

Welcome to DCU

General Post Arrival Information



International Office
Dublin City University
Tel: 00353 (1)7007411

E-mail: international.office@dcu.ie
Web address: <http://www.dcu.ie/international/>

Welcome to Dublin City University! We are delighted that you have chosen to join us. We hope that you find your time here exciting, challenging and enriching and we look forward to getting to know all of you better over the coming weeks and months.

This handbook contains information which is very important to your start at DCU. It is essential that you read the following pages carefully so that you are up to date with the latest information on academic, immigration matters, money matters, health & safety and the support available to you at DCU. We have also included some helpful advice and information such as local transport and working.

The International Office works very closely with colleagues in Student Support and Development, Registry and the academic schools to ensure that students are supported throughout their journey at DCU. Detailed information on the range of supports and services available to students through Student Support and Development is available on the DCU website. For queries regarding your programme of study you should speak directly with your Programme Chair or Module Lecturer. If you are not sure where you should direct your query or require any other help or information please contact the International Office by one of the methods listed below.

Wishing you every success over the coming months!

The International Office Team

International Office, DCU All Hallows Campus,

Gracepark Road, Drumcondra, Dublin 9

(Open Monday to Friday 9.30am – 5.00pm)

<http://www.dcu.ie/international/index.shtml>



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international.office@dcu.ie



[@DCU.International.Office](https://www.facebook.com/DCU.International.Office)



[@DCUIntl](https://twitter.com/DCUIntl)



[@dcuint](https://www.instagram.com/dcuint)

Disclaimer: Every effort has been made to ensure the accuracy of all information and the University is not bound by any error or omission therein. We advise students to check relevant websites and their DCU student email account for any updated information, particularly regarding immigration.

Registering at DCU

By now, you should have registered as a student of DCU through the online registration process. You should also collect your DCU student card during Orientation week or the first week of term. Completing the registration process and collecting your student card will mean you will have full access to all facilities and services on the DCU campuses including the library and your DCU student email account.

Important reminders!

Please remember to add your **new address in Ireland** to the My Details section of DCU Apps at:

<https://www.dcu.ie/registry/mydetails.shtml>

This is essential if you are to receive important documents from us via post.

Please remember to regularly check your **DCU student email account** for important information, reminders and events from DCU, including the International Office. This is the address that will be used for all official DCU communications.

If you have not yet completed the registration process or if you have any queries regarding your DCU student card, module selection or change or any other query regarding registering for your academic programme you can contact Registry in one of the following ways:

Use the Support Centre to find an answer to your query
dcuregistry.desk.com/

Use the online contact form to post a query to Registry
dcuregistry.desk.com/customer/portal/emails/new

Drop into the Registry Support Desk – please check for opening times on <http://www.dcu.ie/registry/index.shtml>

If you have any queries regarding the payment of your tuition fee please direct your query to the Fees Office in one of the following ways:

Email fees@dcu.ie

Telephone: 01-700-5875

Drop into the Fees office – please check for opening times on www.dcu.ie/fees/index.shtml



Opening a Bank Account

Students staying for two semesters or more **must** open an Irish bank account. You are advised to open a bank account within your first two weeks in Ireland as it is required for some immigration processes. You may also be required to pay for your rent via a direct debit from an Irish bank account.

There is a Bank of Ireland branch on the DCU Glasnevin campus. They will have advisors to speak to students on the best type of account to open and what documents you are required to take with you to open an account. You must open a bank account in person in a bank branch.

Documentation Required

You must request a Bank of Ireland Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

This letter allows you to open a bank account with the **Bank of Ireland on Campus only**. To prove residency, the Bank requires that this letter be issued by post only. Please give your full address in Ireland when you request the letter. The letter will be posted to you. Bring the letter plus envelope to the Bank. This will be accepted as proof that you are resident in Ireland.

You will need to take the following documents with you to the bank:

Photo ID (Passport, National ID card)

DCU Student Card

Bank of Ireland letter from DCU (posted to you – this is your proof of address in Ireland)

After opening an account, you will be able to sign up for online banking and link to an account in your home country if necessary.



