



UNIVERSITÀ DEGLI STUDI DI MILANO

Direzione Segreterie Studenti

InformaStudenti

User guide to the University online contact center



INDICE

1. Access the platform

- Who can access and how
- First access for external users and dormant students
- Change language

2. Request a service

- Submit a request
- Interactions, attachments and response
- Notifications and requests record

3. Book an appointment



ACCESS THE PLATFORM

Who can access and how

InformaStudenti is available for all those who:

- Have University credentials (@studenti.unimi.it or @unimi.it)
- Are registered to the University website as external users

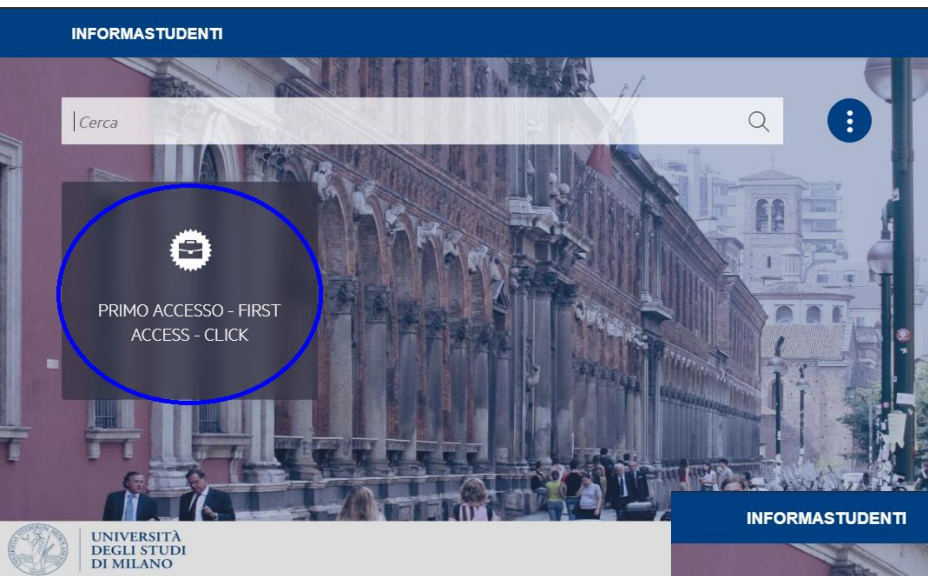
To access, login with your University or registration credentials:



