

# Arrival

Norwegian University of  
Science and Technology

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## Colour-codes

The Checklist is colour-coded to make it easier to identify which information is relevant to 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 read the brochure thoroughly to make sure you have not forgotten anything.

	Applies to all
	Exchange students and free movers
	Master's degree students
	Non- EU/non-EEA citizens
	EU/EEA citizens

## STUDENT CARD AND STUDENT ID APP

As a student at NTNU, you need both a Student Card and a Student ID app. The Student Card serves as a key/access card and as a printer/library card, while the Student ID app shows that you have paid the semester fee. In general, you need both your Student Card and the app in order to prove you are a student. If you do not have a smart phone, it is possible to get a paper version of the Student ID.

### Exchange students (not free movers)

1. Log on to <https://studentweb.ntnu.no> with the 11-digit ID number and 4-digit code. The ID number and pin code were sent to your email a couple of days before arrival at NTNU.
2. Register your address in Trondheim as your semester address on Studentweb.
3. Once you have registered in Studentweb, you can download your digital Student ID on your mobile phone by downloading the app "Studentbevis". Choose the affiliation NTNU, and log in (through Feide) with your regular username and password for NTNU.
4. Go to one of the Student ID offices listed on page 5 to get your Student Card. You will need to show the Student ID app and an official ID-document, such as your passport. If you need a paper version instead of the Student ID app, you can also get this here.

### Master's degree students and free movers

1. Log on to <https://studentweb.ntnu.no> with the 11-digit ID number and 4-digit code. The ID number and pin code were sent to your email a couple of days before arrival at NTNU.
2. Register your address in Trondheim as your semester address on Studentweb.
3. On Studentweb, find the invoice for the semester fee and print it. If you encounter problems they can print it for you at Student Services (<http://www.ntnu.no/adm/sa/sss>). All international master's and free movers must pay the semester fee, even those not taking any courses.
4. Bring the invoice to a post office or bank and pay the semester fee. Make sure that you keep your receipt.
5. Once you have registered in Studentweb, you can download your digital Student ID on your mobile phone by downloading the app "Studentbevis". Choose the affiliation NTNU, and log in (through Feide) with your regular username and password for NTNU.

6. Go to one of the Student ID offices listed below to get your Student Card. You will need to show the Student ID app and an official ID-document, such as your passport. If you need a paper version instead of the Student ID app, you can also get this here.

### Student Card offices

For maps and opening hours, see <https://innsida.ntnu.no/en/studentkort>

#### Gløshaugen

Central Building 2, 2nd floor

#### 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.

## EMAIL ADDRESS/INTERNET ACCESS

If you have any problems, contact the Orakel Service:

- Gløshaugen campus: Library in the Natural Science Building
- Dragvoll campus: Library, Building 8, level 5.

### Exchange students

First register in Studentweb. Then activate your email account at <http://bas.ntnu.no> by using the 11-digit ID-number and 4-digit pin code that was sent by email, in addition to your student number (can be found on Studentweb). \* This process will also provide you with the username and password you need to access the internet at NTNU.

\* Free movers will have to pay the semester fee first, please see instructions below.

### Master's degree students and free movers

1. Wait until you have paid the semester fee and registered in Studentweb.
2. Activate your email account at <http://bas.ntnu.no> by using the 11 digit ID-number and 4-digit pin code that was sent by email, in addition to your student number (can be found on Studentweb). This process will also provide you with the username and password you need to access the internet at NTNU.

## 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:

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 procedure below.

1. Log on to Studentweb (<https://fsweb.no/studentweb>) with your username and password or the ID-number and pin code sent to you by NTNU.
2. On Studentweb: Register both for 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

1. Wait until you have paid the semester fee. Once you have paid it you can register for classes.
2. Log on to Studentweb: <https://studentweb.ntnu.no> with your username and password or the ID-number and pin code you received from NTNU before arrival.
3. 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.
4. If you have any questions, please contact your faculty.

## CHANGE OF ADDRESS - STUDENT WEB

The first time you log on to Studentweb at <https://studentweb.ntnu.no> you must change your semester address under "registrations". If you do not change your address, post coming from NTNU will not reach you. Please make sure to remove the information from the field C/O.

## IT'S LEARNING

NTNU students have access to It's Learning- a net-based e-learning platform. You can use It's Learning to download lecture notes and course assignments, receive messages from your professor, find other materials related to your studies and participate in discussion groups about a particular course.

In order to gain access to It's Learning for a particular course, you must have registered for that course. It is therefore important that you make your final course selection as soon as possible and before the registration deadline.

