:

- 2 passport pictures
- Copy of passport or identity card
- Copy of rental agreement
- Confirmation of Enrolment
- A copy of your health insurance policy covering your stay in Switzerland or copy of European Health Insurance card or signed form "exemption from compulsory healthcare insurance in Switzerland" (exemption form will be sent to you by mail after registration).

Your registration and the related documents are subject to a fee. Please note that the Lucerne University of Applied Sciences and Arts will not cover these costs.

Details will follow during the Introductory Weeks. For students from countries where no visa is required, the process will end with the prior described registration at the authorities. The residence permit will be sent to them via mail.

Costs for students from an EU/EFTA countries related to your residence permit:

- Canton of Zug: CHF 66.–
- Canton of Lucerne: approx. CHF 50.–

## Deregistration Process

At the end of the semester or degree program, each student has to inform the local town hall/municipality (of where they lived) in person about their leaving date.

## Health Insurance

Every resident in Switzerland has to have health insurance, no matter of the person's nationality. Students with health insurance from a European country normally fulfil the requirements given by the Swiss law. Students from a non-European country, who have health insurance from their home country – which covers them during their stay in Switzerland – can apply for an exemption of Swiss health insurance. The home health insurance needs to confirm that they offer the same services as a Swiss health insurance and that they cover all costs.

An exemption of Swiss health insurance can be requested by filling in the form "Foreign insurer's confirmation" (signed from the home health insurance). The form is available in English and German (Bestätigung über den Versicherungsschutz). You can request the form from the Exchange Program Coordinator of the Lucerne School of Computer Science and Information Technology.

Some health insurances refuse to sign this confirmation<sup>2</sup>. Those students have to close a new contract with a Swiss health insurance. In this case we recommend Swisscare for approx. CHF 80 per month. You have the option to close a contract with Swisscare during the Introductory Week (Get started Workshop vgl. chapter 30).

<sup>2</sup> From experience we know, that very often the insurance coverage from countries outside Europe do not meet the Swiss standard. We recommend those students to close a contract with a Swiss insurer right away. Students living in the Canton of Zug can hand in the exemption form only once. If it gets refused the students need to close a contract with a state-approved Insurer (not Swisscare – this is a private insurance but meets the Swiss standard).

More information: [ch.ch/en/health-insurance-foreigners](https://ch.ch/en/health-insurance-foreigners)



## Costs of Living in Switzerland

In Switzerland we use Swiss Francs (CHF).

The costs of living are rather high in Switzerland. However, you can save money if you go to Lidl or Aldi for food shopping or buy the budget-friendly lines in Migros (M-Budget) or Coop (Prix Garantie). Eating in Restaurants (especially in the evenings) is expensive. Cooking at home with friends or doing a barbecue in the summer is fun and more affordable.

With your Student ID Card you get discounts at several places (e.g. Cinemas).

	Periodicity	Amount (in CHF)
Accommodation	monthly	550–800
Groceries	monthly	300–400
Public transport	monthly	50–70
Compulsory Health insurance for foreigners	monthly	80–180
Recommended Third party liability insurance	yearly	120–140
<b>Total monthly cost approx.</b>	<b>monthly</b>	<b>980–1590</b>





