



# Survival Information

Practical information and advice on finding your way and getting settled in Umeå.

[www.umu.se/en/student-handbook](http://www.umu.se/en/student-handbook)



# Practical support

## Free movers

- International Office- The Administration Building, level 3
  - Information regarding non academic matters
  - Social activities – Buddy Programme
  - Housing (tuition fee paying students)
- Student reception – The Administration Building, level 3
  - Admission matters
  - Apply for courses
  - Study adviser
- International Admissions Office - The Administration Building, level 4
  - Assessment and evaluation of the merits of foreign certificates.

Free movers apply for courses at  
[www.universityadmissions.se](http://www.universityadmissions.se)



## Exchange students

- International Office
  - Information regarding academic and non academic matters for example;
  - Signing of learning agreement, arrival confirmation and other documents
  - Housing
  - Support with practical matters
  - Social activities – Buddy Programme



Exchange students who wants to change courses has to:

- 1) Check with the department concerned regarding your prerequisites and if there is a possible space left
- 2) Check with your home university if it is okay to change course(s)
- 3) The department concerned informs us (Monika or Sandra) about your course change(s)

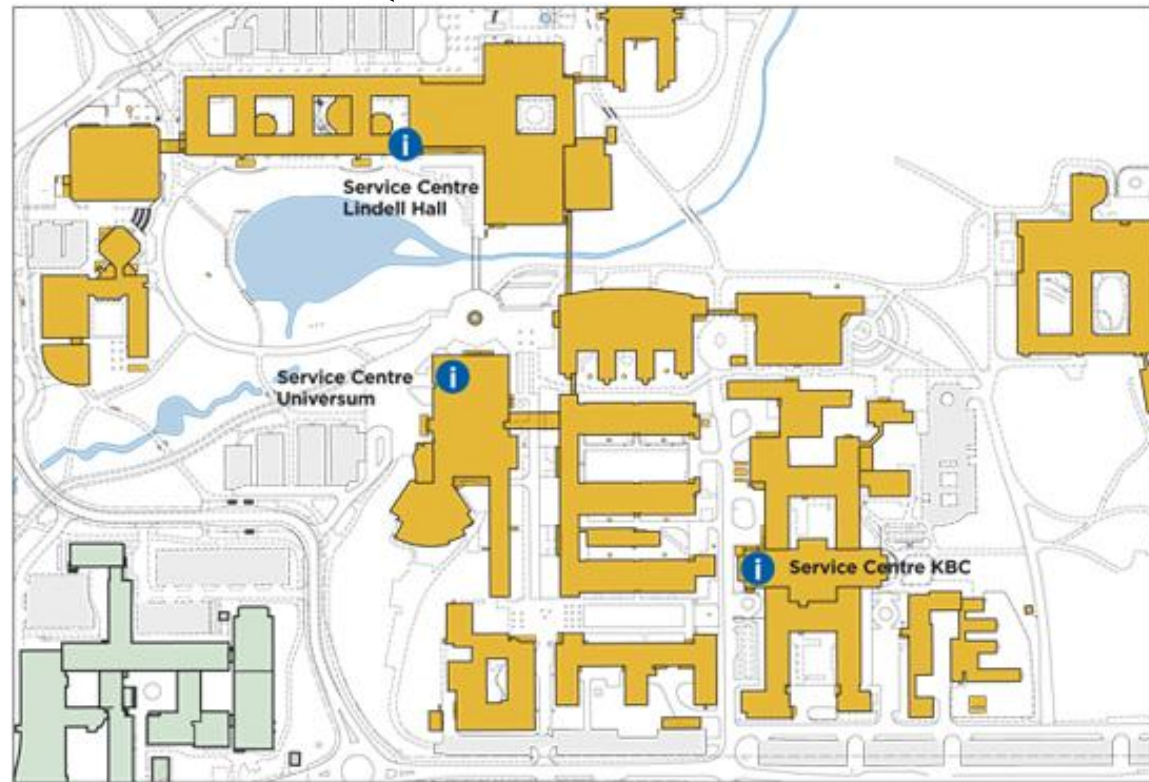
Exchange students **never** apply for courses at:

[www.universityadmissions.se](http://www.universityadmissions.se)



## ...for all students

- Service centers – Lindellhallen, Universum, KBC
  - Information about Umeå University
  - Copying and printing
  - Technology and equipment
  - Access passes
  - Premises service and the booking of rooms



**Communication and International  
Relations Office**



- Student Unions

Umeå Student Union (Lindellhall)

Umeå Student Union of Science & Technology (MIT-building)

Medical Sciences Student Union (Läkarvillan)

- Supports student when they end up before the disciplinary board, feel discriminated against
- Mediator in student/teacher conflicts
- Informs/educates students and staff about rights, obligations and regulations
- To get in to some of the student pubs you need to be a member of a student union



- Study and career guidance – The Administration Building, level 3
  - When unsure of your choice of programme or specialisation within your programme
- Student chaplain – Natural Science Building, level 2
  - Spiritual and emotional support
  - Support in times of grief
  - When you just need someone to talk to





## **Student Health Service** – The administrations building, level 2

- For all students at Umeå University
- Free of charge, confidentiality
- Health promotion and prevention for students, no doctors!
- Medical advice, information about self care
- Individual counselling
- Testing for HIV and Chlamydia infection
- Aurora, students light and quiet room for rest and recovery



## Contact information – the Student Health Service

Drop in – to meet a nurse for medical advice and assessment, information about self care.

Appointments for individual counselling about mental and physical health, lifestyle, study situation, relationships, housing situation

Telephone hours – to the nurse and the social councillor

Website [www.student.umu.se/english](http://www.student.umu.se/english)

All information about opening and telephone hours

## Aurora – light and quiet room for rest and recovery



<http://www.student.umu.se/english/during-your-studies/student-health-service/aurora/>



# Disability services and resources

- Coordinator for students with disabilities The Administration Building, level 3

Example of pedagogical support

- Note taking help
  - Talking books
  - Sign language interpretation
  - Mentors
  - Computer support
  - Modification of written exams such as extended time
- Applicants with a disability should contact the coordinator as soon as possible so their needs can be discussed in good time

[www.umu.se/english/education](http://www.umu.se/english/education)

Under "Service and Support" in the navigation



# Computers on campus

- Computer labs
  - In every building
  - Access cards needed
- Student e-mail account
  - ITS (Services and System Development)– MIT building
  - Gives you internet access on campus
  - Free of charge
- Wireless connection
  - Available on most parts of campus
  - More information – Ask at ITS



# Phones

- Mobile phones
  - Phone cards (only pre-paid)  
On sale in the city centre at Expert, Telia, Clas Ohlson  
(where mobile phones are sold)
  - Buying a mobile phone  
Used phone – on internet sites like [www.blocket.se](http://www.blocket.se)  
New – Telia



# Money issues

- Bank account
  - If you have a Swedish civic registration number ("Personnummer") you can use any bank
  - No "Personnummer" – Nordea.
- Nordea
  - What to bring:
    - Letter of Acceptance
    - Valid ID/passport
    - Details of address in Sweden
    - Certificate from Swedish national registration database (only applies to students who are entitled to a Swedish personal ID number = students who are staying longer than a year)



- Currency exchange
  - Forex on Renmarkstorget, city centre
  - Banks do not handle currency exchanges
- Money transfers
  - To Swedish bank account
  - Forex Moneygram
  - Western Union at Kryddhyllan on Ålidhem Centrum or Pressbyrån, Skolgatan 63B





