



How to apply for a residence permit at the Service Centre for Foreign Workers in Oslo – non-EU/EEA nationals

The Service Centre for Foreign Workers in Oslo (SUA Oslo) is currently running at reduced capacity and with electronic submission of applications. This guide will explain how you can apply for a residence permit under the current situation, and how you can later get a residence card if your application is approved. The guide applies to foreigners applying for or holding a residence permit for work purposes, and their family members. Other case types are not handled at SUA Oslo, and applicants with other case types will be rejected.

SUA Oslo will **not accept any submission of documents in person**. If you try to submit an application with paper in person, you will be directed to do this through our electronic system.

The following procedure must be followed in order to apply for a residence permit through SUA Oslo:

1. The applicant must submit the application form through the UDI Application Portal. This includes payment of the application fee, if relevant. The applicant must choose "Oslo police district, Service Centre for Foreign Workers" as the place where he or she wants to submit the application.
2. The applicant must fill out the attached form "Applications for non-EU/EEA nationals" and send it to SUA Oslo at oslo.fuf.sua@politiet.no.
3. The applicant will receive an automatic message to their registered e-mail account when SUA Oslo starts processing the application. This message will contain your DUF-number.
4. Upon receiving this automatic message, the applicant can upload all necessary documents through the UDI website. Please see the attached "Guide to uploading documents". It is imperative that the applicant does not upload anything before receiving the automatic message.
5. The application will now be processed by SUA Oslo or UDI.

Upon approval, the following steps must be taken in order to book an appointment for a residence card:

1. The applicant must log into the Application Portal and book an appointment. Please note that we can only help one person per appointment. All family members must have their own individual appointments.
2. New appointments are being made available regularly. If you can't find an available appointment, please check back into the Application portal a little bit later. **Do not contact the Police or UDI regarding this issue, please be patient.**
3. The applicant will receive a confirmation from SUA Oslo or UDI upon booking the appointment, confirming the time and place of the appointment. This confirmation must be shown in order to access the building upon arrival.
4. The applicant must bring his or her passport/travel document to the appointment, as well as his or her old residence card if applicable.

Important information: SUA Oslo will only be able to help applicants who have received a positive decision, and who need to make new residence cards. **Any attempt to submit applications by personal attendance will be rejected.**

The Application Portal may prompt you to "Hand in the documents on the checklist in person". This is not possible under the current system. Please follow the steps outlined above to submit documents electronically. If you want to book an appointment for residence card, the Application Portal might still define the appointment as an "appointment to submit documents". SUA Oslo will use the appointment to produce a residence card instead.

If you have received a positive decision and you can't find any available appointments, you may also contact us directly at our service phone (+47) 22 34 21 00 for assistance. The phone lines are open Monday, Tuesday, Thursday and Friday 09:00-12:00.