InformaStudenti

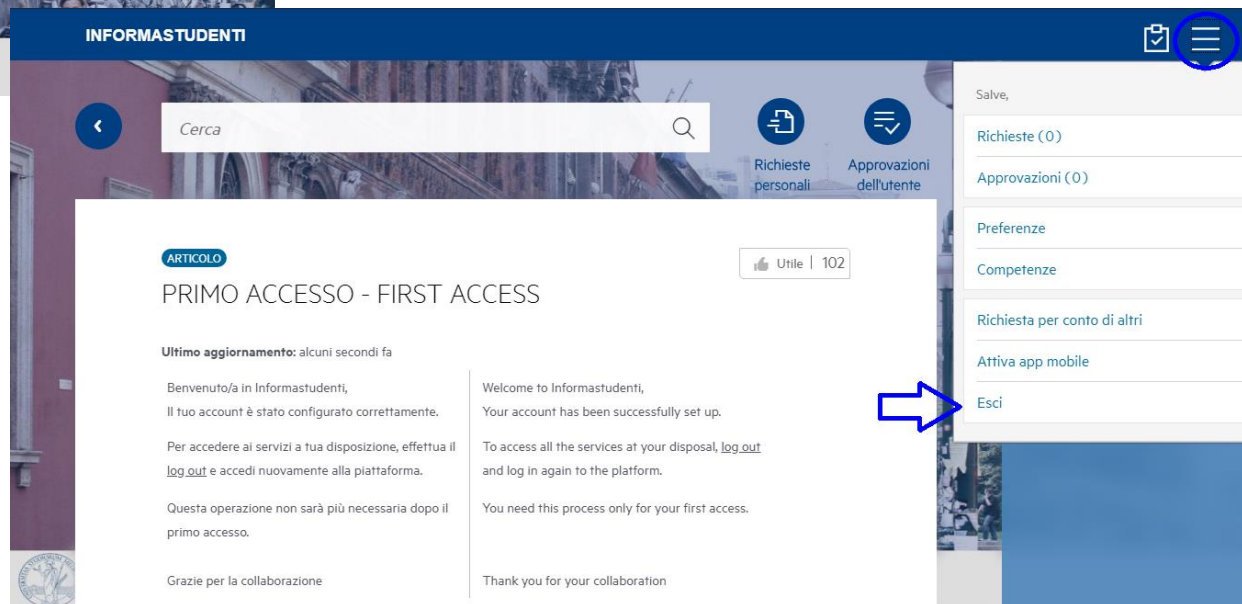


FIRST ACCESS FOR EXTERNAL USERS AND DORMANT STUDENTS

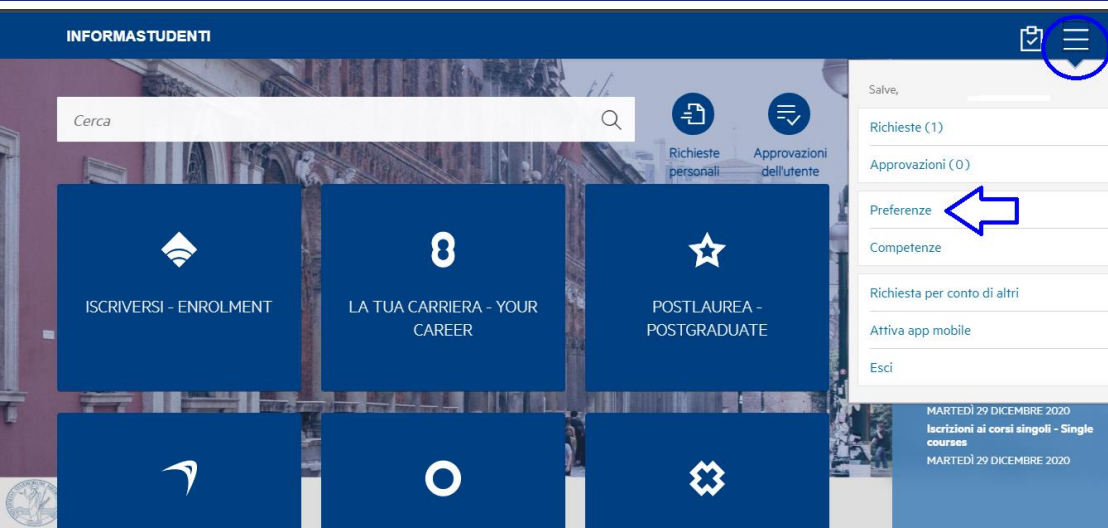


For external users and dormant students only, and for first access only, you will be required to go through a short procedure to retrieve your data.

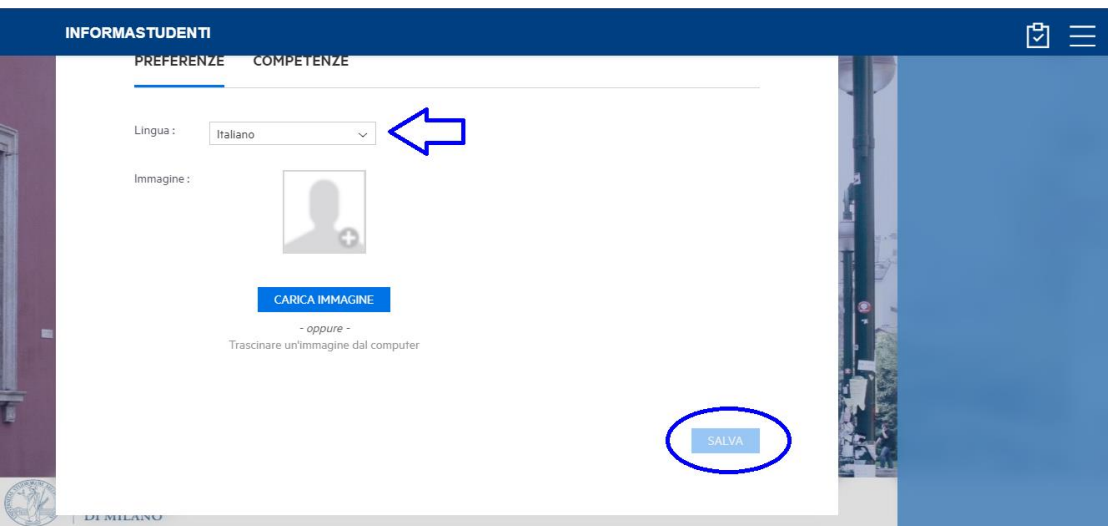
To access the dedicated services, click on «First Access» and follow the instructions.



CHANGE LANGUAGE



All services offered on InformaStudenti are bilingual (Italian - English) and the platform is available in 19 different languages.



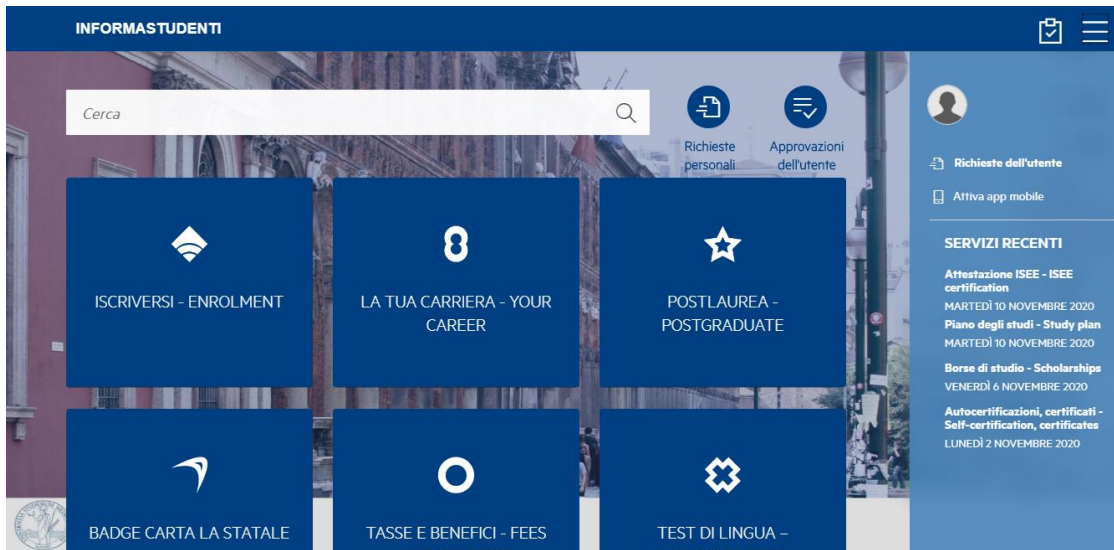
To change the language, click on «Preferences» («Preferenze») on the menu in the top right corner, select your preferred language from the list and save (bottom right corner).



