GUIDE
For new students at AAU CPH
2020-21
AALBORG UNIVERSITY
COPENHAGEN
Welcome as a new student at Aalborg University Copenhagen, AAU CPH.

The beginning of a new academic year is such a wonderful time of the year. Campus is buzzing again, and we kick off a new semester of learning, in-depth studying and new friendships.

As a new student, there are a lot of things you have to get familiar with. What matters most is probably all the academic, the study form at AAU, and the many new faces. But surely a lot of practical questions also arise. How do I find my schedule? Canteen opening hours? And where can I go and get IT support?

This guide provides the general information and guidance you may need to help you make the most of the opportunities on offer at AAU CPH.

If you can’t find the information here, please ask your tutor. He or she can most likely help you. You can also get in touch with the Study and Career Guidance if you have any further questions.

Welcome to AAU CPH!
GUIDELINES FOR CORONA VIRUS AT AAU CPH

With the outbreak of corona virus in Denmark we all had to adjust to a new everyday life - also at AAU CPH. We urge all students and staff to show consideration and proper care so that we can have as normal a day-to-day life on campus as possible.

We follow the guidelines and recommendations of the Danish authorities to avoid the spread of corona virus. And to help us all behave appropriately, we have put up Stop the Spread posters at campus that we ask all students and staff to follow:

- Wash your hands frequently or sanitise your hands with an alcohol-based hand rub
- Please cough or sneeze into your sleeves – not in your hands
- Limit physical contact – avoid handshakes, refuse kisses on the cheek and avoid hugging
- Keep your distance and ask others to be considerate
- Max 1 person in the lifts – maybe you can take the stairs instead?

You can keep posted on latest AAU information on corona at: [www.aau.dk/coronavirus](http://www.aau.dk/coronavirus). If you have any questions, you can find a FAQ for students there too.
ARRIVING IN DENMARK

CPR (CIVIL REGISTRATION SYSTEM)

Everyone who lives in Denmark is required to have a civil registration number called a CPR number. It is mandatory for all students regardless of their nationality* to apply for CPR. You need a CPR number to open a bank account, to get a health insurance card (referred to as the ‘yellow card’), to contact public authorities; borrow books from a library, and the like.

IMPORTANT: You can apply for a CPR only when you have received your residence permit (non-EU students) or have applied for your residence certificate (for EU students) at the Danish Agency for International Recruitment and Integration (SIRI).

Find more updated information at the International House Copenhagen - a one point entry for reception and retention of international citizens in Copenhagen. Visit the website here: www.ihcph.kk.dk

* Nordic citizens do not need to apply for residence permit/certificate and only have to apply for a CPR number if staying in Denmark for more than six months.

OFFICIAL REGISTRATION

It is a condition for the residence permit/certificate that you are active and enrolled in an educational programme. The University is obliged to inform the Immigration Service, if you are not actively attending the study programme.

Note that a valid Danish address is mandatory to obtain a CPR number. This means you need to make sure that you are allowed to register the address of your accommodation in the CPR system. We highly recommend you to get a confirmation from your lessor before signing the rental contract.

Find the online guide on how to apply for Danish CPR and the residence certificate and please follow each step carefully: www.newstudents.aau.dk/masters-cph

LIVING IN DENMARK

You can find very good guides online for newcomers to Denmark and new students in Copenhagen. We recommend you to visit the official portals such as:

- www.studyindenmark.dk
- www.studycph.dk
- www.visitcopenhagen.com

Also make sure to download and read the International Students’ Survival Guide to Denmark, which has tons of useful information to help you get started with your life and studies in Denmark. Find information on topics such as healthcare, housing, NemID, transportation, and Danish culture. Aalborg University has contributed to the guide to make sure it is particularly relevant to you: kortlink.dk/aau/25sv8

Find the online guide on how to apply for Danish CPR and the residence certificate and please follow each step carefully: www.newstudents.aau.dk/masters-cph

ACCOMMODATION

Please note that finding affordable accommodation in Copenhagen is a challenge. You need to find out whether you want to rent a room in a student dormitory, a private apartment, or if you want to share a flat or a house with others. Renting a room (10 – 20 m²) in Copenhagen usually costs between DKK 4,000 – 6,000.- per month, small studio’s as of DKK 6,500.-

There are two main offices, KKIK and CIU that administer student accommodation in Copenhagen. We recommend that you join their waiting lists, if you plan to study in Copenhagen for more than one year. Please note that it may take up to 3 to 12 months before you receive an offer from them.

