

Arrival

in Trondheim

Norwegian University of
Science and Technology



**KEEP CALM
AND
READ THE CHECKLIST**

WELCOME TO NTNU AND NORWAY

In this booklet, you will find information about what you need to do as a new NTNU student, and as a newcomer to Norway.

We suggest that you follow the steps in the order listed on page 4 and 5. You will find more information about each step on page 6 to 18.

It is your responsibility to make sure you complete all the necessary steps, so please read this booklet thoroughly.

We know that this might seem a little overwhelming, but there will be information meetings during Orientation Week where it will all be explained.

If you are still unsure about what you need to do after you have read the Checklist and gone to the information meetings, please ask the Office of International Relations (after Orientation Week is over).

Best of luck with your stay at NTNU and in Norway!

Colour-codes

The Checklist is colour-coded to make it easier to identify which information is relevant for you. Some of the information is the same for everyone, but in many cases it will differ based on what kind of student you are (exchange/master's degree), where you are from (EU/EEA country or a non-EU/non-EEA country) and how long you intend to stay in Norway.

Please note that master's students are 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 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

1

Go to Studentweb and:

- Log in with the 11-digit ID number and 4-digit PIN code
- Register your Norwegian semester address
- Pay the semester fee. (Not applicable for exchange students from partner institutions.)

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2

Activate your NTNU user account. You need this to get access to the NTNU systems. Activate your account and generate your password at bas.ntnu.no

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3

Download the Student ID-app on your mobile phone, and log in with your username and password.

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4

Collect your student card. You need to show the Student ID-app and official ID-document (passport or EU identification card).

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Register for courses and exams in Studentweb before the deadlines 15 September and 1 February.

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Additional steps for exchange students regarding changing courses and learning agreements, arrival and departure confirmations

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IMMIGRATION MATTERS

1

Police appointments

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All students need to register at the police to stay legally in Norway. NTNU will arrange group appointments, please do not make your own. This also applies if you arrive more than seven days before the group appointment.

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.

2

Norwegian ID number

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Students staying more than 6 months will have to apply for a national ID-number at the National Population Register.

3

Important additional step:

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

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1 GO TO STUDENTWEB.NTNU.NO

ID-NUMBER AND PIN CODE:

A few days before the semester starts, you will receive two emails; one containing an 11-digit ID-number, and another containing your 4-digit pin. This information can only be used by you, so do not share it 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 after Orientation Week.

Note that you will need the IDnumber and PIN for ordering your transcript after your student status at NTNU has expired.

REGISTER YOUR SEMESTER ADDRESS

Register your Norwegian 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.

PAY THE SEMESTER FEE

Master's degree students and free movers must pay the semester fee, even if they are not taking any courses. On Studentweb, you will find the invoice for the semester fee. Print the invoice, or just write down the information you need, and go to a post office or bank to pay it. Make sure that you keep your receipt. Exchange students should not pay the semester fee.

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
- 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, or visit their help desks, if you encounter problems:

Campus	Location
Dragvoll	Building 8, level 5 (Library)
Gløshaugen	Natural Science Building, Library
Øya	Kunnskapssenteret, 2nd floor

3 & 4 STUDENT IDENTIFICATION

As a student at NTNU, you need both a Student Card and a Student ID app. The Student Card serves as both 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. Note that this is the only officially valid student ID.

1. Download the "Studentbevis app" from App Store (iOS) or Google Play (Android)
2. Log into 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. If you are an exchange student, the app will behave as if you have paid the semester fee.

STUDENT CARD

The Student Card serves as both access card and as a printer/library card. To get your card you need to visit the one the offices listed below, and bring your Student ID app and official ID document. Be prepared for long queues at the start of the semester.

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

Pick up your card here:

Maps and opening hours <https://innsida.ntnu.no/en/studentkort>

Gløshaugen

Central Building 2, 2nd floor (<https://s.mazemap.com/2Kyxy8w>)

Dragvoll

Go to the office called Vaktmesterkontor (janitor-office), building 6, level 3.

Øya, Rotvoll, Tunga, Elgesæter and Kalvskinnet

Go to the Service centre on each campus.

5 COURSE AND EXAM REGISTRATION

Deadlines for course and exam registration:

Autumn semester: 15 September

Spring semester: 1 February

Deadline for exam cancellations:

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

Deadline for semester fee payments (only for free movers and master's degree students):

Autumn semester: 15 September

Spring semester: 1 February

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 contact the relevant department/faculty for approval and have them sign the restricted course approval form:
<https://innsida.ntnu.no/wiki/-/wiki/English/Register+for+courses+and+exams>
Then bring the signed form to the Office of International Relations.
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.

