CHECKLIST for International Students

Campus Trondheim





Norwegian University of Science and Technology



AND READ THE CHECKLIST

NTNU Office of International Relations MazeMap: s.ntnu.no/Internationalhouse Exchange students: exchange@st.ntnu.no Master's degree students: arrivals@st.ntnu.no

WELCOME TO NTNU

This booklet contains information on what to do as a new student at NTNU, and newcomer to Norway. We suggest you follow the steps in the order listed on pages 4 and 5.

You will find more information about each step on pages 6 to 18.

It is your responsibility to make sure you complete all the necessary steps, so please read this booklet thoroughly, and check off the various steps as you do them.

Keep in mind whether you are a full-degree student or exchange student, and whether you are an EU/EEA citizen. Follow the color coding below to see what information applies to you.

During the Orientation Week information meeting most information will be explained. If you are still unsure about what to do afterwards, you are welcome to contact the Office of International Relations.

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

Students in Gjøvik and Ålesund:

This booklet is for students at NTNU in Trondheim. See i.ntnu.no/en/ny-student for campus specific information.

Color codes

The Checklist is color-coded to make it easier to find the information relevant for you. Please note that by *master's* or *degree* students, we refer to students taking their full degree at NTNU. If you are only taking courses (regardless of level), please follow the information for exchange students.

Applies to all students
Exchange students and placement students
Full degree students at master's level / Erasmus Mundus / Joint Nordic
Non- EU/non-EEA citizens
EU/EEA citizens (incl. Switzerland)



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Enjoy your stay!

1 GO TO STUDENTWEB

ID NUMBER AND PIN CODE

Before the semester starts, you will receive two emails; one with an 11-digit ID number*, and one with a 4-digit pin. Note that these could end up in your 'Spam' folder.



Do not share this information with others. If you have not received the codes by email, please contact the Office of International Relations. The 11-digit number is NTNU-specific and cannot be used outside the university.

LOGGING INTO STUDENTWEB

 Go to <u>s.ntnu.no/studentweb</u> or scan the QR code above to the right. Click 'Log in to Studentweb'.

2. If the page is displayed in Norwegian, click 'Norsk bokmål' in the top right corner and change the language to English.

3. Under 'Log in using your Norwegian ID number and PIN code', enter your 11-digit ID number and 4-digit PIN you received by e-mail.

Please keep both the ID number and PIN code safe for later. You will need both to order a transcript after your student status at NTNU has expired.

PAY THE SEMESTER FEE

All degree students (incl. joint degree) must pay the semester fee. You must generate the invoice on Studentweb (Go to More... \rightarrow Payments) and pay the invoice through your bank (you cannot pay through Studentweb), making sure the KID number is mentioned somewhere on the payment. Keep the receipt. Failure to pay the fee may compromise your right to study and stay in Norway.

Deadlines to pay the semester fee:

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

CHECK YOUR PERSONAL DATA

Make sure that your personal information in Studentweb is correct, including your addresses (both in your home country and in Norway), your e-mail and phone number. You can find this info by clicking your name on the top right in Studentweb and choosing 'Profile'.

If there is an error in your name or birth date, please contact NTNU at hjelp.ntnu.no.

2 ACTIVATE YOUR USER ACCOUNT

Activate your NTNU account at <u>bas.ntnu.no</u> (enter the link or use the QR code on the right) to access NTNU's digital services such as email, Wi-Fi, and your student ID app.

If you are a degree student, the semester fee must be <u>registered</u> <u>as paid</u> before you can activate your account (may take up to two business days after payment).

You need the following:

- Your 11-digit ID number and 4-digit pin code (see step 1)
- Your 6-digit student number, which can be found in Studentweb (under 'Profile' in the top right corner).

It may take a day or two before your account is activated. Contact NTNU at <u>hjelp.ntnu.no</u> if you encounter problems.

3 STUDENT IDENTIFICATION

You need both the **Student ID app** and the **Student Card**. The Student ID app is proof of your active student status and qualifies you for discounts. The Student Card gives you access to university buildings/rooms, including the library and printing services.