# On-Campus Facilities

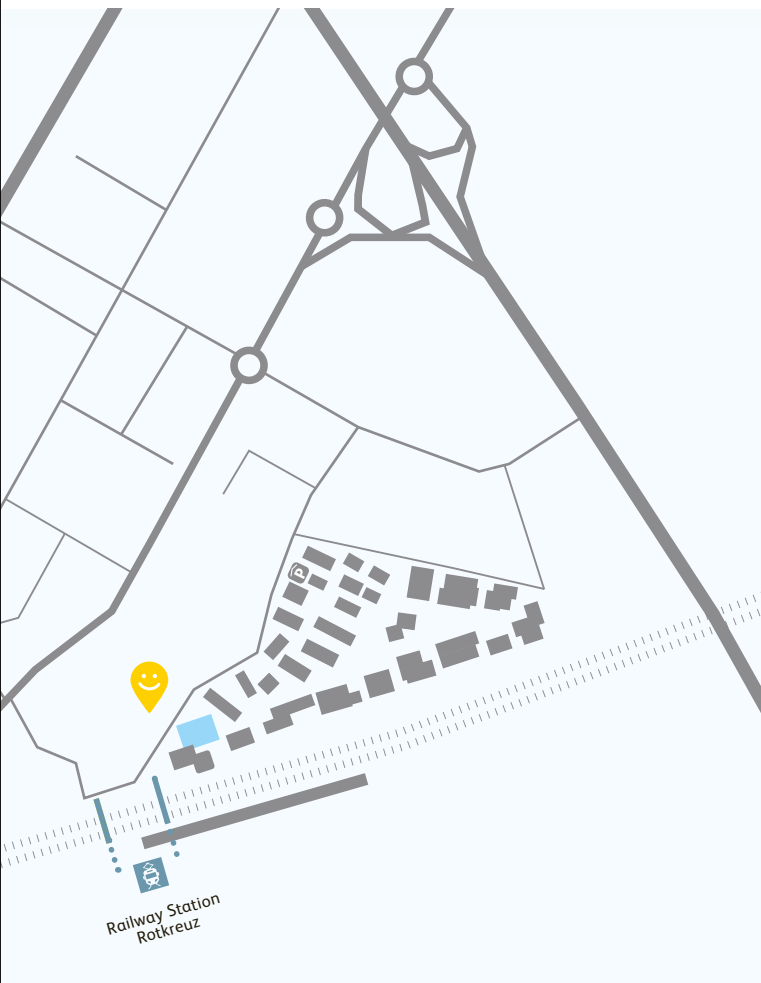
## The Campus of the Lucerne School of Computer Science and Information Technology

The School is located in **Rotkreuz**. This is a small but growing city between Lucerne and Zurich. Approx. 12'000 people are living in Rotkreuz. The new campus is located next to the train station. Lucerne can be reached in 20min by train.

The School's class rooms, laboratories, administration offices, etc. are in:

- Suurstoffi 1 (called S1) > class rooms, laboratories, student administration
- Suurstoffi 12 (called S12) > class rooms

### Map



## Accommodation for International Students

The Lucerne University of Applied Sciences and Arts offers housing support ([housing@hslu.ch](mailto:housing@hslu.ch)). Exchange students can reserve accommodation in the Mobility Online Tool as part of the application process. Degree seeking students please contact [housing@hslu.ch](mailto:housing@hslu.ch) to book a room. Furnished rooms normally cost between CHF 550–700 per month.

The campus Zug-Rotkreuz has its own furnished student apartments (shared).