On our website you can find links to these offices and further guides on finding accommodation: kortlink.dk/aau/25sv5
DANISH NATIONAL HEALTHCARE

DANISH HEALTH INSURANCE CARD
All students registered in the Civil Registration System are covered by the Danish national healthcare scheme. Please note that you are not covered until you have received your Danish health insurance card (the yellow health card “Sundhedskort”).

What does the health insurance card NOT cover?
Please note that your Danish health insurance card does NOT cover the costs of emergency repatriation and personal liability. Before leaving your home country, we therefore strongly encourage you to purchase an additional travel insurance covering the full period of your stay in Denmark. We also recommend you to take out a personal accident insurance and a home contents insurance (“indboforsikring”) while in Denmark, so you have coverage for your personal belongings during your stay.

IF YOU DO NOT YET HAVE A CPR NUMBER / HEALTH INSURANCE CARD
You can of course visit a doctor when you are in Denmark before you receive your health insurance card. You need to book a consultation and pay fee directly at a clinic of your choice and make sure to check with your insurance company if this fee is reimbursable. Tip: you can choose any available doctor, at Citydoctors they are specialized in welcoming English-speaking patients: www.citydoctors.dk/in-english

How does the health insurance card work?
When you have completed the procedure for obtaining a CPR, you will receive the card by post at your official address of residence in Denmark (identical to the address printed on the card). The contact details of the general practitioner (GP) of your choice are printed on the card. You are entitled to free medical consultations at your GP, free examinations and treatments from specialists on referral from your GP, and free treatment at hospitals, among other things. You must present the card for every consultation and treatment, so always carry your health insurance card on you.
GETTING OFF TO A GOOD START AT AAU CPH

AAU EMAIL
All new students at AAU will be given their own email address. When your lecturers, your study secretary or any other person at AAU need to contact you, they will do so by sending you an email; therefore, it’s important that you check your AAU email regularly as this is the only email address you will receive university related information at.

How to activate your AAU email
Once you’ve been enrolled, you must activate your AAU email account by logging on to UniStart at www.en.unistart.aau.dk. You’ll be asked to choose a new password for your email account. Remember to create a password that is both strong and easy to remember; you’ll be using this username and password throughout your studies for logging on to nearly all of the IT platforms used at Aalborg University.

How to access your AAU email
You can access your AAU email via your email client or via a browser by logging on to AAU webmail at www.mail.aau.dk. You can also set up your email account on your smartphone or tablet. You’ll find guides on how to set up your email and much more at www.en.its.aau.dk/instructions/Mail.

AAUCARD
The AAUCard is your personal student ID card. It identifies you as an AAU student and you must carry it with you at all times while on campus. The card gives you access to campus buildings outside regular office hours (07.00 - 17.00) using your personal PIN code.

How to order and activate your AAUCard
When you have been admitted to Aalborg University, you must order your AAUCard by logging on to UniStart at www.en.unistart.aau.dk, go to the tab ‘Order AAUCard’ and upload a photo of yourself. The photo must have a neutral background, be recent and lifelike, face front and look straight into the camera. When you have received your card, you must go to www.en.campusservice.aau.dk/aaucard/activate to choose a PIN code for your card. Visit Facility Support Service (building A, the blue door to the right of the information desk) to activate your card. Remember that your AAUCard must be re-activated at the beginning of each semester for you to continue to have access to AAU buildings and services (you can re-activate your card at Facility Support Service as well).

If you need more information on your AAUCard and what to do if you lose it, go to www.en.campusservice.aau.dk/aaucard.

MOODLE
Moodle is AAU’s Learning Management System used for all on-campus studies. Moodle provides students with easy digital access to relevant teaching and learning materials, such as slides, recommended literature, relevant links, assignments, etc. You’ll also find your course schedules on Moodle.

