WELCOME TO AALBORG UNIVERSITY
International Staff Office
WELCOME TO AALBORG UNIVERSITY

...and in Denmark to get off to a good start. With this guide we aim to provide you with general and practical information on life at Aalborg University and in Denmark to guide you through the early days of your new working life.

Visit our website www.iso.aau.dk to find further information as an expat and newly arrived in Denmark and at Aalborg University. You can also find information on events for international staff and families, and you can follow us on Facebook (www.facebook.com/ISOatAAU).

Sign up for our monthly Welcome Meeting (first Tuesday of the month) on our website www.iso.aau.dk.

If you have any questions, please do not hesitate to contact us at International Staff Office via email iso.hr@adm.aau.dk or phone +(45) 9940 7968 – or visit us at Fredrik Bajers Vej 7F, 9220 Aalborg Ø during office hours (see www.iso.aau.dk).
HOW INTERNATIONAL STAFF OFFICE MAY HELP YOU...

Upon arrival in Denmark:

• By inviting you to our monthly Welcome Meeting
• By helping you to find answers to your questions on your and your family’s life in Denmark - feel free to contact or visit us
• By organising various events for you and/or your family

CHECKLIST UPON ARRIVAL IN DENMARK

• Register for a Civil Registration Number (CPR No.)
• Apply for a tax card
• Open a Danish bank account
• Sign up for Digital Post
• Obtain a NemID
• More detailed checklists are available at www.iso.aau.dk

Personal Guidance Service:
Our service includes personal support and advice on topics you might run in to before, during and after arrival and it will be based on your (and your family’s) situation.

Examples could be:
• Applying for a residence and work permit (also extensions)
• Finding a school/kindergarten for your children
• Finding spare time activities
• Starting up job search for your spouse
• Attend Danish language courses for free
• Help with the paperwork upon arrival
• Getting a social network
• Issues associated with moving to a new country
• Welcome talk (including your spouse)

Find more information on www.iso.aau.dk or contact International Staff Office for further information.
IXILLNESS

If you fall ill, you must notify your department as soon as possible. Usually this must be done on the first day of absence at the time of your normal working hours.

OFFERS FOR STAFF AT AAU

The University has its own fitness centre, UniFitness, where you can work out at a favourable price. Information on membership: www.en.unifitness.aau.dk.

The University offers different courses for staff. Visit www.hr.aau.dk/kompetence-udvikling/kurser/ for details and enrolment fees.

Aalborg University provides wireless internet on all campuses for all staff and visitors. For more information visit www.wifi.aau.dk.

University chaplains can provide information on counselling possibilities and religious life on campus and in town.

For more information on offers for staff and visitors, please visit: www.iso.aau.dk.

ACCESS CARD, PHONE, IT...

During the start-up phase, your department will provide you with information on practical matters, such as office facilities, contact persons, IT, phone, keys and access card to AAU. If you have any questions relating to these matters, please contact your department secretary.

EMPLOYMENT

At the website www.iso.aau.dk/working-at-aalborg-university, you will find a selection of links related to your employment and much more.

HOLIDAYS

You will find information on holidays in the AAU Manual www.aauhaandbog.aau.dk.

USEFUL INFORMATION - AAU

PRACTICAL INFORMATION FOR NEW STAFF MEMBERS AT AALBORG UNIVERSITY
LIBRARIES AT AALBORG UNIVERSITY

Aalborg University Library (AUB)
Phone: (+45) 99 40 94 00, Website: www.en.aub.aau.dk

Aalborg:
Langagervej 2
Niels Jernes Vej 6B (Law School)
Niels Jernes Vej 12
Nordkraft
Strandvejen

Esbjerg: Niels Bohrs Vej 8
Copenhagen: A.C. Meyers Vænge 15

Addresses and opening hours can be found on the library’s website: www.en.aub.aau.dk

EVENTS FOR INTERNATIONALS

International Staff Office offers various events for international members of staff and families throughout the year. Find information on www.iso.aau.dk/events.

Every second Wednesday (even week numbers) we host an International Staff Café in Aalborg. Feel free to bring your spouse and children. Staff from ISO will attend the café from 15:00 and takes place at the canteen at Fredrik Bajers Vej, 9220 Aalborg. Coffee and tea is offered free of charge.