### Accommodation website

#### Off-Campus Accommodation

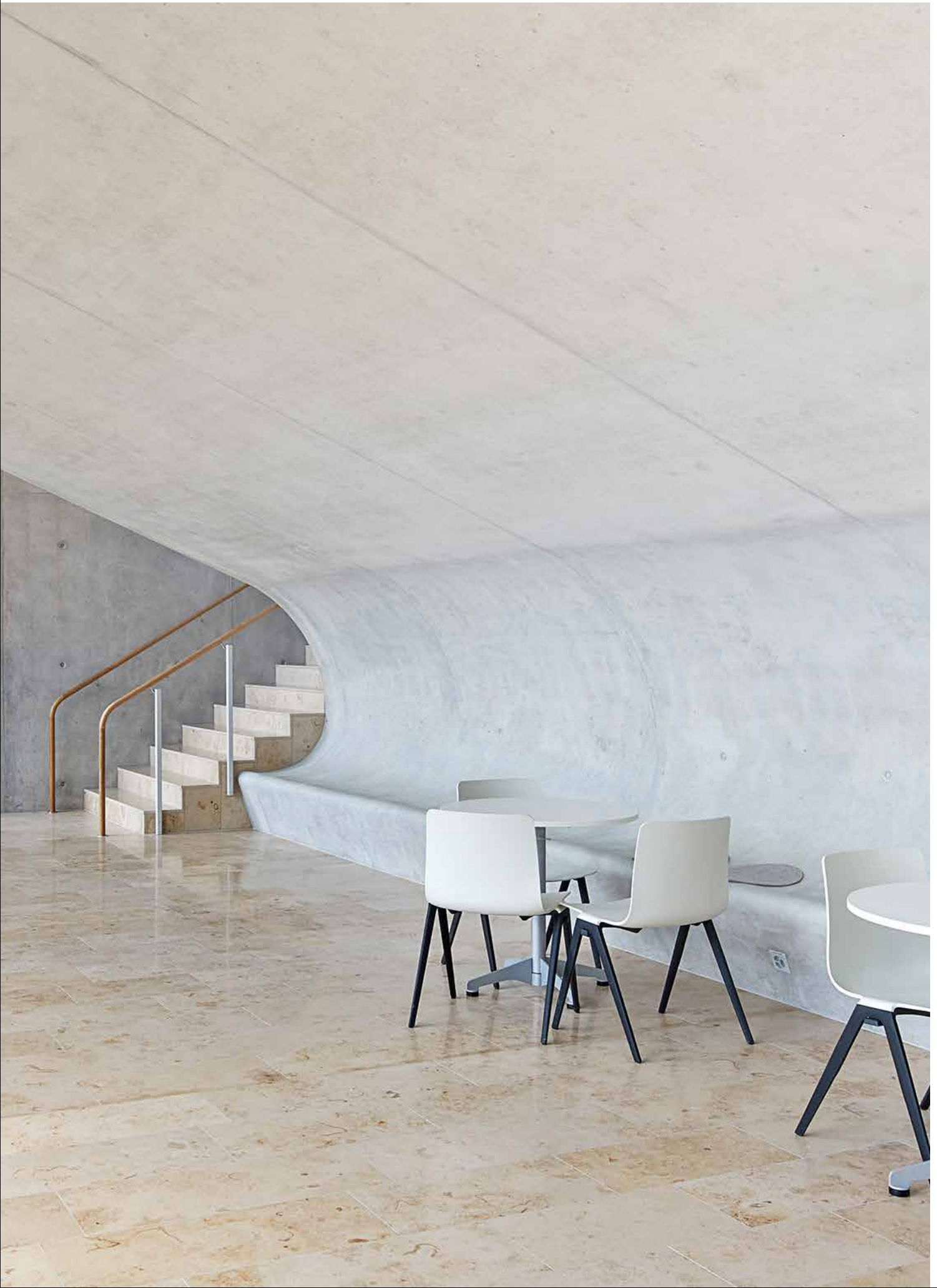
Looking for a private accommodation in Lucerne is possible as well. Make sure you rent a furnished room for the duration of your stay only (not unlimited). You can consult the following websites to look for rooms in and around Lucerne:

- [studentroom.ch/en/home](http://studentroom.ch/en/home)
- [wgzimmer.ch/en/wgzimmer/search/mate.html?wc\\_language=en](http://wgzimmer.ch/en/wgzimmer/search/mate.html?wc_language=en)
- [flatfox.ch/en](http://flatfox.ch/en)
- [students.ch/wohnen/list](http://students.ch/wohnen/list)
- [meinwgzimmer.ch/zimmer-suchen/Luzern](http://meinwgzimmer.ch/zimmer-suchen/Luzern)

#### Car Parking

Most accommodation options do not provide car parking space. There are very limited parking slots on the campuses of the Lucerne University of Applied Sciences and Arts. To rent a parking space somewhere costs CHF 120.–/month or more. We strongly advise you to travel by public transport to Switzerland.







# On-Campus Services

## Cafeterias and Self-catering Places on Campus

Each campus has its own cafeteria. The cafeterias offer a choice of meals at lunchtimes (approx. CHF 10.00), including vegetarian options and pasta and salad bars. For students who bring their own food, the university has set up special self-catering rooms with microwaves.

## Library

The library is in the building “Suurstoffi 1” in Rotkreuz. Most of the information resources in the library are electronic and you research via [iluplus.ch](http://iluplus.ch). Printed Books can also be ordered online to Rotkreuz from Lucerne and all the German speaking University Libraries in Switzerland. Please ask the library staff in Rotkreuz, your Buddy or the Exchange Program Coordinator for help if needed. The library is open from Monday – Friday between 09:00 and 17:00 hrs. Your HSLU student card is also your library card.