Access Moodle at www.moodle.aau.dk, select ‘log in’ in the top right corner and log in using your AAU email and password. On your Moodle front page, you’ll be able to see your semesters and by clicking on one of these, you’ll see your courses. When you select a course, you’ll find information on lectures, etc. You’ll find video guides on how to start using Moodle at www.en.its.aau.dk/it-start. On this website you’ll also find video guides that introduce you to other IT systems available at Aalborg University.

WHERE TO BUY COURSE LITERATURE
Factum books - the student’s academic bookstore at Aalborg University - is a “not-for-profit” business dedicated to solving the need of students and to contribute to a good and inspiring student life. All year, students at AAU CPH can order books at www.factumbooks.dk and have them delivered carriage-paid via Aalborg University library at A.C. Meyers Vænge 15 (building A), 2nd floor.
FINDING YOUR WAY AROUND CAMPUS

Four buildings form the campus of AAU CPH: the main building A (A. C. Meyers Vænge 15) and its connected buildings B, C and D (Frederikskaj 12, 10B and 10A). The buildings are in order, so that the building closest to building A is building B and the furthest from is building D. On every floor in each building you can find physical maps with room numbers - or you can find maps online at www.en.cph.aau.dk/campusintra-students/practical-information.

AAU Map app
If you need to search for a specific room or want to get a full overview of your campus, go to www.map.aau.dk where you can search for and find the location of specific rooms on campus. You can also download the map to your Android or Apple smartphone by searching for AAU Map in Google Play or the App Store. AAU Map works similarly to other navigation apps via GPS. You can search for addresses or specific room numbers at AAU, and once you have entered a location, the route appears on a map that guides you from your current position to your desired destination. Read more about the app here: www.en.its.aau.dk/app/aau-map.

CURRICULUM

The curriculum of your studies is an important document. This is your key to information on course descriptions, learning objectives and exams for your courses. The descriptions, learning objectives and requirements described in the curriculum and regulations form the basis of the contents and planning of your studies. We therefore recommend you to familiarise yourself with your courses by reading the descriptions provided in your curriculum and regulations. You’ll find the link for your curriculum and regulations on this website: www.studieordninger.aau.dk.

STUDY SECRETARY

During your studies at AAU CPH, it is important for you to get to know the study secretary of your studies; your study secretary is the link between most activities on campus. Your study secretary is responsible for preparing course schedules, uploading examinations to the platform Digital Examination, sending out important information to you and much more. Most studies will arrange for you to meet your study secretary during your first few weeks at AAU. You’ll find contact information for your study secretary on the website of your studies on the intranet: www.en.cph.aau.dk/campusintra-students/support-and-contact.

STUDY START SCHEDULE

Your first few weeks at university are full of activity; and keeping track of all the events and dates can be challenging. Above all, be sure to familiarise yourself with your course schedule on Moodle before looking into the many social events at AAU CPH. You can keep yourself updated on the social events in the event calendar on campusintra: www.en.cph.aau.dk/campusintra-students/events.

THE TUTOR TEAM

At AAU CPH we have a tradition that most studies have at least one tutor to support new students. Some studies even have a group of tutors.

A tutor is a current student who are committed to helping new students getting started by sharing his or her experience of studying at AAU CPH. You will meet your tutor on the study start day, where he or she will welcome you to the university. Your tutor will also take part in various social events and if you’re a bachelor student, your tutor will also take part in your freshers’ trip. If you have any questions about being a student at AAU CPH, your tutor will most likely have an answer at hand. If you have any questions about the Tutor Team, please send an email to tutor@cph.aau.dk.
STUDY ENVIRONMENT

SUSTAINABILITY
There is a steadily growing focus on green initiatives and sustainable development – also at AAU CPH – and we have many good ideas and initiatives, we currently work towards realizing. To be successful we need students and staff to jointly engage in the process of making our campus greener. Sustainability should be an integrated part of our organisation behaviour, and we should jointly work towards a culture in which all staff and students encounter and practice sustainable behaviour in their everyday life. You can find an overview of initiatives about to be realized, initiatives already realized, and ideas to changes you can make to contribute to a greener campus on the AAU CPH intranet: www.en.cph.aau.dk/intranet-staff/buildings-and-rooms/green-campus/