STUDENT ID APP

Download the "Student ID" app from the App Store or Google Play. Get the one with the yellow icon shown here on the left.

Log in to the app: Choose the affiliation **NTNU** and log in with your NTNU username and password. The app will only require internet access on the first login. You need this app for all student discounts, including public transportation.

If you do not have a smartphone, you can order a paper version (semester receipt) via Studentweb.

NTNU STUDENT CARD

To get your student card you need to order it online at <u>i.ntnu.no/en/studentkort</u>. Your student status in the Student ID app (see above) must be active before you can collect the card. It will take up to two business days to produce the card.



Students at campus Øya may also need a hospital access card. Contact your faculty for further information.



4 DIGITAL SERVICES

As a student at NTNU, there are a few digital services you will use frequently. All of these can be accessed through **Innsida**.

Innsida is NTNU's intranet. This portal provides you access to all NTNU internal services. You can log in with your NTNU account at: <u>i.ntnu.no</u>

Via Innsida, you can access Office365 and your NTNU e-mail. It is important that you check your NTNU e-mail inbox frequently, as all communcation (including any documents) from NTNU and the International Office will be sent to your NTNU e-mail.

These are the most important digital services for students:

Studentweb, the portal for your study plan, course and exam registration, grade distribution (See step 1 for sign up instruction)

Blackboard, where you can access all your courses and learning materials, as well as communicate with your course coordinator/lecturer.

Inspera, the online exam portal.

NTNU Hjelp, the self-help portal where you can submit inquiries for almost all matters.

5 COURSE AND EXAM REGISTRATION

As a student at NTNU, you must register for both classes and exams yourself.

1. Log on to <u>s.ntnu.no/studentweb</u> (See page 6)

2. Register for **both** classes and exams. You can only take exams you are registered for.

Master students: Your compulsory and optional courses are included in your study plan (in Studentweb). If you wish to take courses outside of this, please contact your program coordinator or study advisor to inquire.

Exchange students: You are not automatically enrolled in any courses upon arrival. Your list of pre-approved courses is tentative and can be changed up until the registration deadline. If you wish to take courses with restrictions, you must contact the department/ course coordinator directly.

It is your responsibility to make sure your exams do not conflict/collide. If you select courses that have exams on the same day, you may not be able to take both.

More information can be found at s.ntnu.no/courses-exams

IMPORTANT DEADLINES:

Course and exam registration Autumn semester: 15 September

Spring semester: 1 February

Deadline for cancelling your exam: 14 days before the examination date. You can find the exact date of your examination on Studentweb.

EXAMINATION RESIT:

NTNU offers students the opportunity to re-sit exams.

Important information on who, when, and how to sign up can be found at: <u>s.ntnu.no/resit-exam</u>

Just like registering for courses and exams in the first place, you are responsible for registering for re-sit examinations if you want to take them.

6 SPECIAL NEEDS FACILITATION

If you have a chronic illness, a (learning) disability, or an injury, NTNU can provide special facilitation of lectures, studying spaces or exams if needed. For facilitation of lectures or studying spaces, you must apply within specific deadlines.

More information, including what conditions qualify for facilitation, see <u>s.ntnu.no/facilitation</u> or scan the QR code below to the right.

Deadlines to apply for exam facilitation:

Autumn semester: 15 September

Spring semester: 15 February



8 ERASMUS EXCHANGE DOCUMENTS

All documents mentioned on this page are standardized and digitally approved by NTNU. We do not sign external forms.

ARRIVAL CONFIRMATION

To receive your arrival confirmation, you must complete the **NTNU Arrival Registration** (see page 11). This must be done <u>after</u> activating your NTNU account.

After completing the arrival registration, you will receive your arrival confirmation within two to three weeks. Note that NTNU only sends your arrival confirmation to your NTNU e-mail address, with a copy to your home university coordinator.

LEARNING AGREEMENT (LA)

Prior to arriving at NTNU, most exchange students (not all) have had their preliminary learning agreement (online or pdf version) signed by the Office of Admissions and International Relations.

