

湖南师范大学国际学生日常办理指南

一、证件相关

(一) 国际学生证件丢失处理流程

1. 护照丢失

- (1) 立即到就近派出所报案，开具护照遗失报案证明；
- (2) 携带报案证明，到市级公安局出入境管理支队申请开具外国人护照报失证明，前往本国驻华使领馆申请补办新护照或旅行证；
- (3) 持新证件及外国人护照报失证明，按学校要求准备材料，到国际处 126 办公室提交申请居留许可（签证）材料；
- (4) 前往长沙市公安局出入境大厅补办居留许可。

2. 校园卡 / 学生证丢失

- (1) 补办地点：湖南师范大学信息化办公室 地址：图书馆 205 室；
- (2) 工作时间：周一至周五 上午 08:00-11:40 下午 14:30-17:30；
- (3) 咨询电话：0731-88872088。

(二) 国际学生居留许可办理材料清单

1. X1 签证换学习类居留许可

- (1) 护照原件；
- (2) 护照首页复印件、有效签证页复印件、最新入境章页复印件；
- (3) 录取通知书复印件；
- (4) 有效 JW201/JW202 表打印件；
- (5) 临时住宿登记表复印件（校外住宿的同学提供，校内住宿的同学在木兰楼前台办理临时住宿登记无需提供）；
- (6) 证件照 1 张；
- (7) 体检报告复印件（蓝色）：由湖南国际旅行卫生保健中心出具，签发后

6 个月内有效（申请居留许可期限一年以下无需提供）；

(8) 外国人签证申请表、签证申请学校出具公函(均由国际处 126 办公室提供)。

2. 申请实习类居留许可（学习+实习）

(1) 护照原件；

(2) 护照首页复印件、有效签证页复印件、最新入境章页复印件；

(3) 录取通知书复印件；

(4) 有效 JW201/JW202 表打印件；

(5) 学院出具的实习同意/委托书（原件）；

(6) 实习单位接收函或实习协议（原件）；

(7) 实习单位营业执照复印件（需加盖单位公章），联系人及联系方式；

(8) 临时住宿登记表复印件（校外住宿的同学提供，校内住宿的同学在木兰楼前台办理临时住宿登记无需提供）；

(9) 证件照 1 张；

(10) 体检报告复印件（蓝色）：由湖南国际旅行卫生保健中心出具，签发后 6 个月内有效（申请居留许可期限一年以下无需提供）；

(11) 外国人签证申请表、签证申请学校出具公函（均由国际处 126 办公室提供）。

3. 换发新护照后，居留许可迁移/补办（旧护照过期/遗失，已换发新护照）

(1) 新、旧护照原件（旧护照遗失无需提供，但需补充对应证明）；

(2) 新、旧护照首页复印件，旧护照居留许可（签证）页复印件、最新入境章页复印件；

(3) 录取通知书复印件；

(4) 有效 JW201/JW202 表打印件；

(5) 临时住宿登记表复印件（校外住宿的同学提供，校内住宿的同学在木兰楼前台办理临时住宿登记无需提供）；

(6) 证件照 1 张；

(7) 外国人签证申请表、签证申请学校出具公函（均由国际处 126 办公室

提供)；

- (8) 补充说明：旧护照遗失的，需额外提供公安机关出具的外国人护照报失证明；
- (9) 体检报告复印件（蓝色）：由湖南国际旅行卫生保健中心出具，签发后6个月内有效（申请居留许可期限一年以下无需提供）。

4. 居留许可延期（续签）（适用于学习期限延长、居留许可即将到期）

- (1) 护照原件；
- (2) 护照首页复印件、现有居留许可页复印件、最新入境章页复印件；
- (3) 录取通知书复印件及学院给出的延期申请表复印件；
- (4) 有效 JW201/JW202 表打印件（如需更新，需提供更新后的表格复印件，该表格签发时间较长，请提前向国际处 227A 办公室提出申请）；
- (5) 临时住宿登记表复印件（校外住宿的同学提供，校内住宿的同学在木兰楼前台办理临时住宿登记无需提供）；
- (6) 证件照 1 张；
- (7) 外国人签证申请表、签证申请学校出具公函（均由国际处 126 办公室提供）；
- (8) 体检报告复印件（蓝色）：由湖南国际旅行卫生保健中心出具，签发后6个月内有效（申请延长居留许可期限一年以下无需提供）；
- (9) 在华留学生综合保险单（仅自费学生需要，保险有效期需超过居留许可有效期）。