STUDENT ORGANISATIONS AT AAU CPH
There are a number of student organisations at AAU CPH run by student volunteers:

Student bar ‘Slusen’
Slusen is AAU CPH’s Friday bar; you can go there for a drink, or just meet up with your fellow students and have a real good Friday. Slusen is open every other Friday afternoon in the small canteen in building B. Besides hosting the Friday bar, Slusen also organise and host large parties, such as the Oktoberfest (October Party) and the Gala party. If you want to learn more about Slusen, and perhaps become a volunteer yourself, you’ll find more information on Facebook at www.facebook.com/SlusenAAU.

SPO
SPO is the student political organisation at campus. The purpose of the organisation is to represent the students on matters of their concern and their study environment. This happens through the Student Political Council, which has representatives from every study at campus. SPO is thereby the voice of the students at campus. You will learn more about SPO during your study start period including how to become a representative of your study programme in the council. Contact: spo.aaucph@gmail.com or read more on how to join on SPO’s Facebook page: www.facebook.com/SPOaaucph

Sustainabeans
The Sustainabeans is a student group who engage in sustainable projects and initiatives on campus. Their ambition is to make it easy for students and staff to make sustainable choices in their daily life on campus. Find more information on Instagram at www.instagram.com/sustainabeans_aaucph/

Navigator
Navigator is AAU CPH’s student-driven magazine. It is written by students for students and writes about everything from university elections to beer tests. Navigator is published a couple of times each semester. Currently, Navigator is inactive, but if you want to write, edit, illustrate or layout you can help kick-start the magazine. Read more about it here: www.facebook.com/navigatoraaucph

Kaffepletten (The Coffee Spot)
The Coffee Spot is AAU CPH’s student cafe where you can buy coffee and tea with delicious home-baked cake. Students can have a break and meet for a chat or to play board games over a cup of coffee. You will find the Coffee Spot at Studenterstorvet (the Student Lounge) in building B. Read more about the Coffee Spot (Kaffepletten) on Facebook at: www.facebook.com/Kaffepletten
BE A PART OF THE STUDY ENVIRONMENT

There are many other initiatives and offers on campus that have been started by students - e.g. the student association Gala Planning Committee who plans and holds the yearly gala party - the greatest party on campus. If you want to keep yourself posted on what’s happening around campus we recommend you to check out this page on the AAU CPH intranet: www.en.cph.aau.dk/campusintra-students/study-environment.

If you want to volunteer in one of AAU CPH’s student organisations you can always contact them via Facebook or email.

Study Life Coordinator
If you have questions, suggestions or new ideas to the study environment, or want to flag up a student organisation or group at AAU CPH - please contact Study Life Coordinator Emilie Friis Gall. She is also involved in organizing study start and recruitment of tutors. Email: studylife@cph.aau.dk

SPORT AND WELLNESS

At AAU CPH you have many options for an active student life. You can become a member of the kayak club take yoga classes, sign up for the fitness club or play table tennis in Spejlsalen (the Mirror Room) or basketball in the courtyard between building B and C.

Fitness club
As a student or employee at AAU CPH you can become member of the campus Fitness Club. You have access to bikes, cardiovascular and strength training equipment, and you can attend fitness classes. The studio has been completely refurbished with new equipment in 2018. The membership costs are 83.25 DKK a month and gives you unlimited access to everything, including fitness classes.

The fitness studio is open 24 hours a day, but is unstaffed outside classes. When using the fitness studio, please be considerate of other users and remember to keep the room tidy. You can find the fitness club in building A, ground floor. To become a member, go to: healthgroup.dk/shop/membership-fitness/membership-aau-fitness.

Changing rooms, lockers and sauna
Changing rooms and lockers are available on the ground floor in building A. If you want to use one of the lockers, please send an email to campusserviceCPH@cph.aau.dk. If you’d like to select a specific four-digit code for securing your locker, please remember to specify this in your email.

The separate changing rooms for men and women both include a shower area and a sauna. The changing rooms are unsupervised; therefore, saunas are used at your own risk.

