

1. Ensure you have all the necessary travel documents. Check the **Visa and work and residence permit requirements applicable to you:**

<https://usersoffice.web.cern.ch/visa-requirement-and-procedure>

<https://usersoffice.web.cern.ch/stay-in-host-states>

If you are non-European, with a $\leq 55\%$ average presence at CERN, you are required to be in possession of a work attestation, called "Convention d'accueil", which serves as a work permit for France. Please request the attestation from your Experiment or Group Secretariat and bring it to the Users Office.

2. Pre-register before traveling.

Ask an authorised person* to initiate your pre-registration remotely via PRT (Pre-Registration Tool): <https://usersoffice.web.cern.ch/pre-registration-tool>.

You must attach a copy of your passport/ID and a **Home Institution Declaration (HID):**

<https://usersoffice.web.cern.ch/sites/usersoffice.web.cern.ch/files/pdf/Formalities/HomeInstitutionDeclarationforUO.pdf> duly completed and signed by an authorised representative of the candidate's home institution.

** For USERS Team Leader or Deputy Team Leader and for COAS and VISC the Department Head or an appointed person on his/her behalf)*

3. Activate your computing account. If not done yet: https://cern.service-now.com/service-portal?id=sc_cat_item&name=request-account-users-office&se=windows-desktop.

Should you encounter any issues, please contact the Service-Desk (Service-Desk@cern.ch).

4. Pass the mandatory courses.

<https://lms.cern.ch/ekp/servlet/ekp?TX=STRUCTUREDATALOG&CAT=EKP014043733>

You must enrol in "session" to start an online course.

NOTE: it is not possible to register for classroom-based safety training sessions before signing your contract at the Users Office, but it is already possible for you to pre-register. Please see [here](#) and [here](#) for more information.

5. Pre-book a desk online via [Burotel](#).

Burotel is an online desk-booking service available to any User coming to CERN for less than 6 months and whose institute currently does not have any allocated desks on site.

6. Health Insurance is the responsibility of your home institution. Nevertheless, make sure that your accident and health insurance includes occupational illnesses and accidents and provides adequate cover in both Switzerland and France for you and any accompanying family members.

<https://usersoffice.web.cern.ch/health-insurance-information>

7. Find accommodation.

Check "Life in **Switzerland**" <https://usersoffice.web.cern.ch/life-in-Switzerland>, and "Life in **France**"

<https://usersoffice.web.cern.ch/life-in-France>.

The [CERN Housing Service](#) https://smb-dep.web.cern.ch/en/CERN_Housing is available to people taking part in the official activities of the Organization.

8. Get to CERN

Public transport in Switzerland <https://usersoffice.web.cern.ch/transport-geneva>.

Cars and mobility at CERN <https://usersoffice.web.cern.ch/cars-and-mobility>.

Shuttle service https://smb-dep.web.cern.ch/en/Mobility_Shuttle.

9. Find out about COVID-19 <https://hse.cern/content/faq-covid-19>.