## HSLU Email Address

Every international student gets a HSLU email address. The school sends all important information regarding your studies to this email address. Please check your inbox regularly.

## IT Helpdesk

The School's IT Helpdesk is happy to help you with technical problems.

## Software for Students

There is a selection of software available for students. You need your HSLU login to download it ([website](#) in German only).

## HSLU Student Card

International students will receive the HSLU student card at the time of their arrival.

With this card you will be able to use the schools printers/scanners, participate in the university's sports program (see chapter 18), it is your library card (see chapter 12) and you get access to secure rooms and you get reductions at places like the School's cafeteria, the cinema, etc. You can upload money

on the card at the loader machines in the schools buildings. After you have received your card, you need to validate it at one of the machines for validation. One is for example on the 2nd floor in the building Suurstoffi 1 in Rotkreuz.

## Photocopying and Scanning

Students can insert their student card into the card readers on photocopiers. Providing that sufficient funds are available on the card, the requested number of copies will then be produced. The amount is deducted directly from the card.

Photocopying	One side	Double side
A4 black/white	CHF 0.10	CHF 0.20
A4 colour	CHF 0.50	CHF 1.00
A3 black/white	CHF 0.20	CHF 0.40
A3 colour	CHF 1.00	CHF 2.00
Scanning	For free	For free

## Campus Sports

University Sports Campus Lucerne (HSCL) offers versatile sports and training opportunities. Numerous courses, training camps and events are offered to all students at the Lucerne University of Applied Sciences and Arts. Most of the courses are for free.

Their website is mostly in German. Please ask your buddy or your Exchange Program Coordinator if you need help.

## Online Platforms

**An overview of all platforms can be found here.**

Mainly, international students will need the following platforms:

- [SOP Mobility Online](#): Registration and Administration of your exchange semester.
- [Webmail](#): you will receive a HSLU email address.
- [MyCampus](#): news for students, time table, course descriptions, study documents, etc.
- [Ilias](#): E-Learning platform

Students need a user name (email address) and a password to access the platforms mentioned above. You will receive your personal login data via Mobility Online.

# Log in, password change and MFA

As soon as you have received your personal login, please change your password for security reasons.

The screenshot shows a 'Personal Login Information' form with the following fields: Last Name, First Name, Email Address, User Name, and Initial Password. A green arrow points from the 'User Name' field to a green box labeled 'Needed for step 2'. A blue line points from the 'Initial Password' field to a blue box labeled 'Needed for step 5'. Below the form, there is a 'Password' section with instructions to change the initial password, a 'Use' section with IT regulations, and an 'Access to' section with links to various services.

**Personal Login Information**

Last Name: [REDACTED]  
First Name: [REDACTED]  
Email Address: [REDACTED]@stud.hslu.ch  
User Name: campus[REDACTED]  
Initial Password: [REDACTED]

**Password**  
We recommend you change the above mentioned initial password after your first visit. The updated password is valid for all the Lucerne University of Applied Sciences and Arts (HSLU) systems. To change or reset a password or retrieve a forgotten user name, go to <https://passwortwechsel.hslu.ch>.

**Use**  
Please read the IT regulations carefully before using the HSLU IT infrastructure. With the use of the IT infrastructure, you confirm to agree to the guidelines in the document.

The regulations can be found online at: [hotline.hslu.ch](https://hotline.hslu.ch) → **Reglemente / Richtlinien** → **Benutzungsreglement für Informatikmittel - Gültigkeit HSLU-Benutzerkonto und Mailadresse**

Keep in mind that after your completion of studies both your HSLU account and e-mail will be deleted after a short notice. The deletion of the HSLU account and the e-mail is triggered by the responsible authority in the department. The date will be fixed by the University. The extension of the validity of an account / e-mail address after the completion of a study is not possible.