INIS (formerly GNIB) Registration

Important!
Read carefully

CITIZENS FROM EU/EEA AND SWITZERLAND:

It is not necessary to register with the immigration authorities.

ALL OTHER STUDENTS (INCLUDING NON-EU STUDENTS WHO DID NOT NEED A VISA TO ENTER IRELAND):

All non-Irish nationals who are not citizens of the EU/EEA or Switzerland must register in person with INIS (Irish Naturalisation and Immigration Service). You must be a fully registered student of DCU to register with INIS. You must register within the time limit which was stamped on your passport when you arrived at Dublin Airport. INIS will issue you with a residence permit/GNIB card. This gives you permission to remain in the State. The fee for this card is €300 and must be paid by credit card, debit card, or bank giro. This fee cannot be paid by cash. **Before arriving at INIS you MUST book an appointment online.** Appointments can be made up to 10 weeks in advance.

If you are from a non-EU country and you did not need a visa to enter Ireland you are still required to register with INIS (e.g. US, Japanese and Malaysian citizens)

Registration Process

Log on to <http://burghquayregistrationoffice.inis.gov.ie/>

Click on “Make Appointment” and select your preferred date and time. Please note that you can make an appointment up to 10 weeks in advance.

Confirm your appointment and print your appointment confirmation

Request your INIS Registration Letter from the International Office. Request this letter not more than 7 days before your appointment date (see below)

Attend your appointment, ensuring that you take the full set of required documentation with you (see below)

You MUST arrive to your appointment at the exact time you have booked.

If you cannot attend your appointment please log in to the above link, cancel your appointment and make a new one. This is also important to do as someone else can take your appointment slot.

You MUST bring all required documents with you to your appointment or your INIS registration will not be processed.

The Irish National and Immigration Service (INIS) is located on 13/14 Burgh Quay, Dublin 2.

Click [here](#) for map.

INIS (formerly GNIB) Registration

Documentation Required

You must request a INIS Registration Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

Please do not request this letter until you have made your appointment with INIS.

This letter is only valid for 7 days. Please do not request this more than 7 days in advance of your appointment.

You will need to take the following documents with you for your appointment:

Your valid passport

Your DCU offer letter

INIS Registration letter from DCU

Your DCU student card

Evidence of private health insurance

Evidence of financial support; e.g., current statement from your Irish bank account showing your name and balance of at least €3000*, or a letter from your sponsoring body confirming financial status.

€300 fee (must be paid by credit card, debit card or bank giro. No cash accepted)

Evidence of your appointment with INIS

- Single semester students must have €500 for each month of their stay in Ireland. They are not required to open an Irish bank account.

Renewal of INIS/GNIB card

If you have been studying in Ireland for the past academic year you must re-new your INIS/GNIB card. The renewal fee is €300.

Please follow the same process as above to make your appointment with INIS and ensure that you take with you all requirement documents.



Re-entry Visa

CITIZENS FROM EU/EEA AND SWITZERLAND AND STUDENTS WHO DID NOT REQUIRE A VISA TO ENTER IRELAND:

It is not necessary to apply for a re-entry visa.

Important!
Read carefully

ALL OTHER STUDENTS WHO REQUIRED A VISA TO ENTER IRELAND:

If you intend to travel outside Ireland (including to Northern Ireland) for holidays or any other reason you must apply for a re-entry visa. There are two types of re-entry visas - Single Entry and Multiple Entry. You are advised to obtain a multiple-entry visa. It will allow you to leave and re-enter Ireland an unlimited number of times within the time frame of your re-entry visa.

IMPORTANT: You must apply for a re-entry visa before you leave the country if you are intending to return to Ireland. It is not possible to apply from your home country. Do not leave Ireland without receiving a re-entry visa as you may have difficulty returning to the country.

Please ensure that you make your application well in advance of your intended travel date.

Don't forget to cancel your appointment if you cannot make it.