Please note that being added to a course on It's Learning does not necessarily mean that you are registered for the exam. Remember to register for the exam on Studentweb.

## MAZEMAP - THE CAMPUS GUIDE APP

The Campus Guide is an app that can help you get around campus. Search for lecture rooms and other points of interest and receive step-by-step instructions for how to get there. Please see: <https://use.mazemap.com> or use [www.ntnu.edu/maps](http://www.ntnu.edu/maps)

## RESIDENCE PERMIT AND RESIDENCE CARD: NON-EU/NON-EEA

If you are a non-EU/non-EEA student staying in Norway for more than three months, you will need to apply for a residence permit and a residence card.

### Residence permit: Before arriving in Norway (non-EU/non-EEA)

Almost all non-EU/non-EEA citizens, with a few exceptions, should be able to register an application for a student residence permit online at [www.udi.no](http://www.udi.no). However, note that the application is first formally registered when you submit your passport, with the relevant supporting documentation, to the appropriate embassy/consulate. Applicants who are not permitted to apply online must submit an application form to a Norwegian embassy/consulate.

Please note: NTNU does not have the possibility to act as a general reference for your application. You should not list NTNU as a reference in your application.

### Residence card: After arriving in Norway (non-EU/non-EEA)

#### 1. If you have a residence permit

You will need to go to the Police Station to get a residence card (Oppholdskort).

NTNU organizes group appointments during Orientation Week, so do not book your own appointment.

To the appointment at the Police Station you must bring:

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

If you are unable to participate in the group appointments, you must call to make your own appointment: +47 73899440, Monday-Thursday 09:00-11:00. Please note that this process could take several weeks.

#### 2. If you do not have a residence permit

You must apply online and book your own appointment to see the Police at [www.udi.no](http://www.udi.no). You will not be able to join the group appointments.

To the appointment at the Police Station you must bring:

- Cover letter and receipt of payment
- A printout of the email of confirmation/admission from NTNU
- Passport (must be valid for the period you intend to stay in Norway)
- Confirmation of financial support
- Housing contract

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

Students from non-EU/non-EEA countries have to deposit funds into a Norwegian bank account to show they have sufficient financial support to study in Norway. This is a part of the application process for a residence permit.

Unfortunately, without a residence permit you cannot open a bank account in Norway. To solve this dilemma, NTNU has opened a bank account where students can deposit funds to prove they have sufficient financial support. The Directorate of Immigration (UDI) dictates how much money needs to be deposited into this account to fulfil residency requirements. The amount is a standard amount corresponding to the funding provided by the Norwegian State Educational Loan Fund.

### On arrival in Trondheim

You will be issued a check at the beginning of the semester. The check will be given to you at an information meeting during Orientation Week, or it can be picked up at the reception desk at the Office of International Relations. 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. The Office of International Relations will organize checks for you at regular intervals throughout your stay. You must come to the International Office with your passport to pick up the checks.

### 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.

Please note that the process for obtaining a Norwegian bank account and the transfer of the remaining funds may take up to two months.

To get the remaining funds transferred to your account, you will have to provide documentation of your bank account to the Office of International Relations.

If you wish to make additional withdrawals from the University "deposit account", before you have received your residence permit, you must contact the Office of International Relations.

Please see the section on Bank Account/Tax Card for more information on how to open a bank account.

## 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 before meeting with the police (the police district is Sør-Trøndelag).

**2.** Get your registration certificate: Join your NTNU group appointment during Orientation Week to meet with Immigration at the police station.

Please do not book your own appointment if you are planning to join a group appointment. If you are unable to participate in the group appointments, you can book your own appointment at the same time you fill out the online application. Please note that the process of getting your own appointment could take several weeks.

**3.** For the appointment at the Police Station, you must remember to bring:

- A printout of the NTNU admission letter 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

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

### Police Station

**Address:** Politi, Gryta 4, close to the railway station, see page 17 for map.

If you have questions concerning booking appointments or the online application, you can contact the Information telephone: 73899440 (Monday- Thursday 09.00-11.30).

## NATIONAL POPULATION REGISTER

- for students staying over 6 months

### When to apply

If you have a residence permit to stay in Norway for more than six months, and you are staying for more than six months, you will have to apply for a national ID-number at the National Population Register (map page 18).

- 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 (map page 18). You do not need an appointment.

**2.** Bring with you:

- Passport
- Residence permit (residence card/registration certificate)
- NTNU student card and semester card
- Housing contract
- The form "Notification to the National Registry (NR) of move to Norway from abroad"

\*The form can be found in the blue folder you received during Orientation Week or at <http://bit.ly/1RTAvIL>. Use block letters and complete all the required fields. Tick 'No' on the question "Are you a commuter from a EEA/EU-country?"