（三）临时住宿登记

1. 留学生在学习期间，有以下几种情况必须重新进行临时住宿登记：

- (1) 离开中国返回后；
- (2) 更换住处；
- (3) 更换护照。

2. 住宿登记在哪里办理和更新？

- (1) 住在学校宿舍的学生：请携带护照到木兰楼前台办理；
- (2) 住在校外的学生：请携带护照前往居住地的当地派出所办理。

(四) 国际学生证件信息更新步骤

1. 打开网站：<https://hunnu.at0086.cn/StuApplication/Login.aspx>；
2. 登录账号，进入在校页面；
3. 首次登录请先绑定手机号码；
4. 在综合服务里找到并点击信息更新；
5. 选择证照信息，完整填写需要更新的内容；
6. 上传以下材料：
 - (1) 护照首页
 - (2) 有效签证 / 居留许可页
 - (3) 最新入境章页面
7. 确认无误后点击保存，完成更新。

(五) 无犯罪记录证明申请办理流程

1. 下载并填写申请表

- (1) 访问 湖南师范大学国际交流合作处官网：<https://oiec.hunnu.edu.cn/>；
- (2) 在官网下载 《无犯罪记录申请表》；
- (3) 完整、准确填写表格信息。

2. 校内盖章审批

- (1) 将填好的申请表交至 所在学院，完成 签字、盖章；
- (2) 携带学院已盖章的申请表，前往 国际交流合作处 126 办公室 加盖国际交流合作处章。

3. 前往公安局办理（最终环节）

- (1) 办理地点：长沙市公安局湘江新区分局人口与出入境接待大厅；
- (2) 地址：长沙市岳麓区 爱民路 180 号；
- (3) 电话：0731-88648480；
- (4) 时间：工作日 9:00-12:00；13:30-17:30（夏季）/13:00-17:00（冬季）。

● 必备材料：

- (1) 已完成校内两级签字盖章的《无犯罪记录申请表》原件；
- (2) 护照首页复印件；
- (3) 有效签证页复印件。

● 办理流程：

- (1) 到大厅取号、排队；
- (2) 向窗口提交全部材料；
- (3) 民警审核、录入信息；
- (4) 现场出具并领取无犯罪记录证明。

（六）国际学生体检报告预约指南

1. 线上预约流程

- (1) 打开微信，搜索并关注官方公众号 湖南国际旅行卫生保健中心
- (2) 进入公众号，点击左下角菜单 体检服务 → 预约
- (3) 在业务列表中选择 出入境健康检查
- (4) 预约类型选择 外籍入境预约（适用于来华留学生）
- (5) 按提示填写 个人信息（姓名、护照号、国籍、出生日期等）
- (6) 选择可预约的 日期与时段，提交信息
- (7) 预约成功后，页面将显示 预约二维码 ，并收到短信提醒

2. 体检当天必备材料

- (1) 护照原件；
- (2) 2 寸白底免冠证件照 2-3 张；
- (3) 预约成功的二维码（手机出示）。

3. 地点与联系方式

- (1) 银行卡 / 支付宝 / 微信支付（用于缴费，体检费约 400-500 元）；
- (2) 地址：长沙市雨花区湘府中路 188 号；
- (3) 电话：0731-86869403 / 86869431。

二、日常校园服务

（一）宿舍相关

1. 国际学生寝室电费充值步骤

（1）使用师大 APP 充值

- ① 打开师大 APP；
- ② 进入宿舍电费缴纳页面；
- ③ 点击账号绑定→参加绑定，按楼栋填写信息：
 - ✓ 木兰楼：区域选二里半小区，楼栋选二里半留学生公寓
 - ✓ 培训楼：区域选二里半小区，楼栋选二里半培训楼学生宿舍
- ④ 绑定完成后返回，点击支付水电；
- ⑤ 选择对应房间，输入充值金额；
- ⑥ 点击立即支付完成充值。

（2）使用微信公众号充值

- ① 微信搜索并关注湖南师范大学信息化公众号；
- ② 进入缴费大厅→缴宿舍电费；
- ③ 点击账号绑定→参加绑定，按楼栋填写信息：
 - ✓ 木兰楼：区域选二里半小区，楼栋选二里半留学生公寓