**Access to**

Student Corner at T&A-Homepage	<a href="https://www.hslu.ch/h-login">https://www.hslu.ch/h-login</a>
E-mail Account	<a href="https://webmail.hslu.ch">https://webmail.hslu.ch</a>
ILIAS <i>This Login will work at the beginning of the semester</i>	<a href="https://clearing.hslu.ch">https://clearing.hslu.ch</a>
EventWeb	<a href="https://saweb.hslu.ch">https://saweb.hslu.ch</a>

If you have access problems, please contact the IT hotline at 041 228 21 21 or [informatikhotline@hslu.ch](mailto:informatikhotline@hslu.ch)

Needed for step 2

Needed for step 5

Your task is to change your password by following the steps on the next page. Please note that your password must fulfil the following criteria:

### Your password must contain

- 10 characters in total
- upper and lower case letters
- a number (0-9) or a special character ( \_ + - ? # \* @ ! \$ % ~ = / \ ( ) . , ; : )

### Your password must not contain

- your name or parts of it
- your username
- your address or parts of it

1. Go to [passwortwechsel.hslu.ch](https://passwortwechsel.hslu.ch)

2. Click on “Passwort ändern”

**Hochschule Luzern**

Home	<b>Passwort ändern oder zurücksetzen</b>
Passwort ändern	<b>Passwort ändern</b> Wenn Sie Ihr Passwort noch kennen, können Sie dieses ändern.
Passwort zurücksetzen	<b>Passwort zurücksetzen</b> Wenn Sie Ihr Passwort nicht mehr kennen, können Sie dieses zurücksetzen.
Benutzername vergessen	<b>Benutzername vergessen</b> Wenn Sie Ihren Benutzernamen nicht mehr kennen, können Sie sich diesen per E-Mail zuschicken lassen.
→ Helpdesk	

*Wichtiger Hinweis: Im Dokument **Passwortwechsel** finden Sie Schritt-für-Schritt-Anleitungen, welche Sie bei der Durchführung von Passwort-Änderungen resp. -Zurücksetzungen unterstützen.*

3. Fill in your user name from the document “Personal Login Information” and click on “Weiter”

### Passwort ändern

Wichtige Hinweise:

- Ändern Sie das Passwort auf domänenintegrierten HSLU-Geräten nur, wenn das Gerät über ein Netzkabel oder via WLAN *direkt* mit einem HSLU-Netz verbunden ist (VPN genügt nicht).
- Während dem Passwortwechsel darf nur dasjenige Gerät mit dem HSLU-Netz verbunden sein, welches Sie für den Wechsel verwenden. Fahren Sie deshalb alle anderen Geräte (Smartphones, Notebooks, PCs etc.) herunter, respektive trennen Sie deren Netzwerkverbindungen.
- Bitte entnehmen Sie weitere wichtige Hinweise und detaillierte Schritt-für-Schritt-Anleitungen zu den Themen «Passwortänderung» und «Passwortzurücksetzung» dem Dokument **Passwortwechsel**.

Geben Sie bitte Ihren Benutzernamen ein:

Benutzername:

Abbrechen

Weiter

4. Fill in the letters you can read in the security check and click on “Weiter”

### Captcha

Sicherheitsmassnahme um Spam-Robots von dieser Seite auszuschliessen.

Können Sie das lesen?



Bitte geben Sie die Zeichen ein:

Anderes Bild

Abbrechen

Weiter

5. Fill in the initial password from the document “Personal Login Information” in “Altes Passwort”

### Neues Passwort setzen

Sie können nun Ihr neues Passwort setzen.

Altes Passwort:

Neues Passwort:

Passwort wiederholen:

Abbrechen

Passwort ändern

6. Set your new password in “Neues Passwort”, confirm it in “Passwort wiederholen” and click on “Passwort ändern”

### Neues Passwort setzen

Sie können nun Ihr neues Passwort setzen.

Altes Passwort:

Neues Passwort:

Passwort ist Ok

Passwort wiederholen:

Abbrechen

Passwort ändern

#### What do I have to do if I forgot my password?

Go to the following link “[passwortwechsel.hslu.ch/KennwortZuruecksetzen.aspx](https://passwortwechsel.hslu.ch/KennwortZuruecksetzen.aspx)”, enter your personal login name and click on “weiter”.