REQUEST A SERVICE

Submit a request

From the Homepage it's possible to browse and choose any categories of services available to your user type.



If you are not sure which category to choose, type a keyword in the search bar.

Any requests submitted to the wrong category will be handled nonetheless.



REQUEST A SERVICE

Submit a request

Once you have selected the category, you can choose the service for which you intend to submit a request.

INFORMASTUDENTI

8 LA TUA CARRIERA - YOUR CAREER
La tua carriera - Your career

[All Subcategories](#)

FEATURED OFFERINGS ARTICLES Popularity ▾

	Piano degli studi - Study plan (SEGR - LA TUA CARRIERA - YOUR CAREER) Prima di scrivervi: Il piano di studi è l'elenco delle attività formative (esami, laboratori e altre attività).	POPULAR ★ REQUEST SERVICE
	Autocertificazioni, certificati - Self-certification, certificates (SEGR - AUTOCERTIFICAZIONI, CERTIFICATI, DIPLOMA SUPPLEMENT - SELF-CERTIFICATION, CERTIFICATES, DIPLOMA SUPPLEMENT)	POPULAR ★ REQUEST SERVICE
	Interrompere, sospendere, rinunciare - Interruption, suspension and withdr... (SEGR - LA TUA CARRIERA - YOUR CAREER) Prima di scrivervi: Tutte le informazioni e la modulistica necessaria per l'interruzione, la sospensione...	POPULAR ★ REQUEST SERVICE
	Esame di laurea - Graduation (SEGR - LA TUA CARRIERA - YOUR CAREER) Prima di scrivervi: Per sostenere l'esame di laurea sono generalmente previsti almeno quattro appel...	POPULAR ★ REQUEST SERVICE

RECENT OFFERINGS

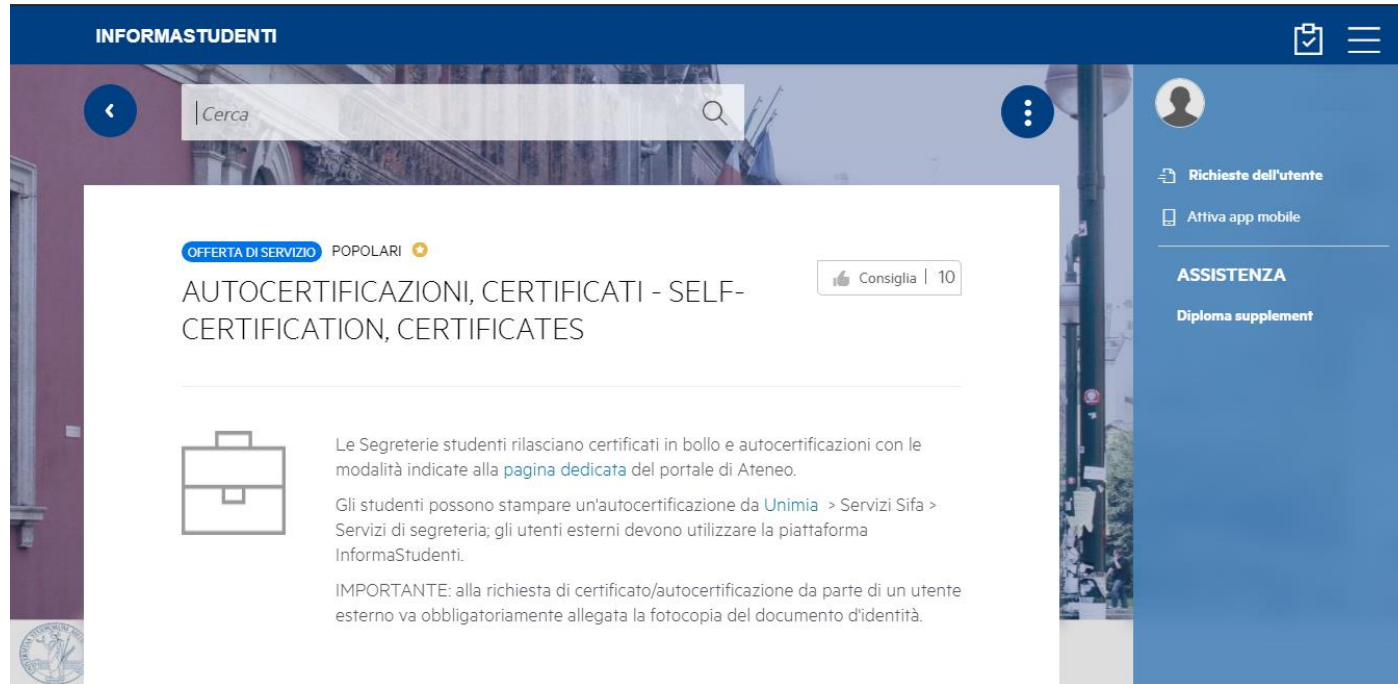
- OFA di latino, corsi per principianti - Latin language O...
29 JANUARY 2021
- Blocco carriera per tasse arretrate - Career halted for un...
25 JANUARY 2021
- Iscrizioni ai corsi singoli - Single courses
29 DECEMBER 2020
- Iscrizioni ai corsi singoli - Single courses
29 DECEMBER 2020