- ✓ 培训楼：区域选二里半小区，楼栋选二里半培训楼学生宿舍
- ④ 绑定完成后返回，点击支付水电；
- ⑤ 选择对应房间，输入充值金额；
- ⑥ 点击立即支付完成充值。

2. 宿舍门禁人脸录入步骤

(1) 使用师大 APP 录入（取得校园一卡通后）

- ① 打开师大 APP；
- ② 进入一卡通页面；
- ③ 点击我的→安全中心；
- ④ 选择刷脸设置→采集人脸；
- ⑤ 按提示拍照或上传照片；
- ⑥ 上传成功后，即可刷脸进出宿舍。

(2) 使用微信公众号录入

- ① 微信搜索并关注湖南师范大学信息化公众号
- ② 点击一卡通→我的；
- ③ 进入安全中心→刷脸设置；
- ④ 点击采集人脸，按提示拍照或上传照片；
- ⑤ 上传成功后，即可刷脸进出宿舍。

3. 湖南师范大学宿舍报修步骤（线上报修）

- (1) 登录湖南师范大学 APP，进入“后勤办事大厅”，点击“在线维修”；
- (2) 点击“创建新的报修”，准确填写报修信息（需注明所在校区、楼栋及宿舍号，否则无法正常派单）；
- (3) 详细描述故障情况（如灯具不亮、水龙头漏水等），可上传故障图片，提交报修即可；
- (4) 提交后可关注报修进度，维修人员处理完成后会在系统内反馈；

（二）场馆预约

1. 湖南师范大学图书馆座位预约步骤

- **线上预约：**在微信搜索“湖南师范大学图书馆”公众号并关注

（1）当日预约

- ① 7:00-22:30 登录公众号，点击“微服务大厅→座位预约”，选择楼栋、自习室及空闲座位；
- ② 选择预约时段（单次 0.5-16 小时），提交后可在“个人预约”查看凭证。

（2）次日预约

- ① 6:00-7:10 进行报名，7:10 后系统随机分配预约资格；
- ② 获得资格者需在 7:15-22:30 完成选座（起始时间仅可选择 8:00 或 12:00）。

- **现场预约步骤**

- （1）扫码选座：扫描空闲座位上的二维码，直接完成选座即可使用；
- （2）选座机选座：在馆内选座机上刷校园卡认证，选择座位及时段即可。

- **预约后关键操作**

- （1）签到：需在预约起始时间前 20 分钟内扫码签到，超时未签到将取消预约并记违约；
- （2）暂离：扫码选择“暂离”，普通时段需 20 分钟内返回，午晚餐时段可延长至 90 分钟；
- （3）签退：提前结束使用座位需扫码签退，未签退可能被反占座；
- （4）取消 / 续约：无法按时赴约需提前取消预约；预约结束前 15 分钟，若座位无后续预约可进行续约。

2. 湖南师范大学体育馆预约步骤

- (1) 登录湖南师范大学 APP，进入“运动场馆预约”系统，点击“场馆预约”；
- (2) 选择所需运动项目、具体场馆及预约日期、时段；
- (3) 如需同行，添加同伴并等待确认，确认无误后提交预约；
- (4) 预约成功后，系统自动生成专属二维码，可在预约记录中查看。

（三）校园网办理指南

1. 办理方式

学生办理宿舍区校园网单带宽，可直接前往各校区校园网营业厅咨询办理

校园网单带宽套餐：30 元 / 月

● 各校区营业厅地址

- (1) 二里半校区：木兰楼一楼“一站式”学生社区（阳光服务大厅）
- (2) 咸嘉湖校区：综合楼一楼阳光服务大厅
- (3) 天马公寓：16 栋一楼阳光服务大厅
- (4) 南院：实验剧场附楼 2 楼（知物楼旁）
- (5) 桃花坪：学生食堂一楼