#### I cannot change my password, what can I do?

Check, whether your password fulfils all criteria necessary.

#### What will my password be used for?

The set password will be your key to your HSLU email account, the learning platform “Ilias”, the administrative platform “MyCampus” as well as to HSLU’s WiFi access.

After you have changed your password you have to register for the multifactor authentication (MFA). The Lucerne University of Applied Sciences and Arts uses multifactor authentication (MFA), an authentication method that requires two proofs of identity (factors) to be provided before access to the desired resource is granted.

Please follow the steps for registration [here](#).



# Academics

## Academic Calendar and Public Holidays

The semester dates including public holidays and semester end exam dates can be found [here](#). On public holidays the university, shops, banks, post offices, etc. are closed.

## Learning Agreement and Registration for Courses

Most of the courses are available either in spring or in fall. The latest course lists can be found on our website for incoming students. If you have listed courses on your draft learning agreement that are not available in the chosen semester, changes might be necessary. We strongly recommend not to take more than 30 credits per semester because of the workload. If adjustments have to be made to your draft learning agreement, you will get contacted by your exchange program coordinator before the semester starts. The final time table will be available approx. 1.5 months before the semester starts. An immediate answer to these emails is requested, in order to register you for the chosen courses.

**Please note**, that most universities wish to get informed when your draft learning agreement was changed. Therefore, we recommend you get the approval of your home university for every change in your learning agreement.

The International Office will register you for the courses agreed in your learning agreement. No further action from the exchange students is required. After your arrival in Switzerland, you will still be able to register or deregister from courses within the first two semester weeks. Afterwards, no further changes are possible.

## Swissness Course

There is a [course](#) specifically for exchange students about Switzerland. Switzerland integrates diverse cultures and has developed its own distinct features. We will explore the cultural fabric of a country that you as a foreign student will hopefully call home (at least for little while). The course addresses topics like direct democracy, current Swiss politics, banking, economy, arts (architecture e.g.), history, customs (e.g. traditional food) and other aspects of society. In-class work is supplemented by excursions and a guest lecture.

Please list the course on your learning agreement if you wish to enroll for it.

## Language Courses

The [Universities' language center](#) offers many different language courses. All courses are for free. If you would like to take one, please check with your home university whether they acknowledge the credits or not.

## Exams and Grading System

Exams typically take place at the end of the semester. Some modules base their final grades on assignments, presentations or interim exams during the semester rather than on end-of-module exams.

The credit system is based on the European Credit Transfer Systems (ECTS). Credits are assigned to each learning unit according to the expected student workload. One Credit Point requires an average workload of 25–30 hours' of student work. 30 ECTS credits (a full-time semester workload) at the Lucerne University of Applied Sciences and Arts correspond to 15 in North America and 60 in the UK.

The decision regarding the crediting of work carried out rests with the student's home university. The International Office of the Lucerne School of Computer Science and Information Technology helps students to compile the required documents.

The Swiss Grading Scale goes from 1.0 to 6.0. The pass grade is 4.0, the maximum grade is 6.0.

## Exam Results and Transcript of Records

Incoming students will see the result of their exams on the internal student platform "MyCampus" approx. 2 weeks after the exam period. Approx. 4 weeks after the semester end, they will receive an official Transcript of Records. This document will be sent to the home university and the student.

## Swiss-European Mobility Programme

Students from European partner schools of the Lucerne School of Computer Science and Information Technology are eligible to receive a grant for their exchange semester in Switzerland. Eligible students will receive further information from the Exchange Program Coordinator of the Lucerne University of Applied Sciences and Arts.







# Socializing and tips for everyday life

## Erasmus Student Network ESN

Since 2018 Lucerne has its own ESN section. Don't miss their diversified program. They offer an introductory week prior to the start of each semester as well as many different events during the semester. Join the **Facebook group "ESN Luzern"** to get in touch with them.

[Website](#)

## Buddy Program for Exchange Students

The buddy program promotes the intercultural exchange between international and local students. Furthermore, it aims to make your start into the exchange semester at the new place and in a culture as comfortable as possible. The buddy program is managed by ESN (Erasmus Student Network) Luzern.

