





NTNU

**KEEP CALM**

**AND**

**READ THE CHECKLIST**

# WELCOME TO NTNU

In this booklet you will find information about what you need to do as a new student.

It is your responsibility to make sure you complete all the necessary steps, but you will need to **wait until after the digital information meeting on 11 August** before you start the process.

This is because it will take some time before you are registered properly and have what is necessary to access the various NTNU systems. It is also important that the steps are completed in a certain order, as you will not be able to do B before you have completed A.

Please respect the admission officers time, and refrain from asking questions about the content of this booklet until after the meeting.






If you are still unsure about what you need to do after you have read the Checklist and seen the information meeting video, you are welcome to contact the Office of International Relations.

**Students in Gjøvik and Ålesund:** Note that this booklet is normally handed out during Orientation Week in Trondheim. Some of the information may therefore differ slightly if you will be studying in Gjøvik or Ålesund. See <https://innsida.ntnu.no/en/ny-student> for campus specific information.

## Colour-codes

The Checklist is colour-coded to make it easier to identify which information is relevant for you.

Please note that by master's students we refer to students enrolled in a full degree at NTNU. If you are not here as a degree student, please follow the information for exchange students, even if you are attending courses at the master's level.

	Applies to all
	Exchange students and free movers
	Full degree students at master's level / Erasmus Mundus / Joint Nordic
	Non- EU/non-EEA citizens
	EU/EEA citizens

# NTNU MATTERS

<b>Go to Studentweb</b> and: <ul style="list-style-type: none"><li>• Log in with the 11-digit ID number and 4-digit PIN code</li><li>• Register your current address</li><li>• Pay the semester fee. (Not applicable for exchange students from partner institutions.)</li></ul>	<b>Page 6</b>
<b>Activate your NTNU user account.</b> You need this to get access to the NTNU systems. Activate your account and generate your password at <a href="https://bas.ntnu.no">bas.ntnu.no</a>	<b>Page 6</b>
<b>Log in to Innsida and Blackboard</b> to stay updated on deadlines, news, events and messages from your lecturers.	<b>Page 7</b>
<b>Download the Student ID app</b> on your mobile phone, and log in with your username and password.	<b>Page 7</b>
<b>Collect your student card (after arrival in Norway).</b> You need to show the Student ID-app and official ID-document (passport or EU identification card).	<b>Page 7</b>
<b>Register for courses and exams</b> in Studentweb before the deadlines 15 September and 1 February.	<b>Page 8</b>
<b>Additional steps for exchange students</b> regarding changing courses and learning agreements, arrival and departure confirmations.	<b>Page 9</b>

# IMMIGRATION MATTERS

## Police appointments

All students need to register with the police to stay legally in Norway. NTNU will arrange group appointments in January/February for students in Trondheim.

After this appointment you will receive your residence card (non-EU/non-EEA) or a registration certificate (EU/EEA).

*If you are staying for less than 6 months, you have now completed all the steps needed to take to stay legally in Norway.*

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## Norwegian ID number

Students staying more than 6 months will need to get a national ID number from the National Population Register.

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## Compulsory health check for some students

Immigration regulations require that citizens from some countries must be tested for tuberculosis if they are staying more than three months in Norway.

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## OTHER MATTERS

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# 1 GO TO STUDENTWEB.NTNU.NO

## ID NUMBER AND PIN CODE

A few days before semester start, you will receive two emails; one with an 11-digit ID number, and one with a 4-digit pin. Do not share this information with others. The 11-digit number is generated by NTNU, and cannot be used as an ID number outside the university. If you have not received the codes by email, please contact the Office of International Relations. Note that you will need the ID number and PIN for ordering your transcript after your student status at NTNU has expired.

## REGISTER YOUR SEMESTER ADDRESS

Register your current address as your semester address in Studentweb. If applicable, remove the default address (NTNU, Office of International Relations) and the information from the c/o field. After you arrive in Norway it should be changed to your Norwegian address.

## PAY THE SEMESTER FEE

Master's degree students and free movers must pay the semester fee, even if you are not taking any courses. You will find the invoice on Studentweb. Pay through internet banking or take the invoice to your local bank. Make sure the KID number is mentioned somewhere on the payment and that you keep the receipt. Exchange students should not pay the semester fee. Deadlines:

- Autumn semester: 15 September
- Spring semester: 1 February

# 2 ACTIVATE YOUR USER ACCOUNT

Activate your NTNU account at <http://bas.ntnu.no>. This will give you access to all of NTNU's digital services such as email, internet, and your student ID app.

