How to submit a request in ESSSŽ — guide for students

Sep 30, 2026

What ESSSŽ is and what you need

You submit your request online at **https://e-ziadosti.vsmu.sk** with your school account. You do not need a paper form or a visit to the study department.

The system handles the **request for reduction, waiver or deferral of tuition fee payment** (in Slovak: *Žiadosť o zníženie/ odpustenie/ odklad platenia školného*).

At a glance	
Address	https://e-ziadosti.vsmu.sk
Deadline	within 10 days of receiving the decision on the tuition fee
Number of requests	one per academic year
Attachments	PDF, up to 15 MB per file

Have ready:

- **Your Microsoft 365 school account** (username like `surname1@vsmu.sk`) and password. If you use two-step verification (MFA), also your phone.
- **Attachments in PDF format**, up to 15 MB per file, for example documents that support the reason for your request. Save photos or Word documents as PDF first.
- **The decision on the tuition fee.** Submit the request within 10 days of receiving it.

Signing in

Sign in with the same account you use for school e-mail or Teams. The system works from home and from school, on a computer and on a phone.

1. Open **https://e-ziadosti.vsmu.sk**.
2. Microsoft asks you to sign in. Enter your school account and password, and confirm the sign-in on your phone if asked.
3. On the ESSSŽ start page, click **Prihlásiť sa cez Microsoft 365** (*Sign in with Microsoft 365*). If you are already signed in, the system lets you straight through.

4. The **Overview** page opens with a list of your requests.

To switch the portal to English, use the **SK / EN** switch in the bottom right corner. You always enter your password on the Microsoft page, never in ESSSŽ. The system works only with a VŠMU school account; you cannot sign in with a personal e-mail or a guest account.

Filling in and submitting the request

You can fill in the request step by step, save it along the way and submit it only when it is complete.

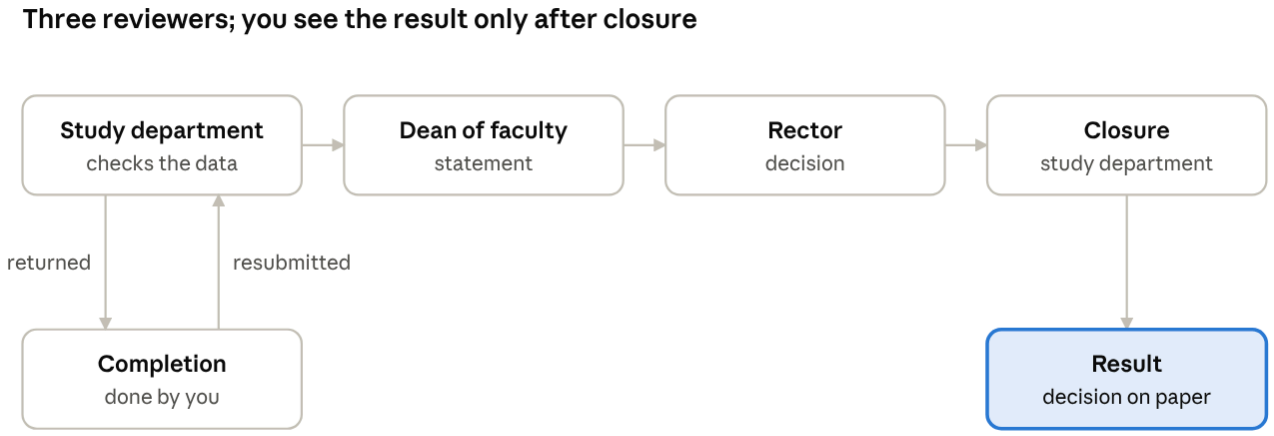
1. In the top menu, click **Submit a request** and choose the tuition fee request.
2. Check the **pre-filled details**. Your name, faculty and academic year come from your school account and cannot be changed. You can correct **Year of study** and **Study programme** if they are wrong.
3. Fill in the request fields. The options in the form are in Slovak:
   - **I am requesting** – *zníženie školného* (reduction), *odpustenie školného* (waiver) or *odklad platenia (splátkový kalendár)* (deferral, instalment plan). A waiver cannot be combined with a reduction or deferral.
   - **Tuition was charged for** – *prekročenie štandardnej dĺžky štúdia* (exceeding the standard length of study), *súbežné štúdium* (parallel study) or *externé štúdium* (part-time study).
   - **Justification** – in your own words, why you are asking. The more specific, the better.
   - **Supporting documents (PDF)** – you can upload several files at once.
4. Click **Save draft** if you want to continue later. You will find the draft in **My requests** under **Continue**.
5. Click **Check request**. The system shows what is missing. This does not submit the request yet.
6. Tick the confirmation that the details are correct and complete, and click **Submit request**.

Once submitted, you can no longer edit the request. You can change it only if the study department returns it to you for completion.

After you submit

Right after submitting, you receive an e-mail titled **Prijali sme vašu žiadosť** (*We have received your request*). Keep it; it contains the request identifier. E-mails from the system are in Slovak.

The request is then reviewed in turn by the study department, the dean of your faculty and the rector.



request flow · 3 reviewers, possible return for completion

If something is missing, the study department returns the request to you. After you complete it, it goes back to the study department and continues from there.

- In **My requests** you see the status of the request and the line **with:**, showing who is handling it right now.
- While it is being reviewed, the status is **in progress**. The result itself is shown only once the study department closes the request.
- **You receive the rector's decision on paper.** You get an e-mail about the result only if the rector decides so.

If your request is returned for completion

If something is missing, the study department returns the request with a reason and a deadline for completion. You usually have 5 days to complete it.

1. You receive an e-mail titled **Vaša žiadosť bola vrátená na doplnenie** (*Your request has been returned for completion*) with the reason and the deadline.
2. Click **Doplniť žiadosť** in the e-mail, or **Complete** next to the request in **My requests**. You can also see the reason next to the request.
3. Correct the details or upload the missing attachments.
4. Tick the confirmation again and click **Submit request**. You receive an e-mail titled **Prijali sme doplnenie žiadosti** (*We have received your completed request*).

If you do not manage to complete the request by the deadline, it is not rejected automatically. The study department decides what happens next, so contact them as soon as possible.

Frequently asked questions

I do not see Submit a request in the menu.

Your account is not marked as a student account in the system. Write to helpdesk@vsmu.sk.

The system says the faculty is missing in my profile.

A detail is missing in your school account. Write to helpdesk@vsmu.sk.

Can I submit a second request in the same year?

No, you can submit only one per academic year. If you forgot to include something, contact the study department of your faculty.

How do I delete a request I have started?

In **My requests**, click **Delete** next to the request. Only a draft can be deleted, not a submitted request.

My attachment will not upload.

The attachment must be a PDF of at most 15 MB. Split or compress a larger file. If it still does not upload, write to helpdesk@vsmu.sk.

How do I sign out on a shared computer?

Click your profile icon in the top right corner and then **Sign out**. This also signs you out of Microsoft 365 in that browser.

Can I make the text larger or switch to English?

Yes. In the bottom right corner there are **A** buttons to enlarge the text and an **SK / EN** switch.

Contact

The helpdesk helps with technical problems; the study department of your faculty helps with the content of your request.

Problem	Whom to contact
Technical: signing in, page errors, attachment will not upload, missing account details	helpdesk@vsmu.sk
Content: deadlines, documents, completion, result of the request	the study department of your faculty

In your message, describe what you were doing and what the system showed. If you can, attach a screenshot.