



POLITECNICO
MILANO 1863

ICT SERVICES AREA

Certificate requests and self-certification



Contents

Certificate requests and self-certification	1
1. Introduction	3
2. Application overview	3
2.1. Access bar for application macro-areas	4
3. Career selection and display of available documents	5
4. Generating a self-certification	7
5. Generating a stamp duty exempt document	8
6. Requesting a stamped certificate.....	9
6.1. Cart: available functions	10
6.1.1. View request details	11
6.2. Specify the delivery method	12
6.2.1. Collection at the desk	12
6.2.2. Delivery by post/courier	13
6.2.3. Downloading digitally signed documents from the application.....	13
6.3. Payment	14
7. Request History	15

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User Manual		1.0	24/02/2022	

Department responsible
SDMA



1. Introduction

The application, which can be accessed from the "**Online Services**" portal using the "Certificate and self-certification request" entry, enables authorised users to:

- Apply and pay for stamped certificates online
- Generate the following independently:
 - Self-certifications
 - Stamp duty exempt documents

2. Application overview

Search documents
Select the career and view the related documents.

Access the cart
No. of requests: 1 No. of documents: 1
Check the data and establish the booked document delivery method.

Payment
View the bill and proceed with the payment.

FREQUENTLY ASKED QUESTIONS

Only certificates intended for entities other than the Public Administration or Public Service Providers can be issued. For the latter, those interested can submit self-certification. [art. 15 of law 183/2011 - in force from 01/01/2012]

When and how to self-certify

When and how to request a stamped certificate

SELECT CAREER
Select a student identification number to view the available documents

CAREER IDENTIFICATION NUMBER	CAREER STATUS	CAREER INFO
641041	RINUNCIA AGLI STUDI	DEGREE IN MECHANICAL ENGINEERING
<input checked="" type="checkbox"/> 650112	TITOLO CONSEGUITO	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS
010163	PERMANENZA CESSATA	- AREA SERVIZI ED APPLICAZIONI INFORMATICHE
010267	ATTIVO	PERSONALE TA - DATA MANAGEMENT AND ANALYSIS
BR5341	ATTIVO	Altro

CERTIFICATES, SELF CERTIFICATION AND FORMS
List of available certificates, self certifications and forms

STUDENTS and DEGREES

ATTENTION: going to the counter with the paper application form printed and completed and the number of duty stamps required option **NOT available for the issue of student and graduate certificates.**

The certification requests require a time frame of **about 1 or 2 working days** (to which must be added the shipping time for students who have chosen home delivery).
Due to the COVID-19 emergency, we inform you that the **delivery of certificates may be delayed.**

Certificate	Self-certif.	Stamped certificate	Document without stamp
TUITION FEES PAID IN CALENDAR YEAR	✔	✔	✘

Certificate	Self-certif.	Stamped certificate	Document without stamp
DEGREE (WITHOUT SCORE)	✔	✔	✘
DEGREE WITH SCORE	✔	✔	✘
DEGREE WITH SCORE AND EXAMS TAKEN	✔	✔	✘
DEGREE WITH SCORE AND EXAMS TAKEN WITH SCORES, DATES AND AVERAGE	✔	✔	✘
DEGREE WITH SCORE AND EXAMS TAKEN OR NOT TAKEN WITH SCORES AND DATES DIVIDED BY COURSE YEARS	✔	✔	✘
DEGREE AND SCHOLASTIC CAREER	✔	✔	✘
MEDIUM OF INSTRUCTION - (MOI) LETTER PER VISA UK	✘	✔	✘
DEGREES: DUPLICATE PARCHMENT ISSUANCE REQUEST	✘	✔	✘
DIPLOMA SUPPLEMENT PRINT REQUEST	✘	✔	✘

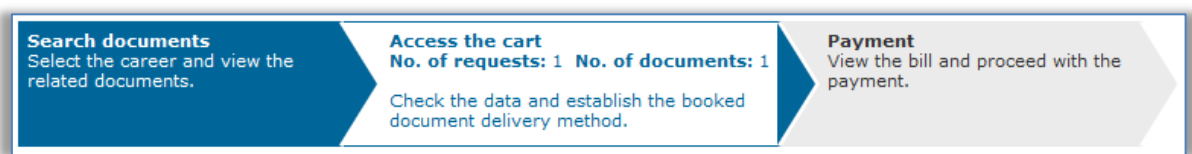
The application home page provides the user with the functions required to obtain the desired documents.