Documentation Required

You must request a Re-Entry Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

This letter is only valid for 7 days. Please do not request this more than 7 days in advance of your application.

You will need the following documents when applying for a re-entry visa:

- A completed application form
- Valid passport (and entry visa)
- GNIB Registration Card
- A passport sized photograph (see instructions on application form)
- The appropriate fee (Bank draft or postal order made payable to the Department of Justice and Equality).

Application Process

You can apply for a re-entry visa in the following ways:

Registered Post (this is the preferred application method)

- o Download and complete an application form from the INIS website
- o Include all required documents
- o Send application by registered post only

Applications are normally processed within 10 working days

Online appointment system

Visit <http://reentryvisa.inis.gov.ie> to make an appointment

- o Download and complete an application form from the INIS website
- o Bring your application form and all required documents to your appointment

To download a Re-entry Visa Application Form and for more information on the application process you should visit:

<http://www.inis.gov.ie/en/INIS/Pages/Re-entry+visas>

IMPORTANT: Please do not attend the visa office without making an appointment, as your application will not be processed.

The Visa office is located in the same building as INIS on 13/14 Burgh Quay, Dublin 2

The Single Entry visa costs €60 and the Multiple Entry visa costs €100. It is possible to reserve an emergency appointment for Single Entry visas in urgent cases. This costs €160. You must pay by bank draft or postal order only. These should be made payable to the Department of Justice and Equality. Credit/debit cards, cash or personal cheques are not accepted.

PLEASE DO NOT MAKE TRAVEL PLANS BEFORE YOU HAVE SECURED YOUR VISA FOR TRAVEL.

Health insurance reminder

It is a mandatory requirement for Non-EU students to have private health insurance. You will be required to show evidence of health insurance in order to register with the GNIB. If you have not arranged private health insurance please visit the following link for details:

<http://dcu.ie/international/health.shtml>

Health services on campus

The DCU Student Health Service, located in the Henry Grattan Building (Glasnevin campus) is a Nurse-Led service which provides on-campus primary healthcare. It takes care of the physical, psychological and social aspects of student health and health promotion.

DCU's Healthy Living Centre, located on the Glasnevin Campus, provides a range of healthcare services to students including General Practitioner (GP) services. The Healthy Living Centre offers reduced rates for students.

For more information or to book an appointment please visit:

<http://hlc.dcu.ie/>

There is a pharmacy on Glasnevin campus.

Other Health Services

The on campus health services do not provide full 24-hour cover and students are advised to register with a general practitioner (GP) on arrival in Ireland. There are several GPs located in the local area. A visit to a general practitioner off campus costs in the region of €50.

If you require the services of a GP out of normal surgery times (i.e. at night) you should contact North Doc Tel. 1850 22 44 77 (www.northdoc.ie). They will provide you with advice over the phone and may arrange an appointment at a medical centre. There is a fee for this service.

In the event of a medical emergency or accident you should go to an Accident and Emergency department of a hospital. The closest hospitals to DCU are Beaumont Hospital and Connolly Hospital Blanchardstown.

Student Health and Safety



If you require an ambulance please call 999.

Safety

An Garda Síochána is the national police service of Ireland. You should call 999 in the case of an emergency which requires an immediate Garda response.

Emergencies include:

- A danger to life
- Risk of serious injury
- Crime in progress or about to happen
- Offender still at scene or has just left

In a non-emergency situation, you should ring your nearest Garda station if you need assistance. The nearest Garda station to DCU is in Ballymun Telephone 016664400

If you require an ambulance or the fire brigade you should also call 999.

In the event of an emergency on the DCU campus please contact Campus Security on 017005999

Accommodation

We hope that you will have found suitable accommodation for your stay in Ireland. If you have not found long term accommodation we recommend that you visit the following websites:

www.daft.ie

www.collegecribs.ie

<http://ie.easyroommate.com/>

www.myhome.ie

www.let.ie

www.homestaybooking.com

www.housinganywhere.com

Please be advised that the University does not inspect off campus accommodation and are not responsible for the accuracy of any information on the above listed sites.