You will need the following:

- The 11-digit ID number sent by email
- The 4-digit pin code sent by email
- Your 6-digit student number, which can be found on Studentweb

Note that it can take a day or two before your account is activated and you can use it. Contact Orakel Support Services at [orakel@ntnu.no](mailto:orakel@ntnu.no) if you encounter any problems.

## 3 LOG IN TO INNSIDA

Innsida is NTNU's intranet. It is your gateway to important systems and helpful information about the university and services. The waffle icon in the upper left corner provides quick access to popular systems. Find articles via search or using the topic-link to the right of search. You can log in the day after your user account is active: <https://innsida.ntnu.no/>

## 4 LOG IN TO BLACKBOARD

You will find messages from your lecturer and course related materials in Blackboard once your lecturer activates the course e-room: <https://innsida.ntnu.no/en/bb-student>

## 5 & 6 STUDENT IDENTIFICATION

As a student at NTNU, you need both a Student Card and a Student ID app. The Student Card serves as both an access card and as a printer/library card, while the Student ID app shows that you have paid the semester fee. In general, you will need both your Student Card and the app in order to prove you are a student.

### STUDENT ID APP

The Student ID app shows that you have paid the semester fee.

1. Download the "Studentbevis app" from the App Store or Google Play
2. Log in to the app: Choose the affiliation NTNU, and log in with your regular NTNU username and password.

The app will only require internet access when you download it, and on the first log in. If you do not have a smartphone, you can order a paper version on Studentweb (semester receipt). If you are an exchange student from a partner institution, the app will work as if you have paid the semester fee.

### STUDENT CARD (AFTER ARRIVAL IN NORWAY)

The Student Card serves as both an access card and as a printer/library card. To get your card you need to take a photo in the photo booth in one of the locations in the link below. Also bring your Student ID app and official ID such as your passport.

Your student card is not valid as a student ID. You will need the student ID app in addition.

Pick-up locations and more info: <https://innsida.ntnu.no/en/studentkort>

## 7 COURSE AND EXAM REGISTRATION

### Deadlines for course and exam registration

Autumn semester: 15 September

Spring semester: 1 February

### Deadlines for special exam arrangement

Autumn semester: 15 September

Spring semester: 15 February

If you have a chronic illness, a disability or an injury, NTNU can provide accommodations for exams if needed: <https://innsida.ntnu.no/en/tilrettelegging>

### Deadline for exam cancellations

14 days before the examination date. You will find the exact date in Studentweb.

## EXCHANGE STUDENTS AND FREE MOVERS

You are not registered for any courses on arrival. The course approval you received prior to arrival at NTNU is only a preliminary approval. To register for these courses you must follow the procedures below.

1. Log on to Studentweb: <https://studentweb.ntnu.no>
2. On Studentweb: Register for both classes and exams. You will not be able to take an exam unless you register for both. Free movers must have paid the semester fee first.
3. To take courses with open admission, which you have not been pre-approved for, you need to check that you have the right prerequisites (academic background). If you are eligible, you can register for the course using Studentweb.
4. To take courses with restricted admission you must talk to the relevant department/faculty for approval before 15 September and see if they can register you. If they cannot register you, have them sign the restricted course approval form and email it the Office of International Relations well ahead of the deadline: <https://innsida.ntnu.no/wiki/-/wiki/English/Register+for+courses+and+exams>
5. It is your responsibility to make sure your exams do not conflict. Do not select courses that have exams on the same day - you will not be able to take both.
6. If you have any questions, please contact the Office of International Relations.

## MASTER'S DEGREE STUDENTS (FULL DEGREE STUDENTS)

1. Log on to Studentweb: <https://studentweb.ntnu.no>
2. Register both for classes and exams. You will not be able to take an exam unless you have registered for both the class and the exam.
3. If you have any questions, please contact your faculty.



## 8 ADDITIONAL INFORMATION FOR ERASMUS EXCHANGE STUDENTS

### ARRIVAL CONFIRMATIONS

If you need an arrival confirmation, please send an email to the Office of International Relations. Note that NTNU uses a standard arrival confirmation.

### CHANGING COURSES AND LEARNING AGREEMENTS

If your Learning Agreement has not been signed, or you have changed your courses, you will need to have it signed by the Office of International Relations.

You can change your courses up until the deadline stated on page 8. It is your responsibility to make sure you are eligible to take the new courses. After 15 September you can send your Learning Agreement to [exchange@st.ntnu.no](mailto:exchange@st.ntnu.no) to have you changes approved.