It consists of four thematic sections:

- Access bar for application macro-areas
- Frequently asked questions
- Career selection
- Certificates, self-certifications and forms

2.1. Access bar for application macro-areas



This bar provides access to the three application macro-areas;

It consists of three functions:

- **Search documents**
Allows selection of the career and related available documents.
This is the application default area.
- **Access the cart**
Allows the management of booking requests and the delivery method for the documents booked.
- **Payment**
Allows the payment list for booking requests and access to the payment application to be displayed.

Colour caption:

- A blue background indicates that the function is in use
- White background indicates that the function is available but not being used
- The grey background indicates that the function cannot be used because not all conditions have been met (for example, to use the payment function, it is necessary to select a booked document delivery method for each request).



3. Career selection and display of available documents

SELECT CAREER		
Select a student identification number to view the available documents		
CAREER IDENTIFICATION NUMBER	CAREER STATUS	CAREER INFO
641041	RINUNCIA AGLI STUDI	DEGREE IN MECHANICAL ENGINEERING
<input checked="" type="checkbox"/> 650112	TITOLO CONSEGUITO	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS
010163	PERMANENZA CESSATA	- AREA SERVIZI ED APPLICAZIONI INFORMATICHE
010267	ATTIVO	PERSONALE TA - DATA MANAGEMENT AND ANALYSIS
BR5341	ATTIVO	Altro

The list of available certificates is displayed when a career is selected. By clicking on the link on the career identification number, it is possible to change the selection and reload the list of available documents.

STUDENTS and DEGREES			
<p>ATTENTION: going to the counter with the paper application form printed and completed and the number of duty stamps required option NOT available for the issue of student and graduate certificates.</p> <p>The certification requests require a time frame of about 1 or 2 working days (to which must be added the shipping time for students who have chosen home delivery).</p> <p>Due to the COVID-19 emergency, we inform you that the delivery of certificates may be delayed.</p>			
STUDENTS			
Certificate	Self-certif.	Stamped certificate	Document without stamp
TUITION FEES PAID IN CALENDAR YEAR	✓	✓	✗
DEGREES			
Certificate	Self-certif.	Stamped certificate	Document without stamp
DEGREE (WITHOUT SCORE)	✓	✓	✗
DEGREE WITH SCORE	✓	✓	✗
DEGREE WITH SCORE AND EXAMS TAKEN	✓	✓	✗
DEGREE WITH SCORE AND EXAMS TAKEN WITH SCORES, DATES AND AVERAGE	✓	✓	✗
DEGREE WITH SCORE AND EXAMS TAKEN OR NOT TAKEN WITH SCORES AND DATES DIVIDED BY COURSE YEARS	✓	✓	✗
DEGREE AND SCHOLASTIC CAREER	✓	✓	✗
MEDIUM OF INSTRUCTION - (MOI) LETTER PER VISA UK	✗	✓	✗
DEGREES: DUPLICATE PARCHMENT ISSUANCE REQUEST	✗	✓	✗
DIPLOMA SUPPLEMENT PRINT REQUEST	✗	✓	✗
VARIOUS CERTIFICATES			
DIRITTO ALLO STUDIO			
Certificate	Self-certif.	Stamped certificate	Document without stamp
CERTIFICATES ON STAMPED PAPER REQUEST FORM	✗	✗	✓



Documents are grouped into sections (the section name is the box's title that contains them) and are managed by different University organisations.

Within the section, documents can be subdivided based on the series.

In Each document it is highlighted if it is possible to:

- Issue a self-certification (column "**Self-certif.**")
- Apply for a stamped certificate (column "**Stamped certificate**")
- Issue a stamp duty exempt document (column "**Document without stamp**")

The presence/absence of the green tick next to the column indicates whether usage for that document is active.

To select a document, press the link on the name of the desired document.