REQUEST A SERVICE

Submit a request

The portal gives an overview of each service, possibly with notices or disclaimers.





Read carefully before you write: the information you need may be contained in the service overview, and any requests submitted incorrectly may extend response time.



REQUEST A SERVICE

Submit a request



Fill out the form below the service overview (title, student ID, if any, description and attachments) and submit your request.

INFORMASTUDENTI



REQUEST DETAILS

Title *








Group *


-- Select an item --


Matriculation ID *

-- Select an item --

Description *

B *I* U **A-**   **Format**     

 [Add attachment](#)


SUBMIT



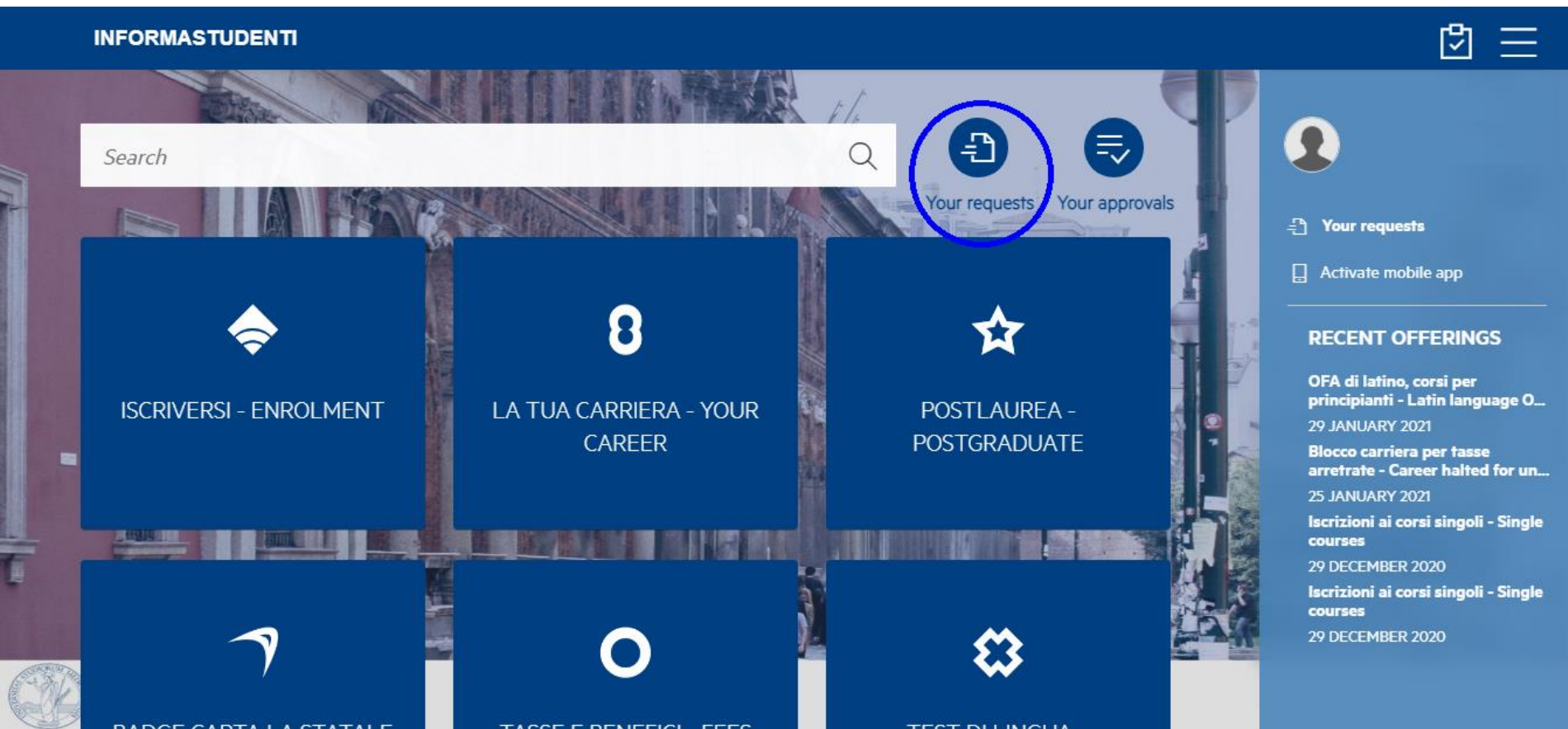
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REQUEST A SERVICE