6 ADDITIONAL INFORMATION FOR ERASMUS EXCHANGE STUDENTS

ARRIVAL CONFIRMATIONS

NTNU has a standard arrival confirmation that will be distributed during Orientation Week. Please remember bring your official ID. See the Orientation Week programme for more information about when and where. If you can not meet on the assigned day, you can get it at the Office of International Relations after Orientation Week is over.

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 at the Office of International Relations after Orientation Week is over.

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. Once you have made your final course selection, go to the Office of International Relations to have your Learning Agreement signed (after Orientation Week).

You will 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 will need to come to the Office of International Relations to pick up your Departure Confirmation. You cannot pick it up any sooner than 5 days before you leave.

In order to get the Departure Confirmation, you need a confirmation from the Library stating that you have no outstanding loans with them. The "library slip" can be picked up from any library at the University.

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 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. NTNU organizes group appointments after Orientation Week, so do not book your own appointment. This also applies if your assigned appointment date is later than seven days after arrival.

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

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.

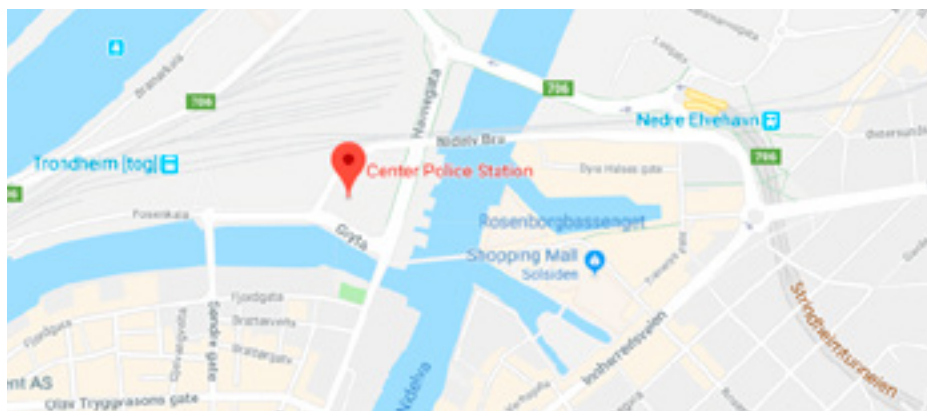
You will find your appointed time on our webpage: <https://www.ntnu.edu/lifeandhousing/trondheim/new-student>

LATECOMERS

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

Police Station Address:

Politihuset, Gryta 4, close to the railway 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 You should do this after arriving in Norway, but at least 24 hours before your meeting with the police. It may not be possible to choose the correct police station in the application. You should however still go to the appointment made by NTNU at Sentrum Police Station, and not book your own appointment, even if you have to choose the Service Centre for Foreign Workers in the application.
2. Get your registration certificate: Join your NTNU group appointment after Orientation Week to meet with Immigration at the police station. Please do not 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.

You will find your appointed time on our webpage: <https://www.ntnu.edu/lifeandhousing/trondheim/new-student>

2 NORWEGIAN ID NUMBER

- for students staying over 6 months

When to apply

If you are staying in Norway for more than six months, you will have to apply for a national ID-number at the National Population Register.

- Nordic students: You can apply once you have arrived in Norway
- Non-EU/non-EEA students: You can apply as soon as you have received your residence card
- EU/EEA students: You can apply as soon as you have received your registration certificate

Application for a national ID-number

1. Go to the National Population Register. You do not need an appointment.
2. Bring with you:
 - 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"

* The form can be found at <https://bit.ly/2ITnAck>. Use block letters and complete all the required fields. Tick '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

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:

The Office of International Relations will arrange group appointments for all students required to take the test. You will be notified by email soon after Orientation Week is over.

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

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 in Trondheim

If you have deposited money, you will be issued a debit bank card at the beginning of the semester for NOK 50.000. The card will be issued to you during Orientation Week (see the programme), 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.

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 50.000, 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 (see the next page for eligibility for 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. 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 MinID 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 MinID with the pin codes.

Note: Do not order the pin codes more than once, as ordering codes several times makes the process, and the wait, longer for you.

HEALTH INSURANCE/NATIONAL INSURANCE (NAV)

EEA/EU 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 EEA/EU 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:

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.

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>

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

Students staying in Norway for more than 12 months 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.

EEA/EU students

If you take a trip to another European 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-EEA/non-EU 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

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 physician: <http://bit.ly/2aeVR6S>
2. Register for the physician 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*
 - New mail recipient: <https://bit.ly/2ITnAck>
 - Permanent change of address for private individuals: <https://bit.ly/2ITnAck>
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...