2. 联系方式

- (1) 咨询电话：0731-88872088。
- (2) 投诉电话：易老师 13973183028；0731-88872001。

三、学业相关

（一）成绩单 & 在读证明办理指南

1. 成绩单下载

- (1) 本科生登录本科生教务系统，在首页找到成绩单打印，自行下载即可
- (2) 研究生登录研究生系统，在首页找到成绩单打印，自行下载即可

2. 在读证明办理

● 语言生

- (1) 打开网站：<https://hunnu.at0086.cn/StuApplication/Login.aspx>
- (2) 登录账号，进入在校页面
- (3) 在综合服务中找到在读证明并提交申请
- (4) 老师审核通过后，下载电子版并打印
- (5) 携带打印件前往 126 办公室盖章

● 本科生

登录本科生教务系统，在首页找到学籍证明打印，自行下载即可

● 研究生

登录研究生系统，在首页找到学籍证明打印，自行下载即可

（二）国际学生请假流程

1. 访问湖南师范大学国际交流合作处官网：<https://oiec.hunnu.edu.cn/>;
2. 在官网“下载中心”或“国际学生日常管理相关表格”板块，下载《湖南师范大学国际学生请假审批表》；
3. 如实填写表格各项信息，确保请假理由真实、信息完整，不得弄虚作假；
4. 先由辅导员（本科）导师（研究生）签字确认，再到所在学院办理签字盖章手续；
5. 完成后前往国际处 126 办公室签字盖章，最后将审批表提交至自己所在学院办公室存档。

四、费用缴纳

(一) 学费、住宿费缴纳方法

1. 打开微信，搜索并关注 湖南师范大学财务处 公众号
2. 点击菜单栏中的 学生缴费
3. 填写登录信息：
 - ✓ 身份证件号：填写本人护照号
 - ✓ 姓名：填写本人护照号
4. 输入验证码
5. 登录后点击 学杂费
6. 选择需要缴纳的费用项目
7. 确认信息后点击 支付，完成缴费

(二) 国际学生保险购买方法

1. 打开微信，搜索并关注 来华留学生保险 公众号
2. 点击菜单栏 Buy 购买 → 保险缴费 buy
3. 使用 邮箱或手机号 登录
4. 学校选择：Hunan Normal University
5. 保险方案选择：Basic plan
6. 连续点击 Next
7. 核对页面显示的个人信息，确认无误后点击 confirm 确认
8. 选择保险期限：
 - ✓ 6 个月：400 元
 - ✓ 12 个月：800 元
9. 选择完成后点击支付，即购买成功

Guidelines for Daily Services for International Students of Hunan Normal University

I. Documentation & Certificates

1. Procedures for Lost Documents

(1) Lost Passport

Report the loss to the nearest police station immediately and obtain a Passport Loss Report Certificate.

- ① With the report certificate, apply for a Foreigner's Passport Loss Confirmation at the Exit-Entry Administration Division of the municipal public security bureau, then apply for a new passport or travel document at your country's embassy or consulate in China.
- ② Prepare required materials as requested by the university with your new document and the Foreigner's Passport Loss Confirmation, then submit application materials for a residence permit (visa) to the International Office (Room 126).
- ③ Go to the Changsha Public Security Bureau Exit-Entry Hall to reissue the residence permit.

(2) Lost Campus Card / Student ID Card

- ① Replacement Office: Information Center, Hunan Normal University;
- ② Address: Room 205, Library;
- ③ Office Hours: Monday–Friday 08:00–11:40 (AM) | 14:30–17:30 (PM);
- ④ Inquiry Tel: +86-731-88872088.

2. Required Materials for International Student Residence

Permit Application

(1) X1 Visa to Study Residence Permit

- ① Original passport;
- ② Copies of passport bio-page, valid visa page, and latest entry stamp page;
- ③ Copy of admission notice;
- ④ Printed valid JW201/JW202 form;
- ⑤ Copy of temporary accommodation registration form (required for off-campus students; on-campus students living in Mulan Building who complete registration at the front desk are exempt);
- ⑥ One ID photo;
- ⑦ Copy of physical examination report (blue version) issued by Hunan International Travel Healthcare Center, valid within 6 months of issuance (not required if applying for a residence permit valid for less than one year);
- ⑧ Foreigner Visa Application Form and official letter from the university (both provided by the International Office, Room 126).