4. Generating a self-certification

To generate a self-certification, it is necessary to:

1. Select the career
2. Select a document that supports this use from those available
3. In the document parameter selection page select "**Self-certification**" for the "Use of certificate" parameter

Once the "**Confirm**" key has been pressed, a page summarising the selections made previously will be displayed, with the possibility of:

- Obtaining a final document preview, to check whether the desired data appears (via the "**Preview document**" key, available if the document allows it)
- Generating the self-certification in .PDF format (using the "**Print self-certification in PDF format**" key)
- Generating self-certification in .RTF format (using the "**Print self-certification in RTF format**" key)

PERSON/CAREER DETAILS	
Career Identification number:	
Person Code:	
Person:	
Type:	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS

CERTIFICATE, SELF CERTIFICATION OR FORM	
DEGREE (WITHOUT SCORE)	

PARAMETERS	
Use of certificate	Self-certification
Certificate language	English
Certificate to be used for the sole use of request or renewal of a residence permit to be submitted to the Police Station.	-
For use: Abroad - Italy	Italy
Additional notes (will appear at the bottom of the certificate) <i>(only for Auto use)</i>	

Preview document	Print self-certification in PDF format	Print self-certification in RTF format
------------------	--	--



5. Generating a stamp duty exempt document

To generate a stamp duty exempt document, it is necessary to:

1. Select the career
2. Select a document that supports this use from those available
3. Select a different value for the "Use of certificate" parameter from "Self-certification" and "Stamped" on the document parameter selection page

Once the **"Confirm"** key has been pressed, a page summarising the selections made previously will be displayed, with the possibility of:

- Obtaining a final document preview, to check whether the desired data appears (via the **"Preview document"** key, available if the document allows it)
- Generating the document, in .PDF format (using the **"Print document (Number of copies selected: xxx)"** key where xxx is the number of copies of the document to be created)

PERSON/CAREER DETAILS	
Career Identification number:	
Person Code:	
Person:	
Type:	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS
CERTIFICATE, SELF CERTIFICATION OR FORM	
TRAINING COURSES	
PARAMETERS	
Certificate language	English
Courses	28/01/2022 Workers Specific Training - Low Risk
Print document (Number of copies selected:1)	



6. Requesting a stamped certificate

To obtain stamped certificates, it is necessary to:

1. Select the career
2. Select a document that supports this use from those available
3. In the document parameter selection page, select **"Stamped"** for the "use of certificate" parameter
4. Book the document (using the **"Reserve document"** key)
5. Indicate the delivery method
6. Make the payment

Once the **"Confirm"** key has been pressed, a page summarising the selections made previously will be displayed, with the possibility of:

- Add a note accompanying the document reservation, which will be read by the operator managing the request (table **"ADDITIONAL NOTES"**)
- Obtaining a final document preview, to check whether the desired data appears (via the **"Preview document"** key, available if the document allows it)

PERSON/CAREER DETAILS	
Career Identification number:	
Person Code:	
Person:	
Type:	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS
CERTIFICATE, SELF CERTIFICATION OR FORM	
DEGREE WITH SCORE	
PARAMETERS	
Use of certificate	Stamped
Certificate language	English
Certificate to be used for the sole use of request or renewal of a residence permit to be submitted to the Police Station.	-
For use: Abroad - Italy	Italy
Additional notes (will appear at the bottom of the certificate) <i>(only for Auto use)</i>	
ADDITIONAL NOTES	
Indicate in this space any messages for the operator who will take charge of the request.	
WARNING: the request to insert footnotes in the document may be accepted only after evaluation and approval by the operator. You don't have the right to a reimbursement even if it's not possible to add the note to the certificate.	
<div style="border: 1px solid black; height: 60px; width: 100%;"></div>	
Preview document	Reserve document



When the first document is booked, the shopping cart and the booking request will be created, and the "Access the cart" function will be activated.

Information

i The on-line form request for the document DEGREE (WITHOUT SCORE), associated with student identification number 650112, has been successfully inserted with ID 1

Search documents
Select the career and view the related documents.

Access the cart
No. of requests: 1 No. of documents: 2
Check the data and establish the booked document delivery method.

Payment
View the bill and proceed with the payment.

6.1. Cart: available functions

The "Access the cart" function displays the booking requests that have been placed in the shopping cart.