The DCU Students Union also runs a Facebook Group ([DCU Accommodation](#)) which you can join. Available accommodation in the area could be advertised here.

CITIZENS OF EU/EEA AND SWITZERLAND are entitled to work in Ireland without a n INIS/GNIB card or work permit.

NON-EU/EEA, FULL-TIME FULL YEAR STUDENTS on a valid immigration stamp 2 can work a maximum 20 hours per week during term time or full-time (up to a maximum 40 hours per week) during the months of June, July, August and September and from 15 December to 15 January.

Students should remember that studying at university level, particularly a postgraduate programme, is very intensive and it may not be possible to maintain a part-time job during busy study and exam periods.

To work in Ireland you are required to have a PPS (Personal Public Service) number. You will need to apply for a PPS number and it is issued by the Department of Social Protection.

Documentation Required

You must request a PPS Letter via the online letter request service on:

www.dcu.ie/international/letter-request.shtml

Please give your full address in Ireland when you request the letter. To prove residency, the Department of Social Protection requires that this letter be issued by post only. The letter will be posted to your address in Ireland.

Bring the letter plus envelope to your appointment. This will be accepted as proof that you are resident in Ireland.

You will need to take the following documents with you for your appointment:

Passport

PPS letter from DCU (this is your proof of address)

Application Process

PPS number applications will only be accepted with a pre-booked appointment from the Department of Social Protection. Appointments can be made online at:

www.mywelfare.ie

Before arriving for your appointment, please ensure you have been allocated a date, time, and desk number. Without these you may not have a valid appointment. Please ensure you take all required documentation with you to your appointment. Following successful registration, customers will be advised of their new number, within 3 to 5 working days, through the issue of a letter of notification sent automatically to the address given on the application form.

Student Support at DCU

DCU is committed to offering a safe and supportive learning and social environment for our students. Student Support and Development is made up of a number of different units or offices offering different services across our campuses. These services include a Careers Service, Counselling and Personal Development, Student Learning and Disability and Learning Support.

If you are not sure which unit can best assist you with whatever query you have, simply contact the central student support services line in DCU Glasnevin Campus at Tel 017007165 or email student.support@dcu.ie or on the DCU St Patrick's Campus at 018842004 or email spdstudent.support@dcu.ie

For more information on the support services offered at DCU visit:

www.dcu.ie/students/index.shtml

Get Involved!

One of the best ways to settle in to life on campus is to get involved with your DCU Students Union. The SU offers over 100 clubs and societies for students to join which is a great way to make new friends, play the sports you love and maybe take up a new interest. There are also several clubs connected to our International student body include the Chinese Society, Indian Society and the Intercultural Society. For more information please visit:

www.dcsu.ie/



There's an App for that!

To help you settle into your time in Dublin we have put together our Top Ten Apps for students.

Journey Planner – to help plan your journey on public transport. This app covers all our Ireland.

Dublin Bus – this app will give you real time travel information as well as routes and timetables for Dublin bus.

Groupon – check out all of the latest deals for Dublin!

Discover Ireland - It's Ireland in your pocket! Get up-to-date info on what's happening, places to eat and much more.

Dublin Walls - Fancy exploring medieval Dublin? The Dublin Walls app uses videos, photos and 3D animation to deftly illustrate the history of the part of the city you're standing in. And it's free!

Skype – because you really should call home sometimes!

Entertainment.ie – this app lists every screen in every cinema in Ireland, along with music, clubbing, theatre and comedy.

Dublin Culture Trail - Videos and photographs present Dublin's museums, galleries, and historic buildings, while introducing the people and artists behind them.

Lovin Dublin - helps you find the best events, hidden gems and free things to do in Dublin

Instagram – because you will need to document all the amazing times you're going to have!

(p.s. we have included some Dublin apps but there are also some great apps available to help you explore other parts of Ireland such as Cork or Galway!)