USEFUL RESOURCES

International Staff Office (ISO):
Phone: (+45) 99 40 7968
Email: iso.hr@adm.aau.dk
For further details, see www.iso.aau.dk

Human Resources:
Email: hr@adm.aau.dk
For further details, see www.iso.aau.dk/working-at-aalborg-university/about-human-resources/

Salary Office:
Email: loenkantor@adm.aau.dk
For further details, see www.en.okonomi.aau.dk/Salary-office

The AAU Manual:
Find information on specific issues related to the working conditions at AAU Go to the AAU Manual: www.aauhaandbog.aau.dk

Your department secretary:
Your department secretary is your contact person at Aalborg University. He or she will be pleased to answer questions on matters relating to your department and will be able to refer you to the relevant authority on most other matters.
HOW TO REGISTER IN DENMARK

When you arrive in Denmark and plan to stay for at least three months, you must register to obtain a CPR No. (Civil Registration Number), which is crucial for starting up your life in Denmark. You will also have to choose a general practitioner from a list. The Municipality will issue your yellow health insurance card stating your CPR No., address and your GP and send it to your home address.

In Denmark all residents must be registered with the local municipal authorities.

At the International Citizen Service you will find all relevant authorities under one roof - they can help you with all sorts of questions: The Danish immigration authorities, the State Administration, the Danish Customs and Tax administration (SKAT), the local municipal administration and Workindenmark.

Please find information on the deadlines for registration at our website www.iso.aau.dk.

Please remember to bring all your personal documents and certificates; this will help the officials in providing you the best possible help and service.

INTERNATIONAL CITIZEN SERVICE

Aalborg:
Aalborghus Slot, Slotspladsen 1, 9000 Aalborg. Phone: (+45) 7256 8920
Email: north@icitizen.dk - Web: www.icitizen.dk

Copenhagen:
Gyldenløvesgade 11, 1600 København. Phone: (+45) 3366 6606 Email: east@icitizen.dk - Web: www.icitizen.dk

Esbjerg:
In Esbjerg you have to visit the municipality at the following address:
The Municipality of Esbjerg, Newcomer Service, Torvegade 74, 6700 Esbjerg. Phone: (+45) 7616 1616.
Email: newcomer@esbjergkommune.dk
Web: www.energymetropolis.com
To obtain NemID you must contact your local municipality or register online. Remember to bring identification, such as your passport and your yellow health insurance card to your local municipality – they must be able to confirm your identity.

Other valid photo identification cards:
- National driving license issued in an EU/EEA country, Greenland or the Faroe Islands
- Passport issued by a public authority in your home country
- Residence permit/residence card with photo issued in Denmark

Find more information about NemID on [www.nemid.nu.dk/en](http://www.nemid.nu.dk/en)

**DIGITAL POST**

In Denmark all post from public authorities is sent to a digital mailbox called Digital Post. Citizens aged 15 or above are required to check this mailbox on a regular basis.

Once you have registered for a CPR No. your Digital Post account will be automatically set up. Log on to Digital Post at [www.lifeindenmark.borger.dk](http://www.lifeindenmark.borger.dk) using your NemID.

We advise you to set up your NemID and your Digital Post at International Citizen Service where you will be able to receive help and guidance.

Your salary slip from the University will also be sent to your Digital Post.

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**IMPORTANT**

Upon arrival, please remember to:

- Register with your local municipality to obtain a CPR No. (if your stay exceeds 3 months). You can register at the International Citizen Service
- Send information on your CPR No. and Danish address to iso.hr@adm.aau.dk (only if employed by Aalborg University)
- Open a bank account
- Apply for a tax card (or researcher’s taxation)
- Obtain a NemID and log on to Digital Post

**BANK ACCOUNT / NEMID**

When you have received your CPR No., you are all set to open a bank account at a Danish bank. A Danish account is necessary if you are to receive salary from AAU.

It might be a good idea to compare terms and conditions, e.g. interest rates, online banking services in English, etc.) to ensure that you get the best deal possible.

If you wish to use online banking and most other public internet services, you must obtain a NemID (digital signature).

Remember to inquire about Dankort (sort of debit card) as this is the cheapest card to use in Denmark.

To obtain NemID you must contact your local municipality or register online. Remember to bring identification, such as your passport and your yellow health insurance card to your local municipality – they must be able to confirm your identity.

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To obtain NemID you must contact your local municipality or register online. Remember to bring identification, such as your passport and your yellow health insurance card to your local municipality – they must be able to confirm your identity.