(2) Internship Residence Permit (Study + Internship)

- ① Original passport;
- ② Copies of passport bio-page, valid visa page, and latest entry stamp page;
- ③ Copy of admission notice;
- ④ Printed valid JW201/JW202 form;
- ⑤ Original internship consent/authorization letter from the school;
- ⑥ Original internship offer letter or internship agreement from the host institution;
- ⑦ Copy of business license of the internship institution (with official seal), plus contact person and phone number;

- ⑧ Copy of temporary accommodation registration form (required for off-campus students; on-campus students living in Mulan Building who complete registration at the front desk are exempt);
- ⑨ One ID photo;
- ⑩ Copy of physical examination report (blue version) issued by Hunan International Travel Healthcare Center, valid within 6 months of issuance (not required if applying for a residence permit valid for less than one year);
- ⑪ Foreigner Visa Application Form and official letter from the university (both provided by the International Office, Room 126).

(3) Residence Permit Transfer / Reissue After New Passport Issuance (Old passport expired or lost; new passport already obtained)

- ① Original new and old passports (old passport not required if lost, but supporting certificate must be submitted);
- ② Copies of bio-pages of new and old passports, copy of old passport residence permit (visa) page, and latest entry stamp page;
- ③ Copy of admission notice;
- ④ Printed valid JW201/JW202 form;
- ⑤ Copy of temporary accommodation registration form (required for off-campus students; on-campus students living in Mulan Building who complete registration at the front desk are exempt);
- ⑥ One ID photo;
- ⑦ Foreigner Visa Application Form and official letter from the university (both provided by the International Office, Room 126)
- ⑧ Additional requirement: If old passport is lost, a Foreigner's Passport Loss Confirmation issued by public security authorities must be provided;
- ⑨ Copy of physical examination report (blue version) issued by Hunan International Travel Healthcare Center, valid within 6 months of

issuance (not required if applying for a residence permit valid for less than one year).

(4) Residence Permit Extension / Renewal (For extended study period or expiring residence permit)

- ① Original passport;
- ② Copies of passport bio-page, current residence permit page, and latest entry stamp page;
- ③ Copy of admission notice and extension application form from the school;
- ④ Printed valid JW201/JW202 form (if updated, submit a copy of the revised form; apply in advance to International Office Room 227A due to long processing time);
- ⑤ Copy of temporary accommodation registration form (required for off-campus students; on-campus students living in Mulan Building who complete registration at the front desk are exempt)
- ⑥ One ID photo;
- ⑦ Foreigner Visa Application Form and official letter from the university (both provided by the International Office, Room 126);
- ⑧ Copy of physical examination report (blue version) issued by Hunan International Travel Healthcare Center, valid within 6 months of issuance (not required if applying for an extension valid for less than one year);
- ⑨ Comprehensive insurance policy for international students in China (only for self-funded students; insurance validity must exceed residence permit validity).

3. Temporary Accommodation Registration

(1) Mandatory Re-registration Cases

Students must re-register temporary accommodation in the following situations:

- ① Returning to China after traveling abroad;
- ② Changing accommodation address;
- ③ Renewing or replacing passport.

(2) Where to Register / Update

- ① On-campus students (dormitory): Take passport to Mulan Building front desk;
- ② Off-campus students: Take passport to local police station of residential area.

4. Steps to Update International Student Document Information

- (1) Visit the website: <https://hunnu.at0086.cn/StuApplication/Login.aspx>;
- (2) Log in to your account and enter the student portal;
- (3) Bind your mobile phone number upon first login;
- (4) Under Comprehensive Services, select Information Update;
- (5) Choose Document Information and fill in updated details completely;
- (6) Upload the following materials:
 - ✓ Passport bio-page
 - ✓ Valid visa / residence permit page
 - ✓ Latest entry stamp page
- (7) Confirm and save to complete the update.

5. Application for Non-Criminal Record Certificate

(1) Download and Complete Application Form

- ① Visit the official website of the Office of International Exchange and Cooperation, Hunan Normal University: <https://oiec.hunnu.edu.cn/>;

- ② Download the Non-Criminal Record Application Form;
- ③ Fill in the form completely and accurately.

(2) Campus Approval & Stamping

- ① Submit the completed form to your school/department for signature and seal;
- ② Bring the school-stamped form to the Office of International Exchange and Cooperation (Room 126) for official stamp.

(3) Final Processing at Public Security Bureau

- ① Venue: Population and Exit-Entry Service Hall, Xiangjiang New District Branch, Changsha Public Security Bureau;
- ② Address: No. 180 Aimin Road, Yuelu District, Changsha;
- ③ Tel: +86-731-88648480;
- ④ Hours (workdays):09:00–12:00 | 13:30–17:30 (Summer)09:00–12:00 | 13:00–17:00 (Winter).

