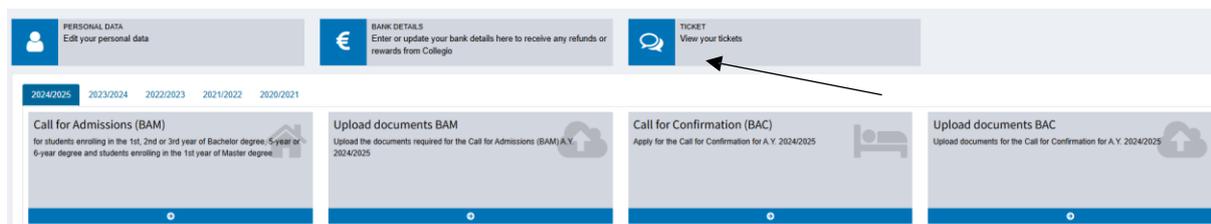


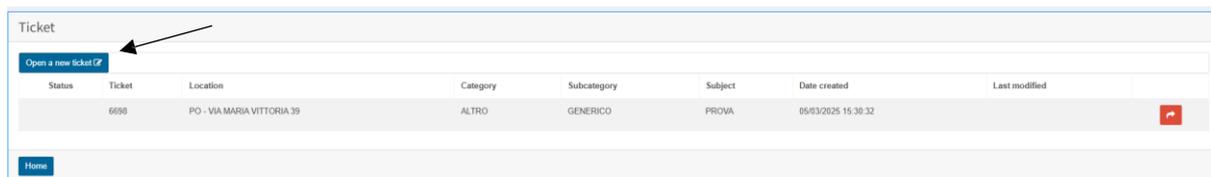
ENGLISH VERSION

INSTRUCTIONS FOR OPENING A TICKET

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



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.



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:

Message:

Allegati:

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: PROVA ⌵

Location PO - VIA MARIA VITTORIA 39
 Category ALTRO
 Subcategory GENERICO
 Office AMMISSIONI E CONFERME

🗨️ 05/03/2025 15:30:32 ⌵

PROVA

New message ⌵

Message

Allegati + Nuovo file

Send Message ↗

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](#)

| 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 | |

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