The case processing time is approximately 2 to 4 weeks.

### Moving within Norway

If you move within Norway, you must report to the National Population Register within eight days of moving: [www.skatteetaten.no/en/Forms/Reporting-a-move-within-Norway](http://www.skatteetaten.no/en/Forms/Reporting-a-move-within-Norway)

### 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: <http://bit.ly/1hPNbiB>

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

## BANK ACCOUNT/TAX CARD

### Students staying in Norway for less than 6 months and who will not have income

You are not eligible to open a bank account. If you are a non-EU/non-EEA student, your deposit money will be returned to you in checks throughout your stay. See more under Deposit account (page 9). We recommend that you transfer the money to your own bank account at home, and use your Visa card while in Norway.

### 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, a simplified version of the National ID-number. After receiving your D-number, you can open a bank account.

Fill out the form 'Application for tax deduction card for foreign citizens', which can be found online: <http://bit.ly/1gcvtEH> 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)

In order to open a bank account in Norway you need a national ID number. This number is issued by the National Population Register (see page 11). After receiving your ID number, you can open a bank account and 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:

[www.skatteetaten.no/en/Forms/Application-for-new-tax-card/](http://www.skatteetaten.no/en/Forms/Application-for-new-tax-card/)

## 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: <http://bit.ly/1HQnbiH>
  - Permanent change of address for private individuals: <http://bit.ly/29VDR39>
2. Bring the forms 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.

## MinID PIN CODES FOR ONLINE 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 identification 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.

## 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 and must be done as soon as possible** after your arrival in Norway.

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 the Orientation Week is over.

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

See page 17 for address and map.

## 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.

\*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. If you do not already have health insurance, you will have to take out a private insurance policy.

#### 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 also 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 (map page 18).
2. Bring your passport, a printout of the letter of admission 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.

## PRIVATE INSURANCE POLICY

NTNU do 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 on the same conditions as the citizens of the country you are visiting covers you. You do however recommend that you take out general 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 expenses in Norway (NOK 200–300 per visit), but the Student Welfare Organization SiT offers some free services (see page 16).

#### 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 contact Gløshaugen Medical Centre: <http://helserespons.no/web/sitlege/>

#### 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.

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, you can go to Gløshaugen Medical Centre without having a personal physician there. Once you have a National ID number, you will not be able to use this service.



## MEDICAL EMERGENCY

### Casualty Ward

Legevakten at St. Olavs Hospital is only for emergencies, or if your doctor's office has closed for the day. Please see your doctor for issues that do not require instant attention.

Call to schedule an appointment; it is not possible to come without an appointment.  
Phone: 116117  
Address: Olav Kyrresgate 17

**For acute medical emergency: Call 113**

## STUDENT HEALTH - SiT

All students (not exchange students) in Norway must pay a fee to their student welfare organization. The money is spent on student welfare, such as health services:

- free sexual health station
- free appointment with a psychologist
- free consultation with a campus nurse regarding issues such as depression, stress, anxiety and self-esteem
- refund if you have high health or dental related expenses
- medical certificate if you are sick on the day of your exam

For more information, see [www.sit.no/en/health](http://www.sit.no/en/health)

### Psychosocial services through SiT

Everyone can meet challenges that are difficult to deal with. Maybe you have problems you do not know how to handle? It can be related to studies, family, friends or simply life itself. Problems and bad thoughts that persist can make everyday life difficult. If it affects the quality of your life, it might be time to seek help.

SiT offers a low threshold and short term service, which is intended for those who need to talk to a "neutral" person. You do not need a doctor's referral to get an appointment. Here you can talk to skilled health personnel like psychologists, psychiatric nurses or clinical social workers, in safe surroundings.

If necessary, they will refer you to other professionals who are better suited to help you.

[www.sit.no/en/health/psychologist](http://www.sit.no/en/health/psychologist)

## POLICE STATION



Address: Politi, Gryta 4, close to the railway station.

## HEALTH CHECKUP: VAKSINASJONSKONTORET



Address: Vaksinasjonskontor, Erling Skakkes gt. 40, Leutenhaven entrance A / C

## NATIONAL POPULATION REGISTER



Address: Skatt Midt-Norge, Kongens gate 87

## NATIONAL INSURANCE (NAV)



Address: NAV Lerkendal, Anton Grevskottsv. 2, 7032 Trondheim

YOUR NOTES...

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)

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