Other valid photo identification cards:
- National driving license issued in an EU/EEA country, Greenland or the Faroe Islands
- Passport issued by a public authority in your home country
- Residence permit/residence card with photo issued in Denmark

Find more information about NemID on [www.nemid.nu.dk/en](http://www.nemid.nu.dk/en)
ESTABLISHING LIFE IN DENMARK
WHAT TO DO TO ESTABLISH A LIFE IN DENMARK?

LEARNING DANISH

Danish courses are offered by both public and private language schools. If you are over the age of 18 and have a Danish CPR No, you can attend Danish courses free of charge within the first three years of living in Denmark. Below you will find a link to the language schools in Aalborg, Copenhagen and Esbjerg:
http://dedanskesprogcentre.dk/en/front-page/

The language schools provide danish classes on campus in Aalborg and Copenhagen.

INTERNATIONAL SCHOOLS

During your stay in Denmark you may enrol your children in an international private school.
Monthly tuition fee vary. Contact the school for information on tuition fees.

PUBLIC SCHOOL

Public schools are free of charge. Even many expats choose to enrol children into public schools. Non-Danish speaking children normally get an introduction to the Danish language and school system by starting in a reception class. Contact your local municipality for further information.

CHILDCARE

In Denmark both parents usually work and therefore it is customary that children from the age of 9 or 12 months to the age of 5 or 6 years are looked after at a day nursery. Please contact your local municipality for further information on childcare.

SHOPPING

There are plenty of different places to shop for groceries, but please note that products, prices, quality and opening hours vary. Most supermarkets are open from 9:00 – 20:00 seven days a week, depending on the local area.
Retail shops are generally open from 10:00 – 17:30 from Monday to Friday and until 13:00 on Saturdays. Most retail shops are closed on Sundays.
**SPOUSE IN DENMARK**

As a spouse/partner in Denmark you have plenty of opportunities to receive help for e.g. networking and for jobseeking. You can join already existing networks, participate in social activities for spouses, language classes etc. Find inspiration on [www.iso.aau.dk](http://www.iso.aau.dk) or contact International Staff Office.

Looking for a job? Join one of the jobseeking activities available to spouses, free of charge. Contact [Workindenmark](http://www.workindenmark.dk) to receive information on the Danish labour market and work culture, advise on how to use your skills in Denmark and help preparing your CV and applications etc.

At the International Houses in Aalborg and Copenhagen activities focusing on establishing relations between jobseekers and companies are provided. The [Newcomer service](http://www.newcomerservice.dk) in Esbjerg also provides jobseeking services to spouses.

At Aalborg University we organize events for international staff throughout the year. The events are also for spouses, partners and children.

Do not hesitate to contact us for further guidance on offers for you as a spouse, or on concerns you may have about your new life in Denmark.

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**POST OFFICE**

In Denmark most post offices are located inside selected supermarkets where you can buy stamps, send and collect parcels, etc. You can send letters by posting them in the red mail boxes placed all over town. Collection times are stated on each mail box. You can buy stamps at newsagents (Danish: Kiosk), online, via text message and at the post office facilities in selected supermarkets.

To find your local post office facility, please visit the [www.PostNord.dk](http://www.PostNord.dk) website and type your postal code/city in the search field under ‘Find os’. Other information is available on the English version of PostNord’s website.

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**NEWS LETTER**

Sign up for the newsletter provided by International Staff Office for internationals associated with Aalborg University, if you wish to receive news relevant to expats on your local area.

You can sign up at [www.iso.aau.dk](http://www.iso.aau.dk)
Public transport consists of buses and trains. In Copenhagen this also includes the Metro. Find out how to get from A to B, at the official website for public transport: www.rejseplanen.dk (Journey Planner).

You can buy tickets on the bus (cash only) or - if you travel by train - at the train station before you board the train. Cash tickets are the most expensive and you can easily reduce your travel costs by obtaining a Travelcard (DK: Rejsekort), which is valid for travel in all trains nationwide and buses in most areas, including Copenhagen, Esbjerg and Aalborg. For more details, visit www.rejsekort.dk.

If you travel by bus or train in the same zones on a daily basis (e.g. to and from work), a monthly travel card is the cheapest solution. Monthly travel card are issued for a minimum of 30 days and a maximum of 365 days – the period of your own choosing. For more details visit your local bus or train station.

TAXIS

If you need a taxi, you can call 118 and ask for the local taxi service. You will be charged a fee when calling to 118. At the website www.taxapriser.dk (in Danish) you can calculate the price of your trip (the service is free of charge).

