RESOLUTION OF RECURRENT PROBLEMS

1) The user intends to register with the University web services but the message "User already registered" appears:
The data is already present in the University database for previous enrolments in University courses or previous online procedures for admission to competitions announced by the University. In this case, the credentials already assigned must be used to access the University's web services. If the user does not remember them, he/she must contact the competent Student Office, for their recovery/regeneration.

2) The user intends to register with the University web services but the system displays a wrong tax code:
The procedure automatically calculates the tax code based on the personal data entered. Most likely, the user has made a mistake in entering "city of residence" in the "city of birth" field. The user can proceed with the correction of the data.

3) The user, once logged in to the University’s web services, intends to access the enrolment procedure but the following message appears "A pre-enrolment is already present ..."
The user has already registered (in the current or in a previous academic year) an unfinished pre-enrolment application. In order to proceed with a new enrolment, it is necessary to contact the Student Office, to eliminate the previous application.

4) The user intends to access the enrolment procedure, but the following message appears "There are no study courses open for enrolment"
The user has a previous university career at the University that is not closed; therefore, even if not enrolled in the current academic, he/she cannot request a new matriculation. It is therefore necessary to claim the registration of the closing of the previous career from the Student Office. Subsequently, the user will be able to register a new matriculation;