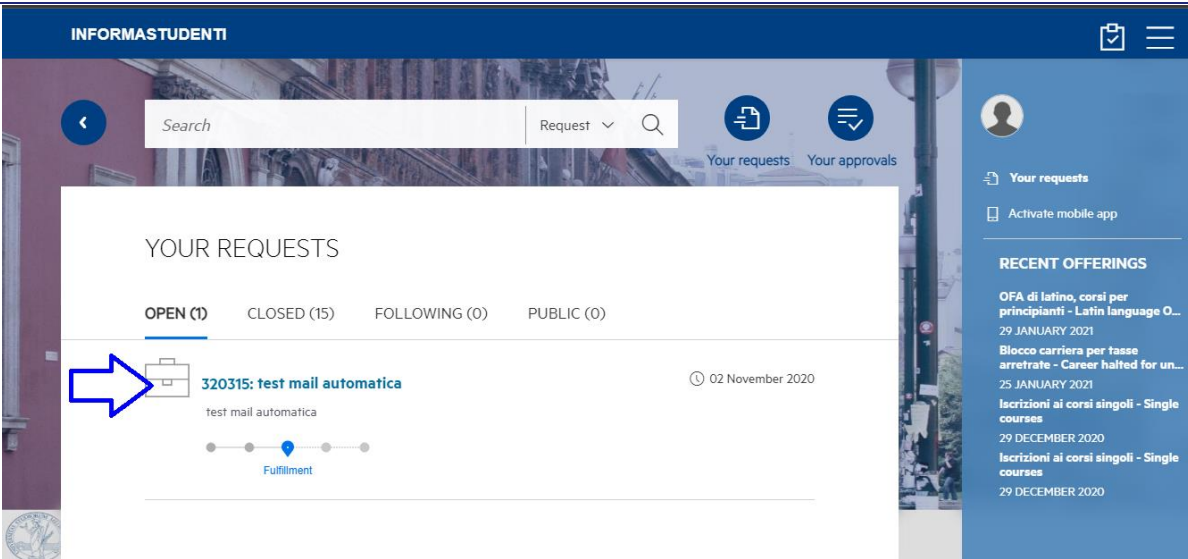
Interactions, attachments and response

By selecting «Your requests», you can check all your requests, both open and closed.