For more information on local taxi services: www.krak.dk or 118.dk - just enter “Taxa” and your postcode. You can also download apps from different taxi companies to your smartphone.
Further details on emergency situations may be found at [www.lifeinde-mark.dk](http://www.lifeinde-mark.dk). The website also provides a list of all Danish Accident & Emergency Departments, if immediate treatment is required.

**DOCTORS/GENERAL PRACTITIONERS**

The Danish health insurance system allows you to see your doctor free of charge. When you receive your yellow health insurance card (DK: Sygesikringsbevis) from your municipality, you will find the contact information for your doctor/general practitioner on the card.

You must make an appointment before visiting your doctor. Please remember to bring your Danish health insurance card whenever you see your doctor.

You must have a referral issued by the general practitioner if you need to go to a medical specialist.

If you fall ill outside your doctor’s opening hours, please call out-of-hours medical service:

- **Copenhagen:** Phone 1813
- **Aalborg:** Phone 70 15 03 00
- **Esbjerg:** Phone 70 11 07 07

In case of accidents and very serious injuries, always call emergency line 112.

**DENTISTS**

If you need to see a dentist (DK: “Tandlæge”), you can make an appointment with the dentist of your choice. However, please note that dental treatment is not free of charge in Denmark. We recommend that you ask for a price estimate before you start dental treatment.

You can find a list of local dentists at: [www.krak.dk](http://www.krak.dk) – just enter “dentist” and your postcode.

**PHARMACIES**

Search for your local pharmacy (DK: “Apotek”) at: [www.krak.dk](http://www.krak.dk) – just enter “Pharmacy” and your postcode.
LEISURE TIME ACTIVITIES
EXPLORING YOUR NEW SURROUNDINGS

Living in or near Aalborg, Copenhagen or Esbjerg means that you have plenty of opportunities to enjoy yourself after work and at weekends. You will find a wide variety of sports clubs in Aalborg, Copenhagen and Esbjerg, offering almost all kinds of sports activities. Trips to the zoo (Aalborg and Copenhagen), or visiting an art museum or exhibition are also popular leisure time activities. Information on events organised especially for international citizens can be found at www.iso.aau.dk and www.facebook.com/ISOatAAU.

Aalborg:
"Nordkraft" offers cultural experiences such as theatre plays, music, a climbing wall, restaurants, cafés etc. Visit www.nordkraft.dk.
A visit to one of the many bars and restaurants of the famous Jomfru Ane Gade is a must for those visiting Aalborg for the first time. Visit www.jomfruanegade.dk.

Copenhagen:
The Danish capital offers such a wide variety of leisure time activities that it is difficult to single out just a few. The obvious choices for first-time visitors are the world-famous Tivoli (amusement park) and the statue of The Little Mermaid from Hans Christian Andersen’s fairy tale. Visit www.visitcopenhagen.com.

Esbjerg:
Facing the North Sea, Esbjerg is a great place for nature lovers. In Esbjerg you can enjoy the The Wadden Sea National Park, Hjerting Beach and other sea-related activities, such as a seal safari.
Being the fifth largest city of Denmark, Esbjerg offers sport activities, and several restaurants and cafés. www.visitesbjerg.com

To see all offers for staff and visitors, please visit: www.iso.aau.dk.
WHERE DO DANES "HANG OUT" AFTER WORK

- at sports clubs, associations, literary circles, senior citizen's clubs, stamp collecting associations, volunteer work, etc.
- at evening classes - language classes, cooking courses or creative activities
- at Open University events (Danish: Folkeuniversitet) where they participate in lectures and similar
- at the fitness centre
- at the theatre or cinema
- at cafés, restaurants and bars
- at the public swimming baths, indoor swimming pools, beaches
- at home with their family or visiting friends or family

Wondering if there are any clubs, courses or associations related to your interests in your local area?
Send us an email (iso.hr@adm.aau.dk) and we will help you on this.
Naturally, the offer also concerns your family.