If you have not sent us your "Before the mobility" LA, you can do so after you have signed up for all courses and exams (AFTER September 15th for the Autumn semester and February 1st for the Spring semester).

If you have sent us your "Before the mobility" LA but we have not approved/signed it, you can contact us at **exchange@st.ntnu.no**.

If you have had your "Before the mobility" LA signed, but decide to change your courses upon registration, you can complete the "During the mobility" section of the same document and send it to us **after** September 15th for the Autumn semester and February 1st for the Spring semester.

We do not sign the "After the mobility" section of the LA. Its function is replaced by the Departure Confirmation and Transcript of Records.

DEPARTURE CONFIRMATION

Once you have completed your exchange semester(s) at NTNU, you will receive a departure confirmation. This document is distributed automatically to both you and your home university. More information will be available near the end of your exchange period.

TRANSCRIPT OF RECORDS

NTNU does not automatically send a transcript to your home institution. You must order it yourself via **Studentweb** (page 6). The transcript of records serves as proof of completion.

For instructions on how to order a transcript after your NTNU account is no longer active, see <u>s.ntnu.no/arrival</u>

NTNU Office of International Relations MazeMap: s.ntnu.no/Internationalhouse

MOVING TO NORWAY

1 ARRIVAL REGISTRATION

After arriving in Norway and activating your NTNU account, you must register your arrival with NTNU by scanning the QR code on the right (or on the back of the brochure) or going to **s.ntnu.no/NTNUarrival**



Upon registering your arrival, you will automatically receive info on what immigration processes you need to complete, and how to do so. Failure to register your arrival can cause issues with mandatory immigration procedures.

Students from Nordic countries must also register arrival, but are exempt from further immigration procedures and only need to update their postal address (see page 15).

2 POLICE APPOINTMENTS

All non-Nordic citizens staying more than 3 months in Norway must report to the police. You must visit **www.UDI.no** to register your application prior to your police appointment and see which documents you need to bring with you to your appointment.

NTNU organizes group appointments with the police for students. A link to sign up for a police appointment will be sent to you automatically when you have completed the **Arrival Registration**. The appointments can only be completed in person.

If you are unable to attend any of the the group appointments, you must book an appointment yourself at www.UDI.no. If you encounter problems, contact the Trondheim Police Station at **+47 73 89 90 90**

After the appointment, Non-EU/EEA citizens will be issued a **residence permit**, while EU/EEA citizens will be issued a **registration certificate**. You will be notified when your permit/certificate is ready for pick-up.

3 MANDATORY HEALTH CHECK

Students from some countries are required to complete a screening for tuberculosis after moving to Norway. The test is free of charge, and mandatory. All students who need to do this will be informed automatically by e-mail upon completing their **arrival registration** (see page 11).

NTNU organizes the booking of these tests for our students. To see which countries for which the screening is required, see <u>s.ntnu.no/tuberculosis</u>

LIVING AND WORKING IN NORWAY

1 NORWEGIAN ID-NUMBER / D-NUMBER

As a temporary resident in Norway, you may qualify for either a **National Identity number**/ **ID number** (*fødselsnummer*) or a **D number**, depending on the length of your stay, your citizenship, and the public services you wish to access. The chart below determines which kind of number you are qualified for, if any. Please note that you may only qualify for one type of number, not both.



To apply for either an ID number or a D number, book an appointment with the Tax Administration Office (Skatteetaten): <u>s.ntnu.no/Order-ID-number</u>

A D-Number allows you to open a bank account and earn income, while an ID number also gives you access to almost all public services, and the ability to get a personal physician (see page 15). In order to access public services with an ID number, you will also need an online identity called *MinID*. This can be ordered online at <u>s.ntnu.no/minid</u>

* You need a job contract in order to get a D Number. If you have one, you can get the D number automatically by ordering a Tax Deduction Card. See the next page.

2 BANK ACCOUNT

You can only open a Norwegian bank account if you are staying in Norway for more than 6 months, have been issued a residence permit (see page 12, step 2), and a National Identity Number or D-number (see the previous page).