If only one booking request has been created, you will be taken directly to that request's details, otherwise created requests will be displayed.

The number of requests in the shopping cart varies according to the career to which the document relates:

- If the certificates belong to the same career, a single booking request will be created
- If the certificates belong to different careers, several different requests will be created (therefore managed by different organisations).

CART RESERVATIONS							
ID	Details	Delete	Sel.Delivery	Type	Type of Request	Document Delivery Method	Documents Requested
1					RESEARCH DOCTORATE		1
2					STUDENTS and DEGREES		1

From here it will be possible to:

- Display the individual request details (key)
- Delete the individual request (key)
- Access the delivery method selection for the booked documents (key)

The functions to delete the request and select the document delivery method are available on the page for displaying reservation request details.



6.1.1. View request details

REQUEST DETAILS			
ID	1		
Payment Status:	Request not yet paid		
Communications to the Office:	<div style="border: 1px solid gray; height: 60px;"></div>		
Creation Date:	14/03/2022 09:53:22		
REQUEST COMPOSITION			
Functions	Request Status	Type of Request	Documents Requested/Delivered
	INITIAL	STUDENTS and DEGREES	2 / 0
CAREER IDENTIFICATION NUMBER	CAREER STATUS	CATEGORY	
650112	TITOLO CONSEGUITO	BACHELOR OF SCIENCE DEGREE IN ENGINEERING OF COMPUTING SYSTEMS	
Functions	Document Status	Document	Copies Requested
		INITIAL	DEGREE WITH SCORE
			1
CAREER IDENTIFICATION NUMBER	CAREER STATUS	CATEGORY	
641041	RINUNCIA AGLI STUDI	DEGREE IN MECHANICAL ENGINEERING	
Functions	Document Status	Document	Copies Requested
		INITIAL	ENROLMENT
			1

[Save Communications](#) [Sel.Delivery Type](#)

The request details and composition are displayed; the booked documents are grouped based on the career with which they were booked.

You can view/hide the selected document details by pressing the icon and






Functions	Document Status	Document	Copies Requested								
		INITIAL	DEGREE WITH SCORE								
			1								
Communications to the Office:		<div style="border: 1px solid gray; height: 60px;"></div>									
Selected parameters:		<table border="1"> <tr> <td>Use of certificate</td> <td>Stamped</td> </tr> <tr> <td>Certificate language</td> <td>English</td> </tr> <tr> <td>Certificate to be used for the sole use of request or renewal of a residence permit to be submitted to the Police Station.</td> <td>-</td> </tr> <tr> <td>For use: Abroad - Italy</td> <td>Italy</td> </tr> </table>		Use of certificate	Stamped	Certificate language	English	Certificate to be used for the sole use of request or renewal of a residence permit to be submitted to the Police Station.	-	For use: Abroad - Italy	Italy
Use of certificate	Stamped										
Certificate language	English										
Certificate to be used for the sole use of request or renewal of a residence permit to be submitted to the Police Station.	-										
For use: Abroad - Italy	Italy										
		Change Parameters									



Available functions:

- Defining notes at request generic and individual document level; these notes will then be read by the operator who will manage the request and can be used for particular requests (e.g. request to insert information that cannot be automatically selected on the document)

To save the inserted text, it is necessary to press the "**Save Communication**" key.

- Delete reservation request (key  at request level)
- Delete individual document (key  at individual document level)
- If available, document preview display (key )
- If available, add/delete a new copy of the booked document (via  and  keys)
- Modify the values of the parameters selected on the document ("**Change Parameters**" key)
- Select the delivery method for booked documents ("**Sel. Delivery Type**" key)


6.2. Specify the delivery method

Through the "Access the cart" function, you can access the page dedicated to the document delivery, where you can specify the document delivery method.

The delivery method depends on the section to which the documents belong; three methods are possible.