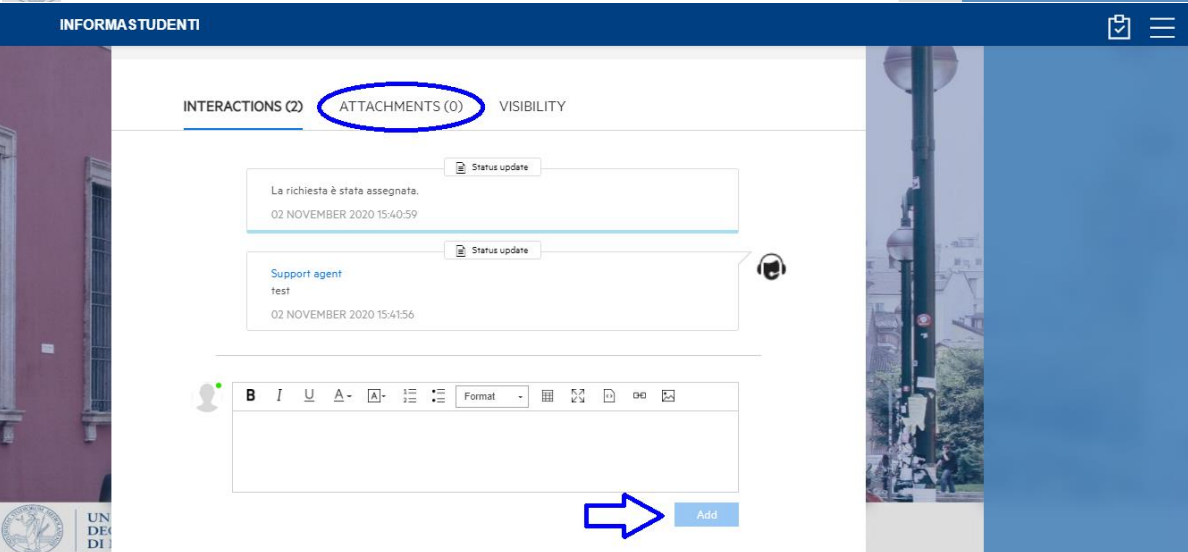


REQUEST A SERVICE

Interactions, attachments and response



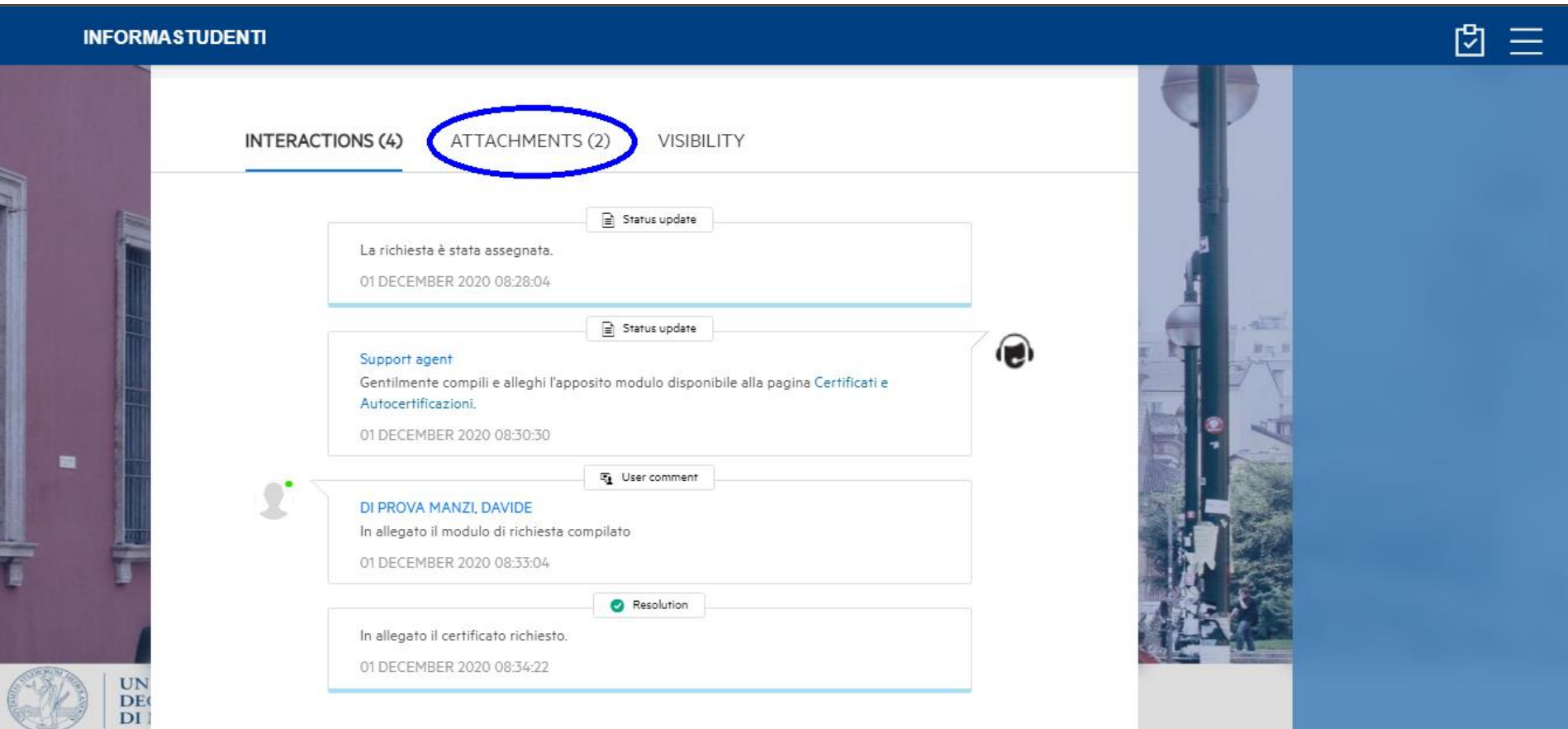
You can add a comment or an attachment to an open request anytime, by selecting it from the «Open» section of the menu «Your requests»: you don't need to open more than one request on the same topic at the same time.



REQUEST A SERVICE

Interactions, attachments and response

On the same page, you can see comments, attachments and the response to your request.



INFORMASTUDENTI

INTERACTIONS (4) **ATTACHMENTS (2)** VISIBILITY

Status update

La richiesta è stata assegnata.
01 DECEMBER 2020 08:28:04

Status update

Support agent
Gentilmente compili e allegghi l'apposito modulo disponibile alla pagina [Certificati e Autocertificazioni](#).
01 DECEMBER 2020 08:30:30

User comment

DI PROVA MANZI, DAVIDE
In allegato il modulo di richiesta compilato
01 DECEMBER 2020 08:33:04