You only need to update the second part of the Learning Agreement (the part that says “Changes to the original” or “During the mobility”, or similar), not the entire agreement.

### DEPARTURE CONFIRMATION

When you finish your stay at NTNU you may email the Office of International Relations to request a Departure Confirmation. You cannot request it sooner than 5 days before you leave.

We only sign a standard Departure confirmation issued by NTNU. This, along with your NTNU transcript serves as proof of attendance for your exchange at NTNU. We therefore do not sign the “after the mobility” part of the Learning Agreement.

### TRANSCRIPT OF RECORDS

NTNU does not automatically send the transcript to your home institution. You are responsible for ordering the transcript online yourself. You will need the initial ID-number and PIN to retrieve your paper transcript after you have left NTNU.

# 1 POLICE APPOINTMENTS

You will need to register at the Police Station to get a residence card or a registration certificate. In Trondheim, NTNU organizes group appointments in January/February, so do not book your own appointment. This also applies if your assigned appointment date is later than seven days after arrival. Students in Gjøvik and Ålesund must book their own appointments.

## RESIDENCE CARD (NON-EU/NON-EEA)

Students in Gjøvik and Ålesund must book their own appointments.

### Students in Trondheim

To the appointment at the Police Station you must bring:

- Passport (must be valid for the period you intend to stay in Norway)

You can only join the NTNU appointments if you already have been granted a residence permit to Norway. If you are a non-EU/non-EEA student and do not have a confirmation about the residence permit, please contact the Office of International Relations.

You will receive an email when your residence card is ready to be picked up at the Office of International Relations. This will take approximately two weeks.

You will find your appointed time on our webpage: [www.ntnu.edu/lifeandhousing/trondheim/new-student](http://www.ntnu.edu/lifeandhousing/trondheim/new-student)

If you cannot make it to the group appointments, you will have to book your own appointment at the police station.



## REGISTRATION CERTIFICATE (EU/EEA CITIZENS)

If you are an EU/EEA citizen staying in Norway for more than three months, you will need to register as a part of the registration requirement scheme for EU/EEA nationals\*.

1. Fill out an application at [www.udi.no](http://www.udi.no) You should do this after arriving in Norway, but at least 24 hours before your meeting with the police.
2. Get your registration certificate:

**In Trondheim:** join your NTNU group appointment at the police station - do not book your own appointment. You will find your appointed time on our webpage: [www.ntnu.edu/lifeandhousing/trondheim/new-student](http://www.ntnu.edu/lifeandhousing/trondheim/new-student)

**In Gjøvik and Ålesund:** you must book your own appointment

3. For the appointment at the Police Station, you must remember to bring:
  - A printout of the NTNU admission letter or confirmation of student exchange at NTNU, which you received by email
  - Passport/National ID (must be valid for the period you intend to stay in Norway)
  - European Health Insurance Card or proof of private health insurance

You will receive the Registration certificate at the police appointment.

\* Does not apply to Nordic students. Students from Nordic countries do not need to register online or meet with the police.

### D-NUMBER AND NORWEGIAN ID-NUMBER

A D-number is a temporary Norwegian identification number. A D-number is not valid with all services in Norway, and is of limited use. Only consider getting a D-number if you are here for less than 6 months and intend to work, or specifically need it for opening a bank account or similar. A Norwegian ID-number, also known as "fødselsnummer", is a fully valid identification number which grants you access to all Norwegian services, including a primary doctor. It is only granted to persons living in Norway for a period of 6 months or more. Although this is not a legal requirement to stay in Norway, we recommend all students get a Norwegian ID-number if they are here for longer than 6 months. You should apply as soon as possible, see the next page for details.

## 2 NORWEGIAN ID NUMBER

- for students staying more than 6 months

### When to apply

Nordic and EU/EEA students staying in Norway for more than six months will have to apply for a national ID-number at the National Population Register. Non-EU/non-EEA students will automatically receive an ID-number a couple of weeks after the police appointments.

- Nordic students: You can apply once you have arrived in Norway
- EU/EEA students: You can apply as soon as you have received your registration certificate
- Non-EU/non-EEA students: You will get an ID-number automatically if you are staying more than 6 months. You do not need to apply

### Application for a national ID-number (EU/EEA/Nordic students)

1. Book an appointment, and download the form "Report moving to Norway" at <https://skatteetaten.no/en/person/national-registry/moving/to-Norway>
2. To your scheduled appointment, you must bring:
  - Passport
  - Residence card/ Registration certificate
  - Your Student card and your Student ID app
  - Housing contract, duration must be at least 6 months
  - The form "Notification to the Tax office of move to Norway from abroad": [www.skatteetaten.no/globalassets/skjema/alltid/1401e.pdf](http://www.skatteetaten.no/globalassets/skjema/alltid/1401e.pdf)  
Use block letters and complete all the required fields. Say 'No' on the question "Are you a commuter from an EEA/EU-country?"