# Insurance

- Home insurance
  - Theft from home or damage to rented property
  - Student corridor is considered public space – not covered by insurance
- Health insurance
  - European insurance card or E112
  - Insurance from home
  - No insurance = Expensive medical bills
- Insurance Companies
  - Folksam (0771 - 950 950 )
  - Länsförsäkringar (090-10 90 00)
  - Gefvert (<http://www.gefvert.se/>, [info@gefvert.se](mailto:info@gefvert.se))
  - IPS ([info@lippmann.nl](mailto:info@lippmann.nl), [www.ips-lippmann.com](http://www.ips-lippmann.com))



# Personal ID number/ Civic registration number "Personnummer"

Need to stay more than 1 year in Sweden  
Apply for it at the tax office on Nygatan 25  
(Skatteverket/Folkbokföringen)

- With a "personnummer" it is easier to:
  - Get prescriptions
  - Do bank errands (Autogiro)
  - Get a phone in your room
  - Work
  - Get access to certain public services on the same conditions as Swedish citizens



# Residence permit

- EU/EEC citizens staying longer than 3 months – register your right of residence with the migration board before the three months are up!
- EU citizens staying shorter than 3 months and all Nordic citizens do not need to register.
- Extension of residence permit – Application needs to be sent in before former permit expires!
- Info: [www.migrationsverket.se](http://www.migrationsverket.se)  
**YOU CAN APPLY ONLINE**

Kylgränd 6 B on Ersboda in Umeå

Tuesday – Friday, 9 – 11.30

Phone: 0771 235 235



# If you get sick or injured

- Medical advice line (Sjukvårdsrådgivningen)
  - 1177
  - Free advice if you feel unwell
  - Available around the clock
- Health centre (Hälsocentral)
  - Which "hälsocentral" you belong should turn to depends on where you live
  - First place to turn if you need to see a doctor
  - Always call in advance and make an appointment
  - Available daytime during weekdays
- Student health service
  - Preventative and consultations only



- Emergency room (Akuten)
  - University hospital – Below helicopter pad
- Primary Care Emergency Service
  - Ålidhem's health care centre
  - If you fall ill during the night or weekend
  - First call 1177 and they will advise you where to turn



# Important numbers

- Emergency
  - 112
  - Police, Fire department, Ambulance
- Police
  - +46 90 11414
  - Report Crime (not emergency)
  - Lost and found



# Work opportunities

- Students at Swedish universities
  - Do not need work permit for part time work
  - Can only work during the term!
- Employment service (Arbetsförmedlingen)
  - Nygatan 25
  - 090 15 15 00
  - [www.ams.se](http://www.ams.se)
- Ask the businesses directly
- Unpaid work/working on a voluntary basis
  - NH, E-Pub, Origo, Student run cafés
  - [info@volontarformedlingen.nu](mailto:info@volontarformedlingen.nu)



# Going out tonight?

Consumption of spiritous beverage and beer is not allowed in the city centre or some other public places.

- Legal age to buy alcohol
  - 18 in a pub/club/restaurant
  - 18 at grocery store
  - 20 to buy from Systembolaget (Swedish alcohol retailer)
- Age limit for entrance
  - 18, 20 ,21, 23, 27? Different age limit on different days in the same place
- ID!
  - ALWAYS bring your ID!
  - Student places – Student ID and picture ID
  - Other places – Picture ID (student ID might give you a discount)





# What could happen in Umeå?

- Umeå is a safe place.....but all towns have a few bad apples.
- Theft
  - Bikes
  - Laptops
- Out at night
  - Avoid “unlicensed” taxis
  - Don’t leave friends behind – Get home safely together.



# Written and unwritten rules

- Walking on the left
  - On roads, sidewalks, bike paths.....always!
- Driving and biking on the right
- The rules about smoking
  - You have to be 18 to buy cigarettes, important to have ID on you
  - No smoking in bars, pubs, clubs, restaurants, public buildings .... or most peoples homes
- Queues and lines
  - No pushing and no cutting!
- Take your shoes off when you enter peoples homes



# Visiting hours

Sandra & Monika

Mon-Wed, 9-12