

Academic Identity Card online service

User manual for students



Ευρωπαϊκή Ένωση
Ευρωπαϊκό Ταμείο
Περιφερειακής
Ανάπτυξης

Ε.Π. "Μεταρρύθμιση Δημόσιου Τομέα 2014-2020"
ΕΥΔ Προγράμματος "Ψηφιακός Μετασχηματισμός"
Με τη συγχρηματοδότηση της Ελλάδας και της Ευρωπαϊκής Ένωσης



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Starting from the academic year 2012-2013, all students of A.E.I. of the country will be able to receive the Academic ID, by submitting an electronic application. The Academic ID is valid as long as the student status is maintained and incorporates the Special Ticket Card (PASO), only for students who are entitled to a student ticket.

The Electronic Service for Acquiring Academic Identity is provided by the Ministry of Education and Religious Affairs and operates under the technical support of the National Technology and Research Infrastructure Network (GRNET).

This manual guides, step by step, the students in submitting the electronic application for obtaining the Academic Identity.



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1. Registration/Login

From the homepage of Academic Identity Card online service, the student can click on the language icon, switching the language input to English (see [image 1.1](#)) and then [image 1.2](#) will appear.



Image 1.1: Language change

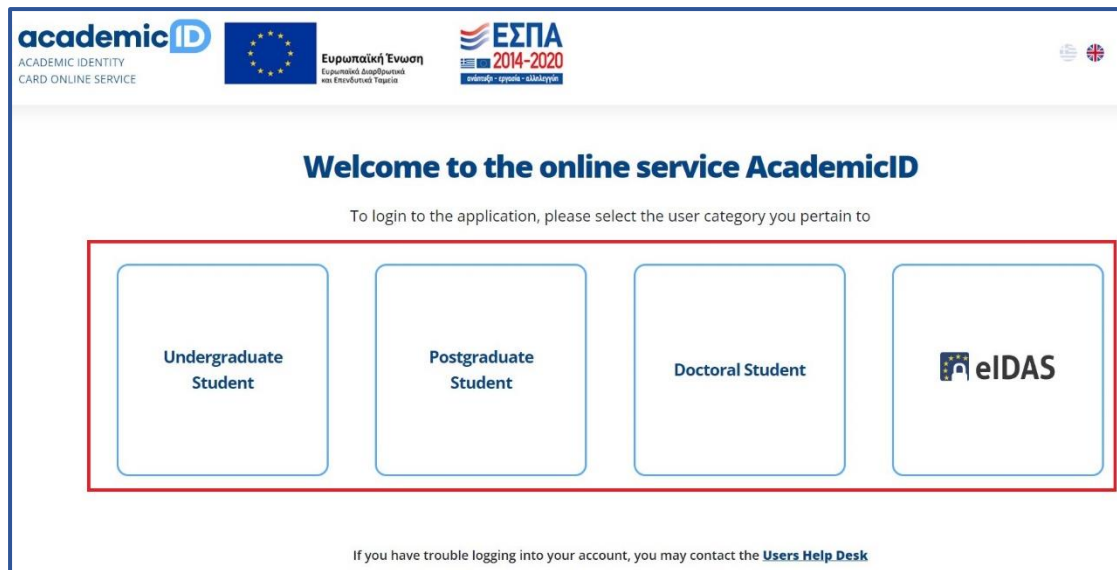


Image 1.2: Main menu

Then the student should choose the category to which he/she belongs (see [image 1.2](#))

2. Undergraduate Students

In order to register/login to the Academic Identity Card online service, undergraduate students are required to have received academic credentials (login information: username – password) from the associated Institution.

The student should then pick the appropriate category. Undergraduate students should select **“Undergraduate Student”** (see [image 2.1](#)).