● Required Materials

- ① Original application form with dual signatures and seals from the university;
- ② Copy of passport bio-page;
- ③ Copy of valid visa page.

● Procedure

- ① Take a queue number at the hall;
- ② Submit all materials to the service window;
- ③ Police officer reviews and enters information;
- ④ Collect the non-criminal record certificate on site.

6. Physical Examination Report Appointment Guide

(1) Online Appointment

- ① Open WeChat, search and follow the official WeChat account: Hunan International Travel Healthcare Center;

- ② Enter the account, click Medical Services → Appointment in the bottom-left menu;
- ③ Select Exit-Entry Health Checkup;
- ④ Choose appointment type: Foreign National Entry Appointment (for international students in China);
- ⑤ Fill in personal information: name, passport number, nationality, date of birth, etc;
- ⑥ Select available date and time slot, then submit;
- ⑦ After successful booking, an appointment QR code will be displayed, and a confirmation SMS will be sent.

(2) Required Materials on Examination Day

- ① Original passport;
- ② 2–3 2-inch white-background ID photos;
- ③ Appointment QR code (shown on mobile phone);
- ④ Payment method: bank card / Alipay / WeChat Pay (exam fee: ~CNY 400–500)。

(3) Address & Contact

- ① Address: No. 188 Xiangfu Middle Road, Yuhua District, Changsha;
- ② Tel: +86-731-86869403 / 86869431.

II. Daily Campus Services

1. Dormitory Services

(1) Dormitory Electricity Recharge

● Option A: via Hunan Normal University APP

- ① Open the Hunan Normal University APP;
- ② Enter Dormitory Electricity Payment page;
- ③ Click Account Binding → Bind and fill in building information:

- ✓ Mulan Building: Area = Erliban Community, Building = Erliban International Student Apartment
- ✓ Training Building: Area = Erliban Community, Building = Erliban Training Building Dormitory
- ④ Return to payment page and click Pay Utilities;
- ⑤ Select your room, enter recharge amount;
- ⑥ Click Pay Now to complete.
- **Option B: via WeChat Official Account**
- ① Search and follow Hunan Normal University Information Center on WeChat;
- ② Enter Payment Hall → Pay Dormitory Electricity;
- ③ Click Account Binding → Bind and fill in building information:
 - ✓ Mulan Building: Area = Erliban Community, Building = Erliban International Student Apartment;
 - ✓ Training Building: Area = Erliban Community, Building = Erliban Training Building Dormitory;
- ④ Return to payment page and click Pay Utilities;
- ⑤ Select your room, enter recharge amount;
- ⑥ Click Pay Now to complete.

(2) Dormitory Access Control Face Registration (Available after obtaining campus card)

- **Option A: via Hunan Normal University APP**
- ① Open the APP;
- ② Enter Campus Card page;
- ③ Click Me → Security Center;
- ④ Select Face Recognition Setup → Collect Face;
- ⑤ Take or upload a photo as instructed;
- ⑥ Face access is activated upon successful upload.

- **Option B: via WeChat Official Account**

- ① Search and follow Hunan Normal University Information Center;
- ② Click Campus Card → Me;
- ③ Enter Security Center → Face Recognition Setup;
- ④ Click Collect Face and upload a photo as instructed;
- ⑤ Face access is activated upon successful upload.

(3) Online Dormitory Maintenance Request

- ① Log in to Hunan Normal University APP, enter Logistics Service Hall, click Online Maintenance;
- ② Click Create New Maintenance, fill in details accurately (campus, building and room number required for dispatch);
- ③ Describe the fault clearly (e.g., light not working, faucet leaking), attach photos if needed, then submit;
- ④ Track progress in the system; status will be updated after repair.

2. Venue Reservation

(1) Library Seat Reservation

- ❖ **Online Reservation (WeChat Official Account: Hunan Normal University Library)**

- **Same-Day Booking**

- ① 07:00–22:30: Log in, click Micro-Service Hall → Seat Reservation, select building, study room and available seat;
- ② Choose duration (0.5–16 hours per booking); view voucher under My Reservations.