The case processing time is approximately 2 to 4 weeks.

### NATIONAL POPULATION REGISTER IN TRONDHEIM

Skatt Midt-Norge, Kongens gate 87

## 3 COMPULSORY HEALTH CHECK

Immigration regulations require that citizens of some countries must be tested for tuberculosis if they are staying more than three months in Norway. The test is free.

If you are required to take the test but fail to do so, the police will be notified and it may compromise your residence permit.

You can see who are required to take the test at the Norwegian Institute of Public Health: <http://bit.ly/29UkGCC>

### Group appointments in Trondheim

The Office of International Relations will arrange group appointments for all students required to take the test. You will be notified via email.

Students, who cannot take part in this appointment, must arrange an appointment themselves. To arrange your own appointment may take several weeks.

### VACCINE OFFICE/ TEST CENTRE IN TRONDHEIM

Erling Skakkes gate. 40, Leutenhaven entrance A / C

# OTHER MATTERS

## DEPOSIT ACCOUNT: NON-EU/NON-EEA

Students from non-EU/non-EEA countries need to prove that they have sufficient financial support to study in Norway as a part of the application process for a residence permit. This can be done by depositing the amount asked for to the designated NTNU deposit account.

### On arrival

If you have deposited money, you will be issued a debit bank card for NOK 60.000 after arrival in Norway. The card is normally issued during Orientation Week, or it can be picked up at the reception desk at the Office of International Relations after Orientation Week is over. Bring your passport as proof of ID. If it is not possible to travel to Norway in January 2021, other arrangements will be made.

### Staying in Norway for less than 6 months

If you are staying in Norway for less than six months, you will not be able to open a bank account. If the amount you deposited is more than NOK 60.000, you will need to request a transfer from the Office of International Relations for the rest of the money.

### Staying in Norway for more than 6 months

When you have your residence permit and a Norwegian ID number/D-number, you can open a bank account, and have the rest of the money transferred to this account. To get the remaining funds transferred to your account, you will have to provide your bank account details to the Office of International Relations.

If you wish to make additional withdrawals from the university's deposit account, before you have a Norwegian bank account, please contact the Office of International Relations.

## BANK ACCOUNT

In order to open a bank account in Norway you need a national ID number or a D-number.

The requirements of documentation needed, varies from bank to bank. Contact the bank of your choice to enquire.

Please note that the process to open a bank account can take up to two months.

## TAX CARD

If you plan to work/have income in Norway you will need a tax card.

Students staying in Norway for less than 6 months and who will have income

If you have income while in Norway, you need a Norwegian tax card. In Trondheim, the tax office (Skatt Midt-Norge) is located in the same building as the National Population Register. They will issue you a tax card and a D-number to you, a simplified version of the National ID-number. After receiving your D-number, you can also open a bank account.

Fill out the form 'Application for tax deduction card for foreign citizens', which can be found online: <https://bit.ly/2zbRzwp>. You must also present your employment contract with an estimate of your expected income. Remember to bring your passport/national ID card. The case processing time is approximately 1 to 3 weeks

Students staying in Norway for more than 6 months (with a valid residence permit for more than 6 months)

After receiving your ID number, you will also be able to order a tax card online. You will need a tax card if you will have income during your stay in Norway:

<https://bit.ly/2zbRzwp>

## MINID PIN CODES FOR PUBLIC SERVICES

Students staying in Norway for more than 6 months and who have received a national ID number, as well as all students with a D-number, can register for MiniID pin codes. You will need these codes to log on to online public services in Norway

1. When you receive your national ID number or D-number, go to <http://bit.ly/1rGL9Hi>
2. Fill in your national ID number.
3. The codes will be sent to the address registered with the Norwegian National Population Register. This normally takes a few days.
4. When you receive the pin code letter in the mail, register as a new user of MiniID with the pin codes.

Do not order the pin codes more than once, as ordering codes several times makes the process, and the waiting time, longer.