Your buddy can assist you with the following:

- assistance related to your arrival (e.g. airport/central station pick-up)
- dealing with paperwork and bureaucratic affairs (registration at the authorities)
- tours around campus and the city
- your timetable
- excursions or participating together in events
- improving your German language skills by active communication

If you would like to have a local buddy from Switzerland, please sign up during application process.

Your buddy will contact you before your arrive in Switzerland. The amount of interaction is flexible and dependent on how much support is needed or how much interaction is wished.

## Introductory Weeks and Arrival in Switzerland

The Introductory Weeks are taking place two weeks before the semester starts (it is **mandatory** to participate at least the "Get started in Lucerne" Workshop). Normally, the "**Get started in Lucerne**" Workshop is offered twice (in the first and the second week on Saturday). Students can chose one of the events. The content is identical. Accepted students will be informed about the program by email as soon as the registration is open.

Information on living and studying in Switzerland will be provided during the Introductory Weeks. You should plan on arriving early, allowing ample time for you settle in and to interact with all other international exchange students right from the beginning.

## Student Association

The School's student association "STAIR" represents the interest of all students towards the School's management and organizes events for students, etc. [stair.ch](#)

Join them on [Facebook](#) and on [Instagram](#).

## Bank Account

If you wish, you can open a bank account in Switzerland. For students and young people, there are special options available with few or no account fees, for example:

- [UBS Campus Account](#)
- [Viva Student Account Credit Suisse](#)
- [Post Finance – Young Swiss](#)

Requirements for opening a Swiss student bank account:

- Residence permit with your address in Switzerland
- ID card/passport
- Study confirmation and HSLU Student Card

## Mobile Plans

It might be useful to have a Swiss mobile number during your stay in Switzerland. For exchange students, we recommend buying a prepaid card instead of a subscription. If you chose a mobile subscription, check the minimum duration as well as the cancellation policy. The most common providers are:

- [Sunrise](#)
- [Salt](#)
- [Wingo](#) (Website in German, French and Italian)
- [M-Budget Mobile](#) (Website in German, French and Italian)
- [Swisscom](#)

## Public Transport

The Swiss public transport system is very good and well-known for its punctuality. Schedules and train passes can be checked on their website [www.sbb.ch](http://www.sbb.ch) (also available in English) or on the SBB Mobile App. Unfortunately, there is no free or reduced public transport for students. We advise students to look for “[supersaver tickets](#)” (Sparbillette in German) for individual journeys or buy an appropriate subscription.

### [Schedule](#)

### [Tickets and train passes](#)

## Safety and Security

Switzerland and Lucerne / Rotkreuz are generally very safe places. But still, please take care of your belongings and do not walk alone at night.

Please find the HSLU Response to the Corona Pandemic on our [website](#).

All national measures and ordinances can be found on the [website of the Federal Office of Public Health](#).

## Checklist

- Checked, whether visa is necessary or not – if yes, apply for visa
- Checked, whether you have a health insurance which covers you while you stay in Switzerland – if not, apply for a Swiss health insurance (e.g. Swisscare)
- Changed HSLU password
- Carry out the process steps in Mobility Online
- Finalized learning agreement
- reserve a suitable room for your stay via Mobility Online
- Get in contact with your buddy before arriving in Switzerland
- Bring the necessary documents for registration at the authorities with you

It is our goal to make your stay in Switzerland an enriching and positive experience. Please feel free to contact us with whatever questions, concerns or wishes you have. We are happy to help!