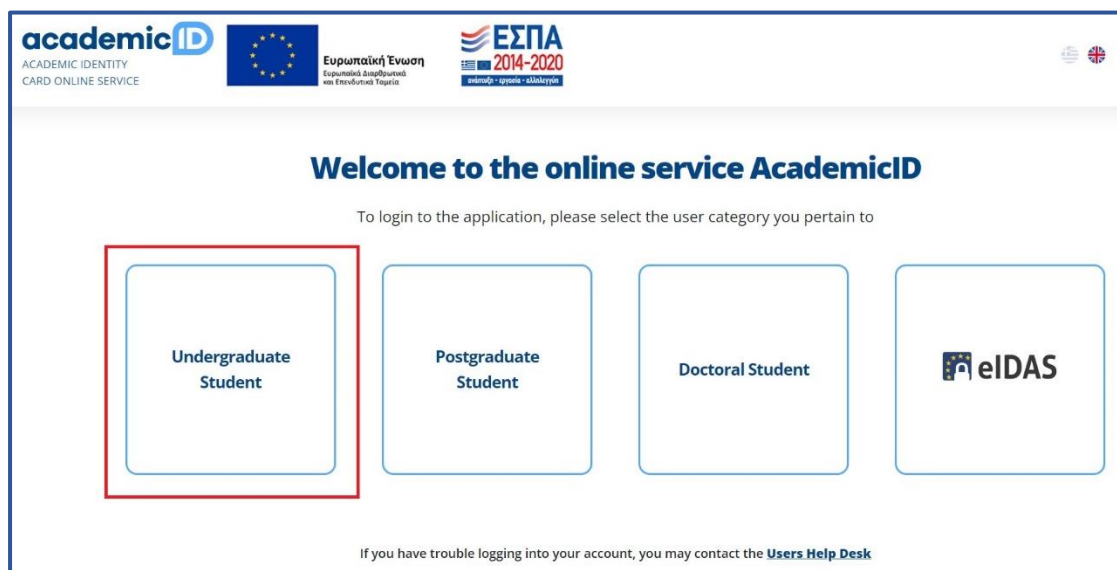


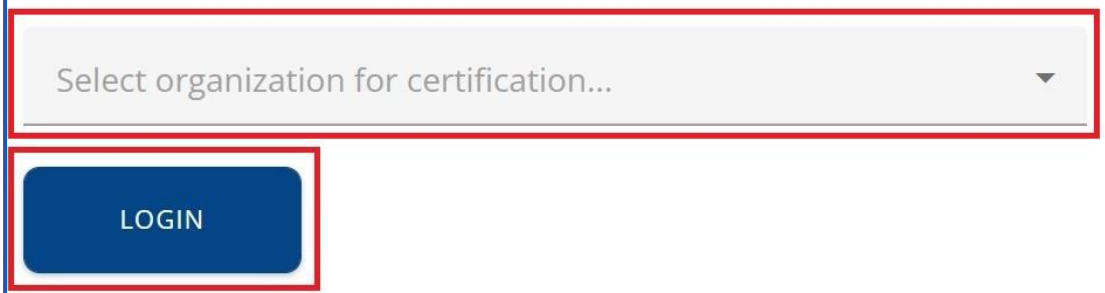
Image 2.1: Category selection

After selecting **“Undergraduate Student”**, the user should select the associated Academic Institution from the display list and then click on the **“Login”** button (see [image 2.2](#)).

Login via Organization

In order to proceed, you will need to select your Home Institution from the list below.

Then you will be redirected to a suitable page of the Institution you have chosen in which you will be certified with your Institutional details (username / password).



Select organization for certification... ▼

LOGIN

Image 2.2: Institution selection

After confirmation, the student is redirected to the associated Institution's page. It is thereby necessary to fill in the username and password provided by the Institution, aka the academic login credentials (see [image 2.3](#))



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Εθνικόν και Καποδιστριακόν
Πανεπιστήμιον Αθηνών
— ΙΔΡΥΘΕΝ ΤΟ 1837 —

Κεντρική Υπηρεσία Πιστοποίησης

Σύνδεση χρήστη

ts-1023

.....

Είσοδος

Συχνές Ερωτήσεις

Υπουργείο Παιδείας και Θρησκευμάτων
Εθνικό Κέντρο Διαπολιτισμικών Έρευνών και Μελετών

ΕΣΠΑ
2007-2013
Ευρωπαϊκό Ταμείο Περιφερειακής Ανάπτυξης

Ευρωπαϊκή Ένωση
Ευρωπαϊκό Ταμείο Περιφερειακής Ανάπτυξης

Image 2.3: Student Academic login information

Upon successful login, the student is redirected to the Academic Identity Card online service to create the application. Initially, the student is required to read and accept the terms and conditions of participation to the program (see [image 2.4](#))

If the student is already a graduate of another University or Technological Institution the appropriate checkbox must be selected. In this case, the card to be printed will not be valid as a Special Fare Card (see [image 2.4](#))



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GRADUATE FROM ANOTHER DEPARTMENT OF THE UNIVERSITY OR TECHNOLOGICAL INSTITUTE

I am already a graduate from another department of the University or Technological Institute

i By selecting the above checkbox, the Academic Identity Card to be printed out, shall not be valid as a Special Fare Card.