Yoga
Students and staff can attend yoga classes on campus. Yoga classes begin with a short meditation and breathing exercises, followed by a mixture of standing, sitting or lying down yoga postures to target the entire body. All classes end with relaxation. If you’d like to sign up for yoga classes, please find more info on the intranet: kortlink.dk/aau/265za.

Massage and stress relief
AAU CPH offers massage services in cooperation with Ziva Therapies. They have a wide range of massage treatments and they host workshops to teach you how to use various breathing exercises to relax and calm yourself before and after exams or in other stressful situations. These exercises can also help increase your energy levels before exams or important meetings. You’ll find more information on prices and treatments on the intranet kortlink.dk/aau/265za.

Kayak
AAU Kayak is a club for all students and employees at AAU CPH and a good chance to make use of our beautiful location in Copenhagen Harbour. Read more about AAU Kayak on the Facebook group Kayak AAU CPH.

Contemplation room
The contemplation room is a quiet room open for all. The room may be used for contemplation, meditation or reflection. The room is located on the 3rd floor of building A, room 3.060 and may be booked via the calendar outside the room.

Spejlsalen (the Mirror Room)
Whenever you and your fellow students need a break from studying, you can relax in Spejlsalen (the Mirror Room). Spejlsalen is AAU CPH’s common room for students where you’ll find table tennis, table football, sofas, a music system, etc. The room is open for all students at AAU CPH as a place of relaxation and fun; when using the room, please be considerate of other users and remember to keep the room tidy. The room is located in building A, room 0.042, below the canteen; you can access the room from the canteen area by using the stairs or the lift.
**MAKE YOUR VOICE HEARD**

There are many ways to make your voice heard and influence decisions being made at your study programme and at the university in general. AAU is a large organisation, and the management, the administrative staff and the teaching staff make decisions every day that affect student life.

These decisions range from how the university can become more sustainable to quality and relevance of the teaching activities and your study programmes. To make your voice heard it is vital that you make use of the opportunities for using your influence at AAU: study boards, department councils and academic councils.

As a student, you know what works and what doesn’t when it comes to student life at the university. Every autumn, student elections for all study boards, department councils and academic councils are held. You can vote for your fellow students or even run for student representative. Have your say in one of these boards and councils:

**Study board**

Your study board works on assuring and improving the quality and content of your study programme and the other programmes that belong to your study board. They improve the curriculum, handle semester evaluations and make decisions about teaching activities. Your study board also makes decisions about exemptions and credit transfers. There are 44 study boards at AAU, and each study board meets around five times per semester.

**Department council**

There are 16 departments at AAU and each department has their own department council. Your department council makes decisions about department premises and spaces. It is also your department council who approve new curricula proposed by the study boards of your department. Furthermore, your department council makes decisions about research and the employment of academic staff. Department councils meet around three times per semester.

**Academic council**

There are five faculties at AAU, and each faculty have their own academic council. Your academic council deals with the strategic development of the faculty and the faculty’s budget. Furthermore, they are also responsible for improving the study environment and working environment of the faculty. Academic councils meet around three times per semester.

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**The Study Environment Group and student meetings at AAU CPH**

At AAU CPH, we have a study environment group who focuses specifically on student life at our campus. Both students and staff are members of this group, and they meet twice each semester.

The Study Environment Group monitors the study environment at AAU CPH, assists the individual departments and study boards in improving conditions and supports study environment initiatives across AAU CPH.

If you have ideas and/or input to the Study Environment Group, please feel free to contact the chair of the group, Vice Head of Department, Lene Tølbøll at lenetb@socsi.aau.dk, or the secretary of the group, Simon Holmen Reventlow Clemmensen at src@adm.aau.dk.

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**Pizza meetings with the campus director**

At AAU CPH, we also arrange “pizza meetings” for all students at campus. You can hear about new initiatives on campus or address problems you might experience or ideas you may have. If you’d like to receive an email invitation for upcoming meetings, please send an email to Emilie Friis Gall, Study Life Coordinator studylife@cph.aau.dk.

