
Student information system

The [Student Information System](#) (SIS CU) is the main university portal that serves students, teachers and employees to secure the study agenda at Charles University.

It allows you to manage everything that is related to the study – from the study application, through the enrolment of subjects, grades and schedules, to an overview of fulfilled obligations or the printing of a study certificate.

What do you need advice on?

How do I log in to SIS?

You can log into the [SIS](#) in four different ways - depending on your relationship to the university:

Login via CAS

- It is intended for **teachers, employees, active students** of Charles University and **applicants who have already been assigned login CAS** (Central Authentication Service of Charles University). These are candidates who have already submitted an application, it was registered by the study department and they received information about the CAS login allocation (popup by window and email) when they next accessed the "Admission Procedure" module.
- You can log into the [SIS](#) using [university CAS account](#).
Just enter your **username** (use the eight-digit personal number that can be found on the CU ID card under your photo) and your CAS account **password**. After logging in, a feature menu will appear based on your role at the university.

Login via national identity NIA

It is intended for new applicants with no previous relationship to CU and no allocated CAS login.

Login via registration email

It is intended for new applicants with no previous relationship to CU and no allocated CAS login. A student can access the SIS via the [Admission Procedure](#) module, where they can access the SIS by registering their email account, regardless of whether they have already applied or not.

Access without login

Anonymous access does not allow the submission of applications or administration of studies. It is intended only for viewing the individual conditions of the admission procedure and study programs offer.

What if I can't log in to SIS?

I am entering the correct data, but the login is not proceeding

- Check that you are using the correct login (personal number or CAS password).
- Make sure the password is up to date and verified (set via SMS or in person).
- Try another browser or an anonymous window – there may be a cookies problem.

I forgot my SIS password

- Log in to [CAS](#) and select "Get a new password".
- Fill in the form and choose verification via SMS or personal data.
- In case of problems with the Student Information System, we recommend **always** consulting the issue with the **IT support of the faculty** in the first step. Please contact your [SIS faculty administrator](#).
- If the problem persists, enter your request into the [helpdesk](#) by logging in through your CAS account.

I was shown an error message (e.g. "403 Access denied")

- This may be an unverified password – set a new password via SMS or in person.
- Check if you have an activated account (e.g. after enrolling in study).
- If the problem persists, first contact [IT support for SIS](#) according to your faculty. Only then, if the problem cannot be solved, enter the request into the [helpdesk](#) by logging in through the CAS account.

The most common problems when enrolling subject in SIS

Unable to log into SIS

- Invalid or expired password in CAS - [reset required](#)
- Wrongly entered login (personal number or CAS login).
- Problem with account activation (e.g. newly accepted student who is not yet enrolled).

The subject does not appear in the menu

- The course is not intended for the given study programme or year.
- The course is run by another faculty ? it is necessary to switch the faculty filter in SIS.
- The subject is hidden or has limited capacity.

Unable to sign in - error or message

- The subject has a condition (e.g. fulfilment of another subject).
- Capacity is filled ? you need to contact the teacher.
- Enrollment is out of date ? follow the faculty schedule.

Subject has enrolled, but is not on the schedule

- Schedule is created after closing entries ? wait for schedule to be published.
- Some courses don't have a fixed time ? agreed with the teacher.
- The schedule is kept separately (e.g. PE, language courses).

I want to cancel the subject, but it is not possible

- The cancellation is possible only up to a certain date ? follow the enrolment dates.
- If a lesson or test has already taken place, the cancellation may not be allowed.
- You must contact the study department or the teacher.

Enrolment for a subject of another faculty

- Each faculty has its own enrolment dates ? you must follow their website.
- Some faculties require the consent of the teacher or coordinator.
- Erasmus students must have min. 51% of the courses from the host faculty.

Technical issues

- SIS does not work or is overloaded ? try another time or a different browser.
- Compatibility problem (e.g. mobile devices).
- It is recommended to use a desktop browser (Chrome, Firefox).

The code or subject name is unclear

- The course code contains information about the faculty, the teaching method, the semester.
- It is recommended to use a filter in the SIS: faculty, language, semester, method of teaching.

Changing of Learning Agreement (Erasmus)

- Changes are possible during the first month ? required confirmation from the home university.
- The "Changes" form is sent to the coordinator + the teacher.

The subject has enrolled, but is not in Moodle

- Moodle connects to SIS after activation ? this can take several days.
- Some subjects don't have Moodle ? lessons run differently.
- Need to contact the teacher or faculty IT support.
- Note: Always keep track of enrollment dates, capacities and subject conditions. In case of problems, contact the study department or the faculty coordinator.

Frequently Asked Questions (FAQ)

Login works, but I don't see any subjects or schedule.

- Check if you have registered subjects in SIS.
- Make sure you are enrolled under the correct study programme.
- If you are newly admitted, it may take several days for the data to load.

Login only works sometimes.

- This may be a problem with password expiration – the password is valid for 12 months.
- Check that your email is correctly configured in CAS for notifications.
- To be sure, change your password at <https://ldap.cuni.cz> - recommended ways are via text message or in person.

I am a foreign student and do not know what data to use.

- SIS uses logging in via CAS – if you cannot log in, the problem is usually in the password or activation of the account in CAS.
- The login name is CU ID or login from CAS.
- To be sure, change your password at <https://ldap.cuni.cz> - recommended ways are via text message or in person.
- If you are not sure, contact the Study Department or the Counselling Centre for Foreign Students

I can log in to CAS, but not to SIS

- The Study Department probably has not yet transferred you from the role of Candidate to the role of Student and therefore you are not able to log in to SIS. If this condition persists for more than one business day, contact your [faculty study department](#) .

I have stopped receiving emails from SIS

- The faculty may use the preferred faculty email and the student does not yet have access to it. In the first step, we recommend contacting your [faculty study department](#) .

I do not have an assigned role in SIS, how should I proceed?

- The result of the Admission Procedure has not yet been reflected in SIS. The study department probably has not yet enrolled you to the SIS as a student and therefore the role of "looking at data" is not yet relevant. Should this state persist for more than one working day, please contact your [faculty study department](#) .

I am an applicant and cannot access the SIS module

- Applicants have limited access to the modules in the SIS, they will only get full access after converting to the Student status.

Is it possible to switch to English?

- Yes, it is possible. Switching CZ/ENG will be done in the upper right corner using the flag icon.

How do I find the schedule?

- The Schedule module can be accessed by the student on the SIS main page after logging in.

How do I sign up for an exam?

- In the Examination Dates module - students can log in on the SIS main page after logging in - the dates must already be listed by the examiners.

Support, Helpdesk

- In case of problems with the Information System Study, we recommend that in the first step, always consult the query/issue with your faculty study department .
- Only then, if the problem cannot be solved, enter the request into the helpdesk by logging in through the CAS account.

Important links

Faculty admins for SIS