CONTINUE REGISTRATION

Image 2.4: Agreement to terms and conditions and Checkbox for Graduates

Once the student has selected “**Continue Registration**” (see [image 2.4](#)), the student data sent to the Academic Identity Card online service by the Information System of the Institution’s User Catalog is displayed onscreen. The user should check the accuracy of these data. If they are accurate, choosing the “**Continue**” button leads to the preparation of the application. Otherwise, the student should press the “**Cancel**” button and contact the Institution’s Network Center or the Helpdesk of the program, in order for the necessary corrections to be performed (see [image 2.5](#))

i If the data ARE NOT correct, press CANCEL and contact the Help Desk or the Network Center of your Institution asking for the data to be corrected on the User Catalog of your Institution.

If the data are correct, press CONTINUE to proceed with registering to the application.

CONTINUE

CANCEL

Image 2.5: Checking and confirmation of the returned data



The student should then fill in the contact information (cell phone number and e-mail address). The contact information must be accurate, so that the student will be able to receive notifications via mail or SMS. The student should then provide his/her Social Security Number. Only greek Social Security Numbers ("AMKA") are accepted (see [image 2.6](#)). In absence of a greek "AMKA", the student should check the checkbox "**I declare under my own responsibly that I don't have a Social Security Number (AMKA).**" (see [image 2.7](#)) The student may continue to the next step of the application process by pressing the "**Save**" button. The registration is complete and the student can proceed with the application (see [image 2.7](#)).



CONTACT DETAILS

It is important to enter your contact info, so that you receive notifications regarding your application for the Academic Identity Card

E-mail	Confirm E-mail
test_email1@gmail.com	test_email1@gmail.com
Mobile Phone	Confirm Mobile Phone
6900000000	6900000000

Social Security Number (AMKA)

AMKA !

i You can search for your Social Security Number (AMKA) through <https://www.amka.gr/AMKAGR/>

If you do not have a Social Security Number (AMKA) please select the following checkbox.

I declare under my responsibility that I don't have a Social Security Number (AMKA)

Comments

A verification e-mail will be sent to the e-mail address you entered. Please select the hyperlink inside the e-mail to verify your e-mail address.

Important Note

There is a chance your e-mail provider has marked the verification e-mail as SPAM. Please check the Spam and Junk folders in your e-mail client.

There is also a chance, that your e-mail provider has deleted the verification e-mail automatically.

SAVE **CANCEL**

Image 2.6: Social Security Number "AMKA"



If you do not have a Social Security Number (AMKA) please select the following checkbox.

I declare under my responsibility that I don't have a Social Security Number (AMKA)

Image 2.7: Students without Social Security Number “AMKA”

The student is then prompted to verify the e-mail address provided. Additional instructions can be obtained by selecting “**here**” hyperlink at the top of the screen (see [image 2.8](#))

The screenshot shows the 'academic ID' logo and navigation menu on the left. The main content area contains three notification messages:

- Message 1:** The email address that you have entered has not been verified yet `test_email1@gmail.com`. For instructions click [here](#). It is important to certify your e-mail address, so you can create a new application.
- Message 2:** You have not created an Application for the acquisition of the Academic Identity Card yet.
- Message 3:** The digital copy of your academic identity will be available as soon as your application is approved from your department's secretary office.

Image 2.8: Hyperlink for the e-mail verification instructions

Instructions for the e-mail verification are shown on screen. An e-mail from the Academic Identity Card online service is sent to the e-mail address provided by the student, containing a hyperlink necessary to complete the verification process (see [image 2.9](#) and [2.10](#)).

E-mail Verification Info ✕

i After your registration, you received a verification e-mail with the title:
[MINEDU - ACADEMIC ID] Email Verification


If you received it yet, please click on the link inside the e-mail, so that you verify the e-mail of your account.

If you have not received it, two things might have happened:

- You have not entered your e-mail correctly. Please navigate to the page "Student Details" to see the e-mail you entered and, if you made a mistake, fix it. As soon as you fix it, you will receive a new verification e-mail.
- The verification e-mail has been marked as SPAM and ended up in the Junk Folder of your e-mail client. In this case, please keep in mind that every e-mail that is sent from the application will end up in the Junk Folder. To avoid that, please enter a different e-mail account (if you have one) that does not mark the application e-mails as SPAM.

Image 2.9: Instructions for e-mail verification

[MINEDU - ACADEMIC ID] Email Verification 👉 Εισερχόμενα ✕

 **Υ.ΠΑΙ.Θ. - ΑΚΑΔΗΜΑΪΚΗ ΤΑΥΤΟΤΗΤΑ** <noreply@test.academicid.grnet.gr>
 προς εγώ ▾

🌐 Αγγλικά ▾ > Ελληνικά ▾ [Μετάφραση μηνύματος](#)

To user Student Test of the Academic Identity Card online service,

Thank you for registering to the Academic Identity Card online service.