If you’re interested in learning more about student politics and how to become involved, please feel free to contact Emilie Friis Gall who is Study Life Coordinator at AAU CPH: studylife@cph.aau.dk.
PRACTICAL INFORMATION

INTRANET
Keep up-to-date with AAU CPH news and information at AAU CPH’s student intranet: www.en.cph.aau.dk/campusintra-students.
You’ll also find useful links to other websites and platforms in addition to practical information and opportunities available at AAU CPH. If you have any suggestions or need information that you cannot find on our intranet, please write to kommunikation@cph.aau.dk.

STUDENT LIFE AT AAU CPH
In addition to the intranet, you’ll also find useful information about upcoming events and student life at AAU CPH on our Facebook page www.facebook.com/aaucph and Instagram profile @aaucph. Every week, a new student takes over our Instagram profile to give followers a peek into their student life at AAU CPH. If you’d like to share your experiences at AAU CPH, feel free to use the hashtag #aaucph. If you’d like to be our next student instagranmer, please write to kommunikation@cph.aau.dk.

AAU STUDENT APP
AAU has developed the AAU Student App to make it easier for students to keep track of course schedules, courses, news and upcoming events. You can download the new AAU Student App for both Android and iOS in Google Play and App Store.

CANTEENS AT AAU CPH
Every weekday, the large canteen in building A serves hot and cold food and beverages. You’ll always find the ‘dish of the day’, a vegetarian dish and various sandwiches and salads. Hot meals are served between 11:00 and 14:00. You can find the menu here: www.en.cph.aau.dk/campusintra-students/practical-information/canteen. The small canteen in building B also serves a selection of food and beverages.

The large canteen in building A is open Monday to Thursday from 07:30 to 15:00 and Friday from 07:30 to 14:30.

The small canteen in building B is open Monday to Thursday from 08:00 to 14:30 and Friday from 08:00 to 14:00.

LIBRARY AND READING ROOM
Aalborg University Library has a branch at AAU CPH. You’ll find the library on the second floor of building A and online at www.en.aub.aau.dk.

The library arranges free open courses in e.g. information searching and reference management. It is also possible to book a library session, if you need assistance and instruction for e.g. database search.

The library has a study collection of books in high demand that you can use at the library, as well as daily newspapers. Online material and books are accessible via the library’s homepage.

The library offers work space facilities for both individuals and groups. The library has a reading room, as well as 2 seminar rooms that you can book on site.

You can access the library 24/7 with an activated AAUcard. The library staff is available Monday-Thursday 9:00-16:00 and Friday 9:00-15:00. You are welcome to contact the library at aubcph@aub.aau.dk.

PRINT AND COPY
You’ll find many printers and copiers available for use on campus. You can print via the Follow-You function. When you print via Follow-You, you send your document to the ‘cloud’ instead of a specific printer, and you can then go to any printer on campus and print your documents using your AAUcard. Most printers are available for use for students although some are reserved for staff. If it is a staff printer, it will be indicated on or by the printer.

All students will receive 100 print units for free when they begin their studies at AAU CPH, which is equivalent to 250 printed colour pages. If you need more prints, you’ll need to buy more print units online. 100 units cost DKK 125.-

You can read more about print and copy, buy print units, find IT guides and locate printers at www.en.its.aau.dk/instructions/printcopy.
WORKSHOP FACILITIES AND LABORATORIES

As part of your studies, you might want to use a lab for testing a theory, or a workshop to produce a model. At AAU CPH, there are a lot of labs and workshops for various applications. Please note that some labs and workshops require a course or the similar to access, just as some labs are primarily reserved for certain study programmes.

You'll find a list of all workshops and labs on campus at www.en.cph.aau.dk/campusintra-students/study-environment/workshops-and-labs.

PROJECT WORK AND COLLABORATION

Student life presents an excellent opportunity for trying out new ideas. You'll find yourself in the midst of experts within a wide range of academic fields and talented students who are willing to assist you in testing even the craziest of ideas. AAU CPH offers many exciting initiatives and activities to develop your skills, support your ideas and strengthen your professional profile.

AAU CPH also houses a number of companies. As a student, you have the opportunity to collaborate with the co-located companies about your next semester project or maybe find a student job. Find inspiration for project work and for collaborating with companies at www.en.cph.aau.dk/collaboration/students.

