



POLITIET

Frequently asked questions to the police at Service Center for Foreign Workers (SUA)

The information was last updated 15.06.23

EU / EEA citizens and family members of EU / EEA citizens:

I want to report moving to Norway:

You should first book an appointment on selfservice.udi.no to register with the police and get a registration certificate. The main rule is that you must register no later than three months after you arrive in Norway.

See what documentation you need to bring to get a registration certificate:

<https://www.udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/>

To report a move, you must book an appointment with the Tax Administration <https://www.skatteetaten.no/en/contact/offices/book/>. Note that SUA in Oslo publishes new appointments every Friday.

You will find more information on how to report moving to Norway here:

<https://www.skatteetaten.no/en/person/national-registry/moving/to-Norway/>

The police do not issue social security numbers nor can they receive reports of moving to Norway or answer questions about this.

I want to register as an EU/EEA citizen, but there are no available appointments:

You can find all available appointments in the calendar in the application portal at UDI.no. If you do not find any available appointments, please check again later. The police regularly publish new appointments.

I have lost the registration certificate:

If you have lost the registration certificate, you must book an appointment at selfservice.udi.no to get a new registration certificate. The police do not have the opportunity

to send the previous registration certificate or a copy of the previous registration certificate in the mail.

I need a copy of my permanent residence permit:

Then you can contact the police by phone or e-mail to request a copy. Tel: 22 34 21 00 | Opening hours: Mon, Tue, Thurs, Fri 09.00-11.30 | Wednesday closed.

I need a confirmation of legal stay:

The police cannot issue confirmation of legal stay according to the EEA regulations. Registration/application for a residence card is a formalization of the right of residence that follows from the EEA agreement.

The decisive factor is whether the EEA citizen fulfills the material conditions for the right of residence. It is up to the EEA citizen to exercise EEA rights at any time in order to have the right of residence in Norway.

The police can therefore not issue a confirmation of legal residence, as the right of residence may be waived if an EEA citizen ceases to exercise rights in Norway.

It will therefore be up to each agency and/or authority to assess whether the EEA national and family member of an EEA national has right of residence. If you need to document that you have a right of residence in Norway, you can do so by showing for example employment contracts, payslips, study certificate, etc. to those who ask you to document your right of residence.

Can I obtain a registration certificate by submitting documentation digitally?

No, you must appear in person to obtain a registration certificate since the police must carry out an ID check. Book an appointment with the police at selfservice.udi.no.

What documentation do I have to submit when I meet with the police:

See what you have to deliver based on your basis of residence here:

<https://www.udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/>

I have applied for a residence card for family member of EU/EEA nationals, can I work while I wait for my application?

This depends on whether you meet the requirements for the application. You can read more about the requirements here:

[Want to apply: Residence card for family members of EU/EEA nationals - UDI](#)

If you meet all the requirements described on this page, you can work while you wait for the UDI to process your application. You must check that you meet the requirements for obtaining a residence card in Norway. If you do not meet the requirements, but still work, you can be deported from Norway.

Can I submit an application for family immigration with an EU / EEA citizen digitally:

No, you must book an appointment at selfservice.udi.no to submit an application for family immigration with an EU / EEA citizen. When you show up, you must present the necessary documentation. The police keep this documentation, so be sure to make copies of original documents. Remember that you still have to show original documents such as a marriage certificate or birth certificate.

If your documents are in a different language than Norwegian or English, they must be translated to Norwegian or English by an authorised/certified translator. It must be stated on the translation who translated the document and when. Relationship documents from some countries require an apostille stamp or legalization from the foreign authorities of the country where they are issued.

Read more about apostille at <https://www.udi.no/en/word-definitions/apostille-and-legalisation/>

Please note that there is a waiting period of up to six months from the time you submit the necessary documentation in the application. The current waiting times for your application can be found at <https://www.udi.no/en/word-definitions/waitingtime/>

Can I submit an application for a permanent right of residence / residence card digitally:

No, you must book an appointment at selfservice.udi.no to submit an application for permanent right of residence / residence card.

See what documentation you need to bring to when you apply for permanent right of residence / residence card here [udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/#link-5419](https://www.udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/#link-5419)

Please note that there is a waiting period of up to six months from the time you submit the necessary documentation in the application. The current waiting times for your application can be found at <https://www.udi.no/en/word-definitions/waitingtime/>

Can I change an appointment with an acquaintance:

No. Oslo Police District does not allow the exchange of appointment between different persons at the Immigration office or at the Service Center for Foreign Workers. The person who shows up for the appointment must be the person who has booked the appointment.