Once you have opened a bank account, you can request the rest of your deposit to be transferred by contacting the Office of International Relations.

You can choose the bank you wish to apply to and follow their procedures. This process may take up to two months. Upon success, you will also be issued electronic access to BankID.

If you have deposited money to NTNU, you will receive more information on where, when, and how to pick up your cash card via email and at style="color: blue">style="color: blue">style="color: blue;">style="color: blue;"style="color: blue;">style="color: blue;"style="color: blue;"style="color: blue;">style="color: blue;"style="color: blue;"style="color: blue;"style="color: blue;"style="color: blue;">style="color: blue;"style="color: blue;"style="color:

3 WORKING IN NORWAY

The requirements, rights and obligations as well as the registration schemes for working in Norway depend on your citizenship, immigration status, and student visa (non-EU/non-EEA citizens). You should consult the Directorate of Immigration's website (www.UDI.no) to see which category applies to you.

If you plan to work/have an income in Norway, you will need to order a Norwegian Tax Card from the Norwegian Tax Administration Office. For this, you need an ID number or D number (see the previous page).

If you are staying for less than 6 months, you must make an in-person appointment at the Tax Office (Skatt Midt-Norge).

If you are staying more than 6 months, you can either order the tax card online (if you have a MinID or BankID) or send your application by post.

More details can be found at s.ntnu.no/taxcard

4 HEALTH CARE IN NORWAY

4.1 HEALTH INSURANCE

NTNU does not offer health insurance for students. Students should themselves ensure that they are covered by valid insurance.

Students eligible for a National ID number or D-number (see page 12), as well as Nordic citizens, may apply to be covered under the Norwegian National Insurance Scheme (*Folketrygden*). EU/EEA citizens should have the European Health Insurance Card (EHIC).

All students should also have their own travel insurance. EU/EEA students may be covered with the European Health Insurance Card (EHIC).



If you are enrolled in the Norwegian National Insurance Scheme, you are entitled to almost all healthcare services as Norwegian citizens, but with some limitations: <u>s.ntnu.no/nationalinsurance</u>

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4.2 MEDICAL SERVICES / PRIMARY CARE PHYSICIAN

Students with a National ID Number (i.e. students staying more than 6 months) are entitled to a personal physician (*Fastlege*). As soon as you have your ID number, you should apply for a Fastlege on www.helsenorge.no.

Students without an ID number can book doctor's appointments at **Øya Legesenter** in Prinsens gate in the city center or visit the **Sit Health Center** on campus Gløshaugen. These options are also available to students waiting to get a personal physician.

For an overview of health services for students, see i.ntnu.no/en/helsetjenester

Please note that contrary to popular belief, health services in Norway are not *free*. Students with a National ID number are, however, covered by the Exemption Card Scheme, where you pay only a certain amount for public health services per year. After reaching the deductible amount, subsequent costs for services are covered by the National Health Scheme. See <u>s.ntnu.no/exemptioncard</u> for conditions and services covered.

EMERGENCIES

If you are ever in need of urgent medical assistance, call **113** for an ambulance!

If you need urgent care, but not an ambulance, you can dial **116 117** to reach the Emergency Room (Legevakt) at the hospital, which is open 24/7.

5 POSTAL SERVICES IN NORWAY

Once you have moved to Norway for your studies, you must register your new address with the postal office (Posten) to receive letters and parcels.

If you have applied for a residence permit, bank account, and other public services, they will send all documents to the address registered in the National Population Registry.

If you move within Norway, you must report to the National Population Register within eight days of moving.

If you move out of Norway, either temporarily to take up residence abroad for at least 6 months or permanently to return to your home country, you must also report your move to the National Population Registry (unless you move to other Nordic countries).

Visit this website to learn how to register/report changes in address: s.ntnu.no/moving



An online version of the Checklist can be found at **s.ntnu.no/arrival**

More information for new students can be found at i.ntnu.no/en/ny-student

NTNU Office of International Relations

MazeMap: s.ntnu.no/internationalhouse

Opening hours: s.ntnu.no/arrival

www.ntnu.edu