DANISH LANGUAGE COURSES

Learning to speak Danish can be difficult even if you speak its close linguistic cousins, e.g. German or English. Still, it is highly recommendable to attend Danish language courses in order to get to know the Danish language and culture. Attending these lessons will give you a grasp of the language, and an understanding of the Danish society. Besides, your visa may require you to learn Danish.

Different language providers are available in Copenhagen and you can choose any Danish language provider you wish. Read more about Danish courses at campus: www.en.cph.aau.dk/international-students/learning-danish/

INFORMATION DESK

The information desk is located by the main entrance in building A. They can help you with directions, one-day access to AAU's wi-fi, lost and found property, etc. The information desk is open Monday to Thursday from 08:00 to 15:30 and Friday from 08:00 to 15:00. You can also contact them by phone (+45) 9940 3770 and email cid@cph.aau.dk

CAMPUS SERVICE CPH

Campus Service CPH are responsible for the development, maintenance and day-to-day operation of the buildings and grounds which support and add value to the core activities of the university. Campus Service CPH can assist you with activating your AAUcard, getting a car parking permit and lending you extension cords, projectors and batteries.

The service desk is called Facility Support Service (building A, ground floor, the blue door to the right of the information desk and one floor down). Visit here to activate your AAUcard. Office hours are Mondays to Fridays from 08:00 to 15:30.

If you detect any faults in buildings, please report this to Campus Services CPH by email at campusservice@cph.aau.dk or by using the app AAU Building Support.

IT SUPPORT

At AAU CPH, you can get IT support at the local service desk which is located on the fifth floor in building A. The service desk is open Monday to Thursday from 08:00 to 15:30 and Friday from 08:00 to 15:00.

You'll find various guides and information about IT at AAU on www.en.its.aau.dk, and we recommend you to check this website before you contact the service desk.

If you need special assistance for using projectors, AV equipment, etc. during or outside opening hours, this must be arranged with IT Service CPH at support@its.aau.dk. You can also contact IT Service at this email with any questions you may have.
The Study and Career Guidance is located on the ground floor in building B (just before the small canteen). They can assist you with any questions or issues that may arise during your studies, such as how to organise your time to improve your student life, questions about your career opportunities, etc. The Study and Career Guidance also offer courses and organise events for students. You’ll find more information on their websites, but remember to look for events and courses in Copenhagen: www.en.cph.aau.dk/degree-programmes/student-guidance-centre.

CAREER GUIDANCE
The counsellors can help you with:
- Choices during your studies
- CVs and cover letters
- Internships (project-oriented courses) and student jobs
- Put words to your competences (professional, personal and academic)
- Labour market and industries
- Your personal career path

Email: karriere@cph.aau.dk
Tel.: (+45) 9940 3751
Book an appointment: www.en.cph.aau.dk/degree-programmes/student-guidance-centre
Web: www.careers.aau.dk

INTERNATIONAL & ACCOMMODATION GUIDANCE
The counsellors can help you with:
- Information about student hall rooms rented through AAU CPH (please note that AAU CPH only has a very limited number of rooms, register early)
- Tips on how to search for accommodation in Copenhagen
- Information on settling in Copenhagen
- Other issues related to being an international in Denmark

Email: accommodation@cph.aau.dk
Email: international@cph.aau.dk

SU OFFICE/STUDENT GRANTS OFFICE
AAU’s SU Office is located in Aalborg, and therefore you cannot book an appointment concerning the Danish State Educational Grant and Loan Scheme (SU) at AAU CPH. However, you can find answers to frequently asked questions at www.en.aau.dk/education/su. You can also contact the SU Office in Aalborg by email su@aau.dk or phone (+45) 9940 9430. Office hours are Mondays, Tuesdays and Thursdays from 12:00 to 14:00.

DIGITAL EXAM
At AAU CPH, most exam papers must be submitted digitally through the system Digital Exam. Therefore, make sure that you have Internet access when you need to hand in exam papers. Also note that larger files take longer to upload.

STUDENT SELF-SERVICE SYSTEM (STADS)
The online Student Self-service System (STADS) is where you register for courses and exams, view your exam results and print out your student information. You’ll get email notifications when your exam results are available in the system. You’ll also get email notifications when it’s time to register for the next semester’s courses. Please note that you’ll need to register within a specified deadline.