USEFUL RESOURCES IN DENMARK

International Citizen Service (ICS):

AALBORG
Slotsplassen 1, Opgang A, 9000 Aalborg
Phone: (+45) 72 56 89 20, Email: north@icitizen.dk

COPENHAGEN
Gyldenløvesgade 11, 1600 Cph V
Phone: (+45) 33 66 66 06, Email: east@icitizen.dk

ESBJERG (no ICS, go to the municipality):
Newcomer Service, Torvegade 74, 6700 Esbjerg
Phone: (+45) 76 16 16 16, Email: newcomcer@esbjergkommune.dk

Police (if you need to have your biometrics recorded)
North Jutland’s Police in Aalborg: Jyllandsegade 27, 9000 Aalborg
South and Southern Jutland’s Police Office in Esbjerg: Kirkegade 76, 6700 Esbjerg
Agency for International Recruitment and Integration (STAR), Borgercenteret, Njalsgade 72C, 2300 København S

Emergency (ambulance, fire brigade, police)
In case of emergency: call 112
In case of crime, call the police at 114
ON ARRIVAL TIP-OFFS

NICE TO KNOW WHEN LIVING IN DENMARK

DANISH COURSES

Even if most Danes speak very good English, learning Danish is vital for you if you wish to succeed in the labour market and be a part of the Danish society. At Aalborg University the main language is Danish. Almost all written information is translated into English but most conversation and oral information happens in Danish.

If you would like to learn Danish you can choose between a number of good courses. In Denmark you can attend Danish courses for free within the first 3 years after arrival in Denmark at the "Language Centres".

The language centres in Denmark offer Danish courses for foreign adults. They are available for all levels - from beginner to advanced courses. All of these are offered as full-time courses, evening classes and home based courses. To access the courses you must contact the language center or your local municipality. Please be aware that you are only entitled to get free access to the courses within the first 3 years of your stay in Denmark.

Danish classes on Campus Aalborg
Aalborg University offers beginner’s courses for international employees, PhD fellows, PhD students, visiting researchers and students in co-operation with Sprogcenter Aalborg on Main Campus in Aalborg (room 39, Fibigerstræde 11, 9220 Aalborg Ø).

Danish classes on Campus Esbjerg
At present no Danish classes are provided at Campus Esbjerg. You can attend Danish courses at "LærDansk".

Danish classes on Campus Copenhagen
The following language providers are offering courses at AAU CPH campus: Københavns Sprogcenter (Copenhagen Language Center)
IA Sprog (IA Language)

More information on where to practice Danish visit www.iso.aau.dk
**GREETINGS**

**Godmorgen:** When Danes casually meet in the morning (usually until 10:00) they greet each other with "godmorgen". Don’t add a handshake to this greeting.

**Hej:** After 10:00 Danes greet each other with the informal “hej” or formal “goddag”. When they leave, Danes say "hej hej", "vi ses" (see you) or the formal "farvel".

**Godaften/godnat:** When greeting each other in the evening you can say "godaften" or using the "hej" (as mentioned above). When leaving you can say "farvel" or if you leave at night the formal and informal greeting is to say "godnat".

**Greeting at meetings (formal):** When Danes attend a formal meeting they often shake hands with all participants using their right hand. This gesture might be repeated at the end of the meeting.

**Form of address:** Danes address each another by their first name, regardless of position. Students in Denmark also address their lecturer by his/her first name.

**Tak:** Having received the help of another person, you show your gratitude by saying "tak" (thank you).

**TIP-OFFS**

When invited to a meeting or social event, be sure to arrive on time. If you are prevented from participating always remember to send your regrets. Not showing up for an appointment without prior cancellation is regarded impolite.

Ask questions. If you have any questions for your colleagues, your superior, the public authorities, etc. don’t hesitate to ask. It is very common to ask when in doubt of something or if you disagree. After having received the answer to your question it is polite to say "tak".

Further information on the do’s and don’ts when working and living in Denmark:

- International House Copenhagen: [www.inhcph.kk.dk](http://www.inhcph.kk.dk)
- Life in Denmark: [www.lifeindenmark.com](http://www.lifeindenmark.com)
- Fun facts about Denmark: [www.visitdenmark.com](http://www.visitdenmark.com)
CONTACT

If you have any questions or need further of specific information, please do not hesitate to contact us. We will always do our best to assist.

INTERNATIONAL STAFF OFFICE (ISO)

Human Resources
Fredrik Bajers Vej 7F, Room F6-01
DK-9220 Aalborg Ø
Web: www.iso.aau.dk
Email: iso.hr@adm.aau.dk
www.facebook.com/ISOatAAU

OFFICE HOURS

Monday to Thursday from
9:00 to 15:00

Fridays from 9:00 to 14:30

Closed between 12 and 12:30

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