# HEALTH INSURANCE/NATIONAL INSURANCE (NAV)

## EU/EEA students

You must bring a valid European Health Insurance Card (EHIC) with you from your home country.\* This entitles you to medical care on the same conditions as the citizens of the EU/EEA country you are visiting. The general rule is that you do not become a member of the Norwegian National Insurance Scheme. If you do not have a European Health Insurance Card, you must have private insurance.

\* Exemption: Nordic citizens are entitled to medical care under the National Health Insurance Scheme without any insurance documentation.

## Non-EU/non-EEA students

### Staying less than 3 months (non-EU/non-EEA)

International students from non-EEA/EU countries staying in Norway for less than 3 months are not eligible for membership with the National Insurance Scheme. You are responsible to make sure that you have valid health insurance.

### Staying between 3 to 12 months (non-EU/non-EEA)

Students from non-EU/non-EEA countries who will be studying and living in Norway between 3 to 12 months can apply for enrolment in the National Insurance Scheme.

However, we do recommend that you take out a private health insurance before arrival, as it may take some time before you obtain membership. You can only apply for the membership after receiving a national ID number or D-number.

After obtaining membership, you will have almost the same right to medical care as Norwegian citizens, although there are some limitations: <http://bit.ly/1sErJXY>

#### **Trondheim:**

1. Once you have your national ID or D-number, go to Nav Lerkendal, Anton Grevskottsv. 2, 7032 Trondheim
2. Bring your passport, your student card, student ID app, and your residence permit

### Staying more than 12 months (non-EU/non-EEA)

Students staying in Norway for more than 12 month, and who have a valid residence permit, automatically have health insurance under the National Insurance Scheme from the date they arrive in Norway. The insurance is however not valid abroad.

See the official page for more information: <http://bit.ly/1sErJXY>



## PRIVATE INSURANCE POLICY

NTNU does not provide insurance during your stay in Norway. We recommend that you take out such an insurance policy yourself.

### EU/EEA students

If you take a trip to another EU/EEA country and need medical treatment, the European Health Insurance Card covers you on the same conditions as the citizens of the country you are visiting. It is however recommended that you take out a private travel insurance.

### Non-EU/non-EEA students

You will not be covered by the Norwegian National Health Scheme if you travel outside Norway. If you are hospitalized you will have to pay all medical expenses. It is therefore essential to have valid travel insurance.

## PERSONAL PHYSICIAN (FASTLEGE)

There is a nominal charge for medical treatment in Norway (NOK 200–400 per visit), but the Student Welfare Organization, Sit, offers some free services; [www.sit.no](http://www.sit.no)

### Staying less than 6 months

If you are staying less than 6 months, you will not get a personal physician. However, you are still entitled to medical care.

Please see this website for more information: <https://innsida.ntnu.no/helsetjenester>

### Staying more than 6 months

If you are staying more than 6 months you are entitled to a personal physician. You should register for a physician at one of the medical centres in Trondheim as soon as you have your national ID number. Do not wait until you get sick, as the process can take up to a month.

1. Choose an available doctor: <http://bit.ly/2aeVR6S>
2. Register online or by calling: 800 43 573

If you need medical care before you have received a National ID number, please see this website: <https://innsida.ntnu.no/helsetjenester>

## REGISTRATION OF ADDRESS TO THE POSTAL SERVICE

You need to register your address in Trondheim with the postal service to receive mail. As soon as possible after arrival in Norway, you should:

1. Fill out and print the two online forms\*
  - Report a move to Norway from abroad: <https://bit.ly/2ITnAck>
  - Permanent change of address for private individuals: <https://bit.ly/2QvJ3f4>
2. Bring the form to your nearest post office, together with official ID, and tell them that you want to register your address.

\* Do not fill in the section about redirecting mail, as this does not apply for change of address from abroad.

## MOVING WITHIN NORWAY

If you move within Norway, you must report to the National Population Register within eight days of moving: <https://bit.ly/2ITnAck>

## LEAVING NORWAY WHEN YOU FINISH YOUR STUDIES

A person who moves out of the country to take up residence abroad for at least six months must report the move to the National Population Register when leaving Norway. When you move please fill out the form 'Reporting a move from Norway', which can be found online: <https://bit.ly/2ITnAck>

If you are moving to one of the other Nordic countries, you do not need to submit this form.



YOUR NOTES...

A large, empty rectangular box with a thin black border, intended for students to write their notes.

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An online version of the Checklist can be found at  
[www.ntnu.edu/lifeandhousing/trondheim/new-student](http://www.ntnu.edu/lifeandhousing/trondheim/new-student)

Also see information for new students at  
<https://innsida.ntnu.no/en/ny-student>

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