- **Next-Day Booking**

- ① 06:00–07:10: Register for lottery; system assigns slots randomly after 07:10;

- ② Successful applicants must select seats 07:15–22:30 (start time limited to 08:00 or 12:00).

❖ **On-Site Reservation**

- ① Scan QR code on an unoccupied seat to book directly;
- ② Use on-site self-service machine: tap campus card, select seat and duration.

❖ **Important Rules After Booking**

- ① Check-in: Scan code within 20 minutes before reservation start time; late arrival cancels booking and records a violation;
- ② Temporary Leave: Scan code for Temporary Leave; return within 20 minutes (regular hours) or 90 minutes (lunch/dinner);
- ③ Check-out: Scan code to check out if leaving early; unreported absence may be recorded as seat occupation;
- ④ Cancel / Extend: Cancel in advance if unable to attend; extend 15 minutes before expiration if no subsequent booking.

(2) Gymnasium Reservation

- ① Log in to Hunan Normal University APP, enter Sports Venue Reservation, click Venue Booking;
- ② Select sport, venue, date and time slot;
- ③ Add companions if needed and confirm;
- ④ After successful booking, a unique QR code will be generated in reservation records.

3. Campus Network Service

(1) Application Method

Students applying for dormitory campus network may visit the campus service counter directly. Monthly fee: CNY 30 per month.

(2) Service Counter Locations

- ① Erliban Campus: One-Stop Student Community (Sunny Service Hall), 1st Floor, Mulan Building;
- ② Xianjiahu Campus: Sunny Service Hall, 1st Floor, Complex Building;
- ③ Tianma Apartment: Sunny Service Hall, 1st Floor, Building 16;
- ④ South Campus: 2nd Floor, Annex to Experimental Theater (next to Zhiwu Building);
- ⑤ Taohuaping: 1st Floor, Student Canteen.

(3) Contact

- ① Inquiry Tel: +86-731-88872088;
- ② Complaint Hotline: Teacher Yi +86-13973183028; +86-731-88872001。

III. Academic Affairs

1. Academic Transcript & Enrollment Certificate

(1) Academic Transcript Download

- ① **Undergraduates:** Log in to Undergraduate Academic Affairs System, select Transcript Printing and download.
- ② **Graduate Students:** Log in to Graduate Academic System, select Transcript Printing and download.

(2) Enrollment Certificate

● Language Students

- ① Visit: <https://hunnu.at0086.cn/StuApplication/Login.aspx>;
- ② Log in and enter student portal;

- ③ Under Comprehensive Services, apply for Enrollment Certificate;
 - ④ Download electronic version after approval;
 - ⑤ Bring printed copy to Room 126 for official stamp.
- **Undergraduates:** Log in to Undergraduate Academic Affairs System, select Student Status Certificate and download.
 - **Graduate Students:** Log in to Graduate Academic System, select Student Status Certificate and download.

2. International Student Leave Application Procedure

- (1) Visit the Office of International Exchange and Cooperation website:
<https://oiec.hunnu.edu.cn/>;
- (2) Download the Hunan Normal University International Student Leave ; Application Form from Download Center or International Student Management section;
- (3) Fill in the form truthfully with complete and accurate information;
- (4) Obtain signature from advisor (graduate) / counselor (undergraduate), then get signature and seal from your school/department;
- (5) Submit to Room 126 (International Office) for final signature and seal;
- (6) File the approved form at your school/department office.

IV. Fee Payment

1. Tuition & Accommodation Fee Payment

- (1) Open WeChat, search and follow Hunan Normal University Finance Office;
- (2) Click Student Payment in the menu;
- (3) Log in with:
 - ✓ ID Number: Passport number
 - ✓ Name: Passport number

- ✓ Verification code
- (4) After login, select Tuition & Fees;
- (5) Choose the fee item to pay;
- (6) Confirm information and complete payment.

2. International Student Insurance Purchase

- (1) Open WeChat, search and follow International Student Insurance in China;
- (2) Click Buy → Insurance Payment;
- (3) Log in with email or mobile number;
- (4) Select University: Hunan Normal University;
- (5) Select Plan: Basic Plan;
- (6) Continue with Next;
- (7) Verify personal information and confirm;
- (8) Select insurance period:
 - ✓ 6 months: CNY 400
 - ✓ 12 months: CNY 800
- (9) Complete payment to activate insurance.