

## **ENGLISH VERSION**

## **INSTRUCTIONS FOR OPENING A TICKET**

After logging into the Student Portal, click on the TICKET icon, top right.

Edit your personal data	EANK DETAILS Enter or update your bank details here to receive any refunds or rewards from Collegio	Vew your lickets	
2024/2025 2023/2024 2022/2023 2021/2022 2020/2021			
Call for Admissions (BAM) for students enrolling in the 1st, 2nd or 2nd year of Bachelor degree, 5-year of 0-year degree and students enrolling in the 1st year of Master degree	Upload documents BAM Upload the documents required for the Call for Admissions (BAM) A Y 2024/2025	Call for Confirmation (BAC) Apply for the Call for Confirmation for A.Y. 2024/2025	Upload documents BAC Upload documents for the Call for Confirmation for A Y 2024/2025
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A screen will open where you can see the open tickets and their status. To open a new ticket, click on 'open new ticket' at the top left.

Ticket								
Open a new Boket [27								
Status	Ticket	Location	Category	Subcategory	Subject	Date created	Last modified	
	6698	PO - VIA MARIA VITTORIA 39	ALTRO	GENERICO	PROVA	05/03/2025 15:30:32		<b>•</b>
Hame								

Enter the various data and the request for the office; if necessary, you can attach a file in pdf format; finally, press 'Send Message':

New ticket		>
New message		¢
Subject		
Location		~
Category		~
Subcategory		~
Office	AMMISSIONI E CONFERME	~
Message		
		11
Allegati	+ Nuovo file	
	Send Message	1















After sending the message, a window with a summary of the ticket just opened will appear. There is also the possibility to write an additional message within the already opened ticket, without the need to open a new one.

Ticket 6698			×
Subject: PROV	A		¢
Location Category Subcategory Office	PO - VIA MARIA VITTORIA 39 ALTRO GENERICO AMMISSIONI E CONFERME		
₽ 05/03/2025	15:30:32		\$
PROVA			
New message			¢
Message			li
Allegati	+ Nuovo file	Send Messag	ge 🖪

To view the status of your ticket, go to the Student Portal and click on TICKET. Clicking on the icon in red on the right-hand side will open a window where you can view the reply to the message and, if necessary, continue the conversation with the Office; when the Office considers that it has resolved the highlighted problem, the ticket will be closed by the Office. If you have further doubts, you will need to open a new ticket.

Ticket								
Open a new ticket 02								
Status	Ticket	Location	Category	Subcategory	Subject	Date created	Last modified	
	6698	PO - VIA MARIA VITTORIA 39	ALTRO	GENERICO	PROVA	05/03/2025 15:30:32		
Home								













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