To verify your email account, select the following link:

<http://test.academicid.grnet.gr/verifyemail/?type=1&id=5c01f6fe-72ff-4fa7-a4c2-66a4f823a452>

Please note:
 This email was sent from a send-only address that can't accept incoming email. Please do not reply to this message.
 If you have any questions, you can contact Helpdesk.

powered by GRNET www.grnet.gr
 Twitter: @grnet_gr || Facebook: @grnet_gr || LinkedIn: grnet || YouTube: GRNET EDYTE

Image 2.10: E-mail with verification hyperlink

The student is notified that the e-mail verification has been completed successfully.



3. Postgraduate/Doctoral Students

In order to register/login to the Academic Identity Card online service, postgraduate/doctoral students should press the "**Postgraduate Student**" label on the homepage (see [image 3.1](#)). The process followed by a Doctoral Student is identical.

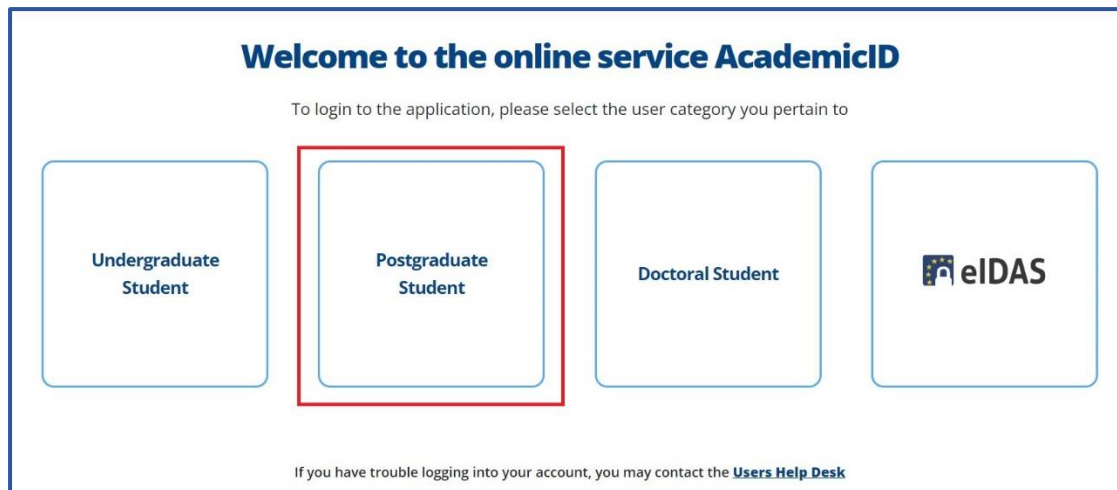


Image 3.1: Category selection



Then they should press "**register**" on the screen that will appear (see [image 3.2](#)), and to read the terms and conditions of his participation in the program and to state whether he already holds a second or third cycle degree (see [image 3.3](#) and [3.4](#)). Pressing the "**Continue Registration**" button will take you to the [Image 3.5](#) screen where you will have to fill in all the required fields in order to create a user account. The student should definitely provide a valid mobile phone number, because in this number he will receive the 8-digit code that he will have to fill in before submitting his application. After filling in his student information, the student presses the "**Save**" button (see [image 3.5](#)).

← Back to user category selection

Login Postgraduate Student

Fill in the below form

Username

Password Remind Password

LOGIN Are you not registered? [Register](#)

If you have trouble logging into your account, you may contact the [Users Help Desk](#)

Image 3.2: Postgraduate student registration



I hereby declare under my own responsibility that:

1. I have read and I hereby expressly accept all the **Terms and Conditions** for the participation in the "Academic Identity Card online service"
2. The data stated in this request is true and accurate

NEWSLETTER FEED

I agree to receive notifications about any other actions concerning students

HOLDER OF ANOTHER POSTGRADUATE DEGREE OF SPECIALIZATION

I am already a holder of another Postgraduate Degree

i By selecting the above checkbox, the Academic Identity Card to be printed out, shall not be valid as a Special Fare Card.

CONTINUE REGISTRATION

Image 3.3: Acceptance of terms and conditions

HOLDER OF ANOTHER POSTGRADUATE DEGREE OF SPECIALIZATION

I am already a holder of another Postgraduate Degree

i By selecting the above checkbox, the Academic Identity Card to be printed out, shall not be valid as a Special Fare Card.