You can log into Digital Exam at www.en.de.aau.dk/students and you’ll also find guides and answers to frequently asked questions on this website. Use your AAU email and password to log into Digital Exam.

GOING ABROAD?
Do you want to know more about taking a semester or an internship as part of your studies at AAU CPH abroad? Visit www.internationaloffice.aau.dk where you can find all updated information.

COUNSELLORS ON THE SPECIFIC STUDY PROGRAMMES
If you have any questions specifically about your study programme, such as questions about your courses, curriculum, exams, exemption, etc., please contact the counsellor of your study programme. Find contact information at: www.en.aau.dk/education/student-guidance.
EMERGENCY & OTHER CONTACTS

HELPLINE DIAL 1813
In the event of sudden sickness, illness or injury while your GP is closed, you need to call the Helpline (“Akuttelefonen”) at 1813. Lines are open 24/7. Specially trained nurses or paramedic will assess your situation, advise you if further action is necessary, and if necessary, dispatch an ambulance.

POLICE INTERVENTION DIAL 112
If you need urgent police assistance or instant intervention, call 112. If you have questions, tips or reports (for example in case of theft, crime reports, etc.) that do not need immediate intervention, you need to call 114.

DENTIST
Dental care is only partly covered by the national healthcare scheme and can be quite expensive. Since it is up to you to choose a dentist in Copenhagen, you could ask your study mates, if they have recommendations. You can also apply for treatment at the School of Dentistry, part of University of Copenhagen. Treatments are part of the training for the students (carried out under the supervision of teachers), so expect competitive prices but longer treatment time. Read more at www.odontology.ku.dk

For emergency dental treatment while your dentist is closed, you can call the helpline 1813 or make an appointment with the Copenhagen Emergency Dentist “Tandlægevagten” directly. Read more at www.tandlægevagten.dk

LIFE THREATENING EMERGENCY DIAL 112
If you need urgent medical assistance with acute, life threatening illness or injury, you need to call 112.

OVERALL WELL-BEING
Arriving in a new country can result in both practical and personal issues. It is a big step and you need to give yourself time to settle into your new environment. Some people even talk about experiencing an actual “culture shock”. Should you face any challenges, loneliness or need some advice, do not hesitate to talk to someone about it. You can come and see the counsellors at the Study and Career Guidance (find the contact details in the previous chapter). They are bound by confidentiality. You can also always contact the general student counselling service in Denmark, called Studenterrådgivningen.

Studenterådgivningen is the national organization offering students free individual or group counselling by experienced psychologists, psychiatrists and social workers. They are bound by confidentiality and can be contacted anonymously. Visit: www.srg.dk/en/ or call +45 7026 7500, Monday to Friday: 9-12.

MENTAL HEALTH
Psykinfo is the official psychiatric information centre offering free guidance to anyone who needs assistance on mental disorders or referrals to a psychiatrist. If you are worried about a friends’ mental health do not hesitate to call them for advice too. Call +45 3864 1300, or write an email to: psykinfo@regionh.dk

Psykatri Fonden is a nationwide nonprofit centre that serves to help citizens with psychic issues. Guidance is free, anonymous and professional. Call +45 3925 2525, Monday to Thursday 10-22, Friday to Sunday 10-18 www.psykiatrifonden.dk

Plexus is a volunteer driven organization arranging meeting places where people who feel lonely in Copenhagen can connect with each other. You can freely engage yourself or volunteer to be part of the organizer group, if you are in between 20 and 35 year. The website is in Danish but they welcome English speaking students: www.plexuskbh.dk/

TIPS TO GETTING SETTLED
• Learn some Danish
• Join an AAU CPH student organisation
• Download and read your online copy of “International Students’ Survival Guide to life in Denmark” www.newstudents.aau.dk/masterscph/
• Take initiatives and propose activities to socialize with your study mates (cooking together, visiting touristic sites in the region, going to a movie, etc.)

We wish you the best of luck with your studies at AAU CPH while having fun during your stay in Copenhagen. We sincerely hope that this guide will be of use to you. If you have other/further questions, please do not hesitate to contact us. We are here to help you!