Your International Office at the Lucerne School of Computer Science and Information Technology

Annik Scholzen, Salome Lütolf, Selma Crosby and Daniela Stoll

email: [international.it@hslu.ch](mailto:international.it@hslu.ch)

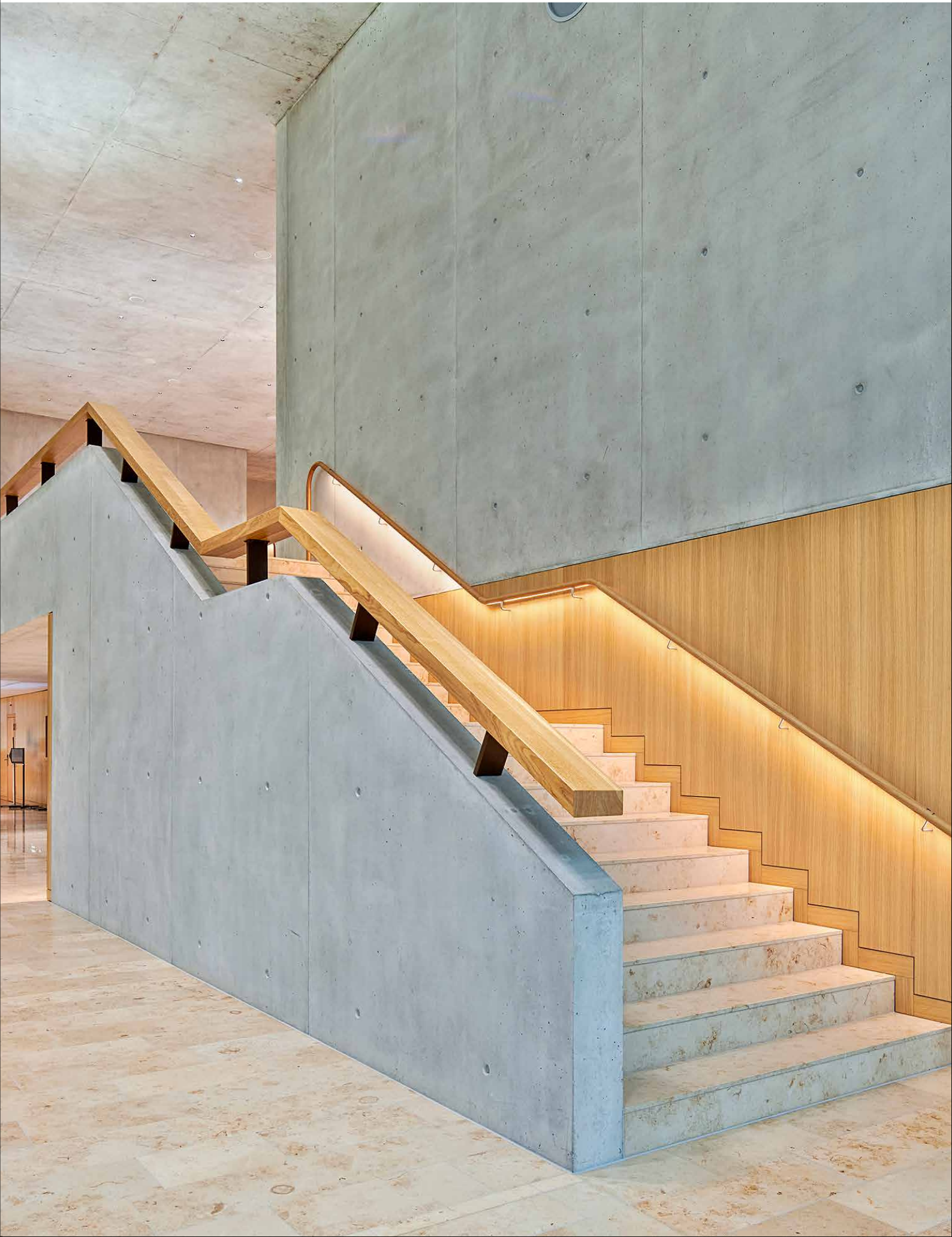
## Emergency numbers

- |  |                  |
|--|------------------|
| – Emergency Medical Rescue Service         | 144              |
| – Police                                   | 117              |
| – Fire station                             | 118              |
| – General emergencies                      | 112              |
| – Information about toxic substances       | 145              |
| – Rega, air rescue                         | 1414             |
| – Medical Center,<br>Lucerne Train Station | +41 41 211 14 44 |
| – Emergency Hotline HSLU                   | +41 58 678 32 68 |



We are looking forward  
to welcoming you in  
Rotkreuz!





**Lucerne School of  
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Information Technology**

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for more information  
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