Image 3.4: Option for a second or third cycle degree

Postgraduate Student Registration

It is important to enter your contact info, so that you receive notifications regarding your application for the Academic Identity Card

USER ACCOUNT DETAILS

Username

test_user1

E-mail

test_user1@gmail.com

Confirm E-mail

test_user1@gmail.com

i In the e-mail address that you enter, you shall receive notifications regarding the progress of your application. Make sure you have typed correctly.

Password

.....

Confirm Password

.....

Mobile Phone

6900000000

Confirm Mobile Phone.

6900000000

i On your registered mobile phone number, you shall receive an SMS with an 8-digit certification code for your account. Make sure that you have typed it correctly.

STUDENT DETAILS

Academic Status

POSTGRADUATE

First Name

IOANNIS

Last Name

PAPADOPOULOS

Type of Certification Document

Greek ID Card

ID Number

AK123456

Institution

NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS



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Department

MATHEMATICS

Registration Number

1235694

If you do not have a Social Security Number (AMKA) please select the following checkbox.

I declare under my responsibility that I don't have a Social Security Number (AMKA)

SAVE

CANCEL

Image 3.5: User account information

Then, the student is informed from the main page of the application that he/she has not yet verified the mobile phone number and e-mail address he/she has registered. The user's e-mail should be authenticated by the process described in images [2.9](#) to [2.11](#). To verify the mobile phone number, the student should click on the hyperlink "here" (see [images 3.6](#)).



Main Page

Student Details

My Applications

Contact

i You mobile phone number **6900000000** has not been verified yet.
 To create a new application you must verify your mobile phone number by clicking [here](#).
 You will be asked to enter the 8-digit number that was delivered to your mobile phone after the registration.

Important Note
 In case you have not received the 8-digit verification code on your mobile (for example, because you filled in the wrong number or deleted the relevant message) you may proceed to the [Student Details / Contact Details](#) tab and request an SMS verification code to be resent.

i The email address that you have entered has not been verified yet **testuser1@gmail.com**. For instructions click [here](#).
 It is important to certify your e-mail address, so you can create a new application.

i You have not created an Application for the acquisition of the Academic Identity Card yet.

i The digital copy of your academic identity will be available as soon as your application is approved from your department's secretary office.

Image 3.6: Mobile phone certification update

Then the student enters the 8-digit code received by sms on his/her mobile phone at the time of creating the user account and presses the "**Authenticate**" button.



In the event that the postgraduate student does not receive the SMS with the 8-digit code for the certification of his mobile phone, because for example he declared the wrong number, he can go to the Account / Contact Details of the Student Card (see image 3.9) and to change his mobile phone, erasing his old number and entering the new number in the corresponding field (see [image 3.7](#)). To complete the change of mobile, the student should press "**Save**". (see [image 3.8](#)). It goes without saying that if the mobile phone number is not incorrect, but still the student does not receive the sms, he can first press the "**Mobile Verification**" button (see [image 3.9](#)) and then press the "**Resend Verification SMS**" button.

ACCOUNT DETAILS

Email: testuser1@gmail.com

Mobile Phone: 6900000000

i Your E-mail verification is pending

i Your mobile number verification is pending

RESEND EMAIL VERIFICATION

[MOBILE VERIFICATION](#)

Image 3.7: Account / Contact Details

ACCOUNT DETAILS

<p>Email</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="testuser1@gmail.com"/>	<p>Mobile Phone</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="6900000000"/>
<p>i Your E-mail verification is pending</p>	<p>i Your mobile number verification is pending</p>
<input style="width: 100%; border: 1px solid #ccc; background-color: #f0f0f0;" type="button" value="RESEND EMAIL VERIFICATION"/>	<input style="width: 100%; border: 1px solid #ccc; background-color: #f0f0f0;" type="button" value="MOBILE VERIFICATION"/>

Image 3.8: Save new mobile number

ACCOUNT DETAILS

<p>Email</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="testuser1@gmail.com"/>	<p>Mobile Phone</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="6900000000"/>
<p>i Your E-mail verification is pending</p>	<p>i Your mobile number verification is pending</p>
<input style="width: 100%; border: 1px solid #ccc; background-color: #f0f0f0;" type="button" value="RESEND EMAIL VERIFICATION"/>	<input style="width: 100%; border: 2px solid red; background-color: #f0f0f0;" type="button" value="MOBILE VERIFICATION"/>

Image 3.9: New mobile number verification

5. Application Submission

The student should then perform the following steps in order to successfully submit his/her application, regardless of signing up with eID credentials or academic credentials.

First, the student, after successfully logging in, should go to the "My Applications" tab to create a new application by clicking on the "Create / Edit Application" button. (see [image 5.1](#)).

