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

<table>
<thead>
<tr>
<th>Document type</th>
<th>Code</th>
<th>Version</th>
<th>Issued on</th>
<th>Confidentiality</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Manual</td>
<td></td>
<td>1.0</td>
<td>24/02/2022</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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.
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)
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)
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)
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.

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).

From here it will be possible to:
- Display the individual request details (key ![image of a hand with a magnifying glass])
- Delete the individual request (key ![image of a hand with an 'X'])
- Access the delivery method selection for the booked documents (key ![image of a hand with a document])

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

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 icons 🔄 and 🔄.
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 \( \times \) at request level)
- Delete individual document (key \( \times \) at individual document level)
- If available, document preview display (key \( \equiv \))
- 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
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.

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

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).

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)