6.2.1. Collection at the desk

The user selects the desk at which they will collect the booked documents

 Select the office at which reserved certificates will be collected.
Selecting the office from the drop-down menu below some useful information to get in touch with the selected office will be displayed

CONTACT OFFICE SELECTION

Office:

Address:	Via Sesto, 39 - 26100 Cremona
Visiting hours:	Dal Martedì al Venerdì 9.30 - 12.30
Telephone:	Luisa Staurenghi 0372.56.77.04 Tino Giovanna 0372.56.77.03
E_mail address:	



6.2.2. Delivery by post/courier

The user selects the address to which the documents will be delivered.
The address saved in Aunica is the default, but it is possible to use the delivery address (also saved in Aunica) or enter a new address.


After selecting the address it is necessary to specify the delivery method, either Post or Courier; if you select the Courier you must specify a valid telephone contact in the country of delivery, while optionally you can add an email address, through which the deliverer can inform the user about the shipping status.

DELIVERY ADDRESS DETAILS	
Status:	ITALIA
Province:	XX
Town/city:	XXXXXXXXXX
Postcode:	000000
Address:	VIA XXXXXX 00
District:	
c/o:	
Change Address	
SHIPPING CHARGES	
Charge Items:	Shipping fee (Carrier - Italy) ▾
⚠ If you select a courier for the delivery of the certificates you must provide a <u>valid telephone contact in the country of delivery</u> or the courier will refuse to deliver the documents. You must click on the link below and select one of the contacts you supplied the Politecnico with or add another.	
Telephone Number:	Add
i It is possible to indicate an email address through which the chosen shipping method informs the user about the shipment status. Insert a valid email address to receive updates on the certificate's shipment.	
Email:	<input type="text"/>
Confirm Selection	

6.2.3. Downloading digitally signed documents from the application

The user will download the .ZIP file containing the booked documents, digitally signed by the operator who managed the request.

To download the signed documents it is necessary to use the function "Request history" in the Functions available in the application main page.

To download the digitally signed documents press the  key related to the request line.

Warning: downloading digitally signed documents expires after a month from the requested date



6.3. Payment

Search documents
Select the career and view the related documents.

Access the cart
No. of requests: 1 No. of documents: 2
Check the data and establish the booked document delivery method.

Payment
View the bill and proceed with the payment.

PAYMENT SLIP										
ID	Request	Student Identification No.	Document	Quantity	Payment Item Details					
					Item	Quantity	Amount	Total		
73802	STUDENTS and DEGREES	650112	DEGREE WITH SCORE	1	Request form stamp	1	€ 16.0	€ 16.0		
		641041	ENROLMENT	1	Certificate stamp	1	€ 16.0	€ 16.0		
						Certificate stamp	1	€ 16.0	€ 16.0	
							Shipping fee (Poste Italiane)	1	€ 12.0	€ 12.0
Total payment:								€ 60.0		

[Start Payment](#)

After selecting the delivery method for the requests in the shopping cart, the payment option will be activated.

The payment list is displayed by accessing the page with the amount for each item and the total amount.











Pressing the "**Start Payment**" key links you to the University application for payments where it will be possible to pay.

If the user exits the application before paying the request, the request will be **automatically deleted** from the application, and the user will have to re-select.









7. Request History

Through the "Request history" link in the Functions Available on the application home page, the user can view their completed booking requests (positively/negatively).

FILTER REQUESTS									
Request Status:		[Select the status to filter the data] ▾							
Update Request List									
pag. 1/1 (total:3) first previous 1 next last page size: 10 25 50 100 all									
REGISTERED REQUEST LIST									
ID	Registration Date	Print Receipt	Print Proxy	Download Files	Status	Type of Request	Document Delivery Method	Documents Requested	Documents Products
72075	18/02/2022	  			DELIVERED/SENT	STUDENTS and DEGREES	DOWNLOAD DIGITALLY SIGNED DOCUMENTS	1	1
61355	16/09/2021	  		Download finished on 16/10/2021	DELIVERED/SENT	STUDENTS and DEGREES	DOWNLOAD DIGITALLY SIGNED DOCUMENTS	1	1
45573	04/11/2020	  			DELIVERED/SENT	STUDENTS and DEGREES	BY COURIER	1	1

Available functions:

- Filter requests according to status
- Update request display (through "[Update Request List](#)" link)
- Display request details (key )
- Download payment receipt (keys   depending on the requested document language)
- Download the proxy for another person to collect documents at the desk (keys   depending on the requested document language)
- Download digitally signed documents (key )