Citizens from countries outside the EU / EEA:

I am a skilled employee and want an early employment start:

You will **not** receive confirmation of early employment start at the Service Center for Foreign Workers in Oslo, Stavanger and Trondheim.

If you have registered an application in another district, you can read more about early work start here: <https://www.udi.no/en/word-definitions/early-employment-start/>

I am a skilled worker and I have not received my social security number:

The police do not issue social security numbers nor can they receive reports of moving to Norway or answer questions about this. Please contact the Tax Administration skatteetaten.no/en/contact/

I am a skilled employee and have lost my job:

If your employment relationship ends, you may stay in Norway to look for work for up to six months. It is a condition that your residence permit is **valid**.

It is also a condition that you notify the police within the deadline:

You must notify the police within seven days after your employment relationship has ended. It is your last working day that determines the date the obligation to report applies from.

You must also notify the police within seven days if you start in a new employment relationship.

If you cannot find a new job within the deadline, the requirements for the residence permit are no longer met. You must inform the police or the UDI that you have not found a new job.

I am a skilled employee and would like to change employers:

You can change employers and get a different job title without having to apply for a new residence permit as long as you continue to do the same type of work as before. Before you start working for a new employer, your previous employment must have ended.

It is not necessary to report to the police if you go directly from one employer to a new employer and continue with the same type of work.

If you change employers and get a different job title and will not be doing the same type of work as before, you must apply for a new residence permit.

I have questions about digital application submission for skilled workers and family members:

The attorney can submit the application without personal attendance. A representative can be an employer, client or their representative. All other applications for a residence permit require personal attendance.

The attorney must fill in the form " digital søknadsinnlevering – fullmektig" and send it by e-mail to OsloFUFfullmakt-arbeid@politiet.no.

Please find the form here: <https://www.sua.no/en/information-for-employers/>

The police will then create a case and the attorney will be able to upload attachments.

Have the police received documentation I have uploaded as part of my application?

It can take up to 10 working days from the time you upload documentation on the UDI's website until the documentation is received in the police's systems.

I have registered my application electronically in a different police district than Oslo, I can submit my application in Oslo?

No, the Oslo Police District can only register and process applications submitted to the Oslo Police District.

If you have submitted your application in another police district, you must contact that police district if you have questions about submitting an application or making an appointment.

It is urgent to get my application processed. Can the police prioritize my case?

We receive a large number of requests for prioritization. The requests are based on various personal circumstances which we have found difficult to grade, as most appear to be very important to the individual. It therefore takes a lot for us to process an application before other applications.

If you want to ask us to prioritize your application, you must write a letter explaining why you think your case should go to the front of the queue. You must attach documentation so that the police can assess the request for priority. Inquiries can be sent by e-mail to oslo.fuf.sua@politiet.no.

There must be very special circumstances in your case for it to be prioritized. For guidance: udi.no/en/word-definitions/can-your-case-moved-front-queue-priority/

I need a confirmation of legal stay:

The police can only issue a confirmation of legal residence if the application has been submitted at least one month before the expiry of the current residence permit. The police cannot issue a confirmation if the application has not been submitted to the Police yet, or if the application is with another police district.

I have not received the residence card, I can pick it up from the police?

It usually takes up to 14 days before you receive your residence card in your mailbox. Remember to mark your mailbox with your full name.

If you have not received your card after 30 days, and have not been notified that it has been returned, you can send us an e-mail to oslo.fuf.sua@politiet.no and/or book a new appointment to get a residence card.

My residence card has expired, and I am going to travel abroad. Can I travel without a valid residence card?

The residence card documents that you have a valid permit in Norway. If you do not have a valid residence card, you should not travel outside of Norway. Then you may have problems at the airport, when trying to enter another country, or when you try to travel back to Norway.

The police **cannot** write confirmations that can be used for travel, and which airlines or other countries' authorities will accept. All travels without a valid residence card will therefore be at your own risk.

How long is the waiting time?

Current waiting times for your application, if it is processed by the police, can be found at [Waiting times – Politiet.no](#). Current waiting times for your application, if your case is processed by UDI, can be found at www.udi.no/en/word-definitions/waitingtime/