Resolution

In allegato il certificato richiesto.
01 DECEMBER 2020 08:34:22

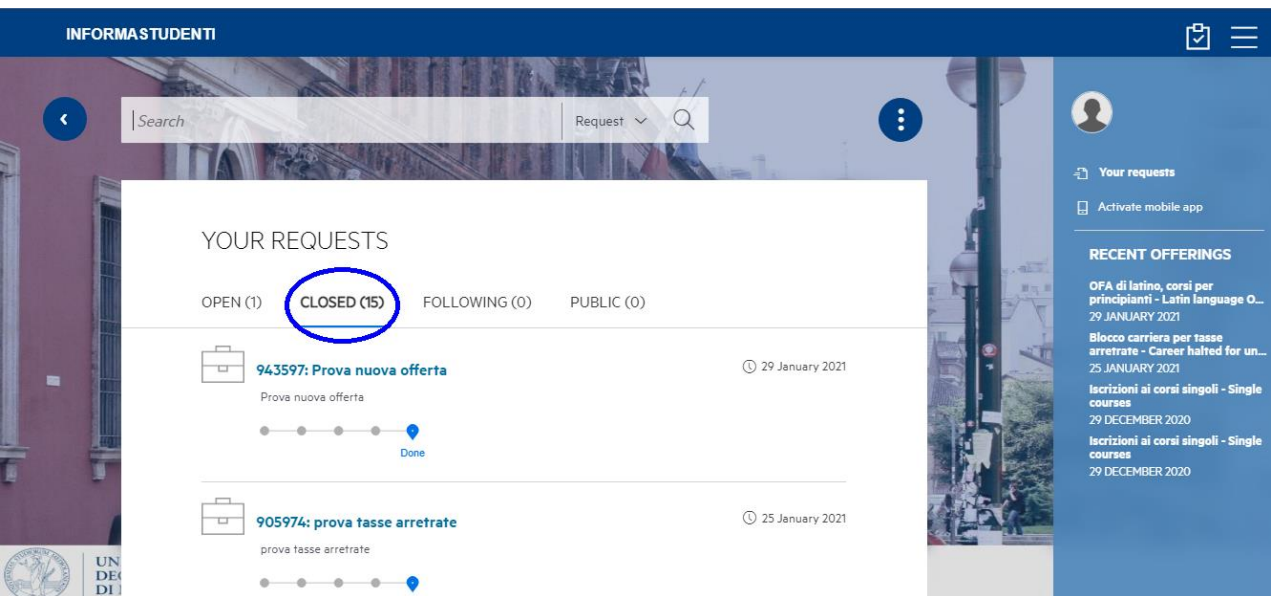


REQUEST A SERVICE

Notifications and requests record

To keep you updated on the status of your requests, you will receive an email notification every time an operator:

- is assigned the request
- adds a comment
- provides a response

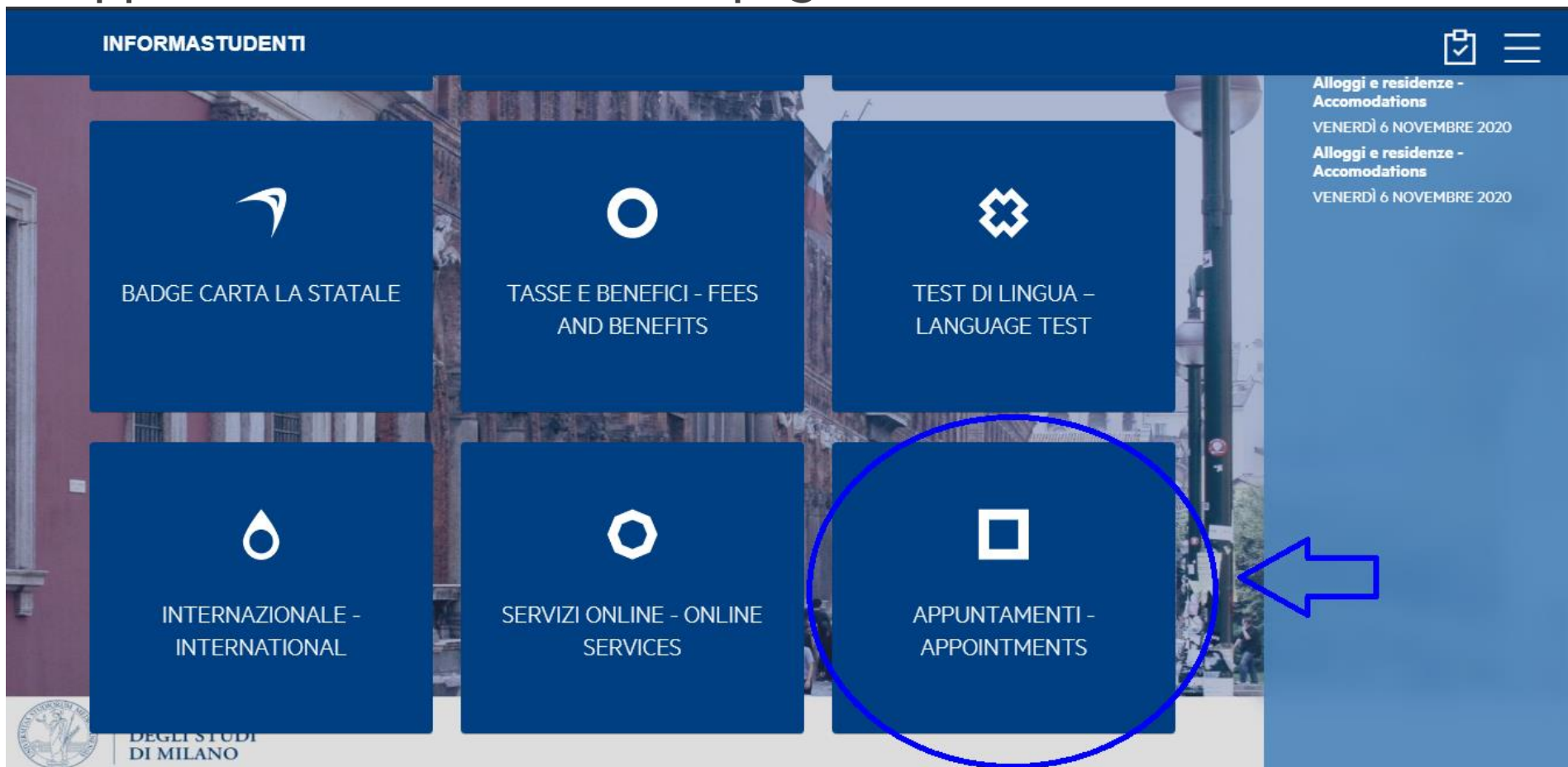


You can check the record of all your previous requests from the menu «Your requests», by selecting the «Closed» list.



BOOK AN APPOINTMENT

To book an appointment through InformaStudenti, click «Appointments» on the homepage.



BOOK AN APPOINTMENT

On the next page, choose your preferred desk, desk type (on site or online) and topic: you will see all available time slots in green in the calendar.

The screenshot shows the 'INFORMASTUDENTI' interface for the University of Milan. On the left, there are three filter sections: 'Desk' (Dottorati di Ricerca, Master, Esami di S...), 'Desk type' (on line), and 'Topic' (Chiarimento su comunicazioni con la s...). A 'Cancel' button is below these filters. An 'Attention' note states: 'the desk Dottorati di Ricerca, Master, Esami di Stato e Corsi di Perfezionamento requires 1 days notice'. On the right, a calendar for 'Feb 21 - 27, 2021' is displayed. The calendar grid shows days from Sunday 2/21 to Saturday 2/27. Time slots are listed on the left of the grid: 1pm, 1:15pm, 1:30pm, and 1:45pm. Available slots are highlighted in green. The available slots are: 1pm on Tue 2/23 (100-105, 105-110, 110-115, 115-120, 120-125, 125-130), 1:30pm on Tue 2/23 (130-135, 135-140, 140-145), and 1:45pm on Tue 2/23 (145-150). Blue arrows point to the filter sections and the calendar grid.

	Sun 2/21	Mon 2/22	Tue 2/23	Wed 2/24	Thu 2/25	Fri 2/26	Sat 2/27
1pm			100 - 105 105 - 110 110 - 115 115 - 120 120 - 125 125 - 130				
1:15pm							
1:30pm			130 - 135 135 - 140 140 - 145				
1:45pm			145 - 150				



BOOK AN APPOINTMENT

After selecting the time slot, specify the reason for your appointment, provide a cell phone number (mandatory) and your Microsoft Teams contact (optional), and upload any attachments.

The screenshot shows a web interface for booking an appointment. On the left is a vertical sidebar with a blue header and several menu items: 'Desk', 'Dottorati', 'Desk type', 'on line', 'Topic', 'Chiarim', and a blue 'Cancel' button. Below these is a note: 'Attention: the desk D Corsi di Pe'. The main content area has a dark blue header with the text 'Dottorati di Ricerca, Master, Esami di Stato e Corsi di Perfezionamento' and 'Chiarimento su comunicazioni con la segreteria'. Below this, it says 'on line - Date: 2/23/2021 from hour :00:00 PM to hour :05:00 PM'. The form consists of several fields: a 'Description' field with a placeholder 'Description', a 'Phone number' field with a placeholder 'Phone number', and a 'Teams contact' field with a placeholder 'Teams contact'. Below these is an 'Attachment' section with a large box containing the text 'Drop the file you want to upload here or' and a blue 'Choose file' button. At the bottom right of the form are two buttons: 'Confirmation' (circled in blue) and 'Cancel'.



BOOK AN APPOINTMENT

The screenshot shows a 'Confirmation of reservation' dialog box. A blue arrow points to the 'Confirmation of reservation' title. The dialog box contains the following text:

The request:

Dottorati di Ricerca, Master, Esami di Stato e Corsi di Perfezionamento
on line

Chiaramento su comunicazioni con la segreteria < br /> Date:
2/23/2021 from hour :00:00 PM to hour :05:00 PM

has been accepted with the following number:
Reservation: **1065398**
Number: Ro01

Close

The background shows a calendar for February 21 - 27, 2021, with a table of dates: Thu 2/25, Fri 2/26, Sat 2/27.

The confirmation of reservation and email notification contain all the details for your appointment and your reservation code.

The screenshot shows the 'YOUR REQUESTS' page in the InformaStudenti system. The page has a header with 'INFORMASTUDENTI' and a search bar. Below the header, there are tabs for 'Your requests' and 'Your approvals'. The 'YOUR REQUESTS' section shows a list of requests with the following details:

OPEN (2) CLOSED (15) FOLLOWING (0) PUBLIC (0)

1065398: Appuntamento richiesto per DAVIDE DI PROVA ... 1 minute ago

test

Fulfillment

The right sidebar shows 'RECENT OFFERINGS' with the following text:

OFA di latino, corsi per principianti - Latin language O...
29 JANUARY 2021

Blocco carriera per tasse arretrate - Career halted for un...
25 JANUARY 2021

Iscrizioni ai corsi singoli - Single courses
29 DECEMBER 2020

Iscrizioni ai corsi singoli - Single courses
29 DECEMBER 2020

You can also check your appointment requests from the menu «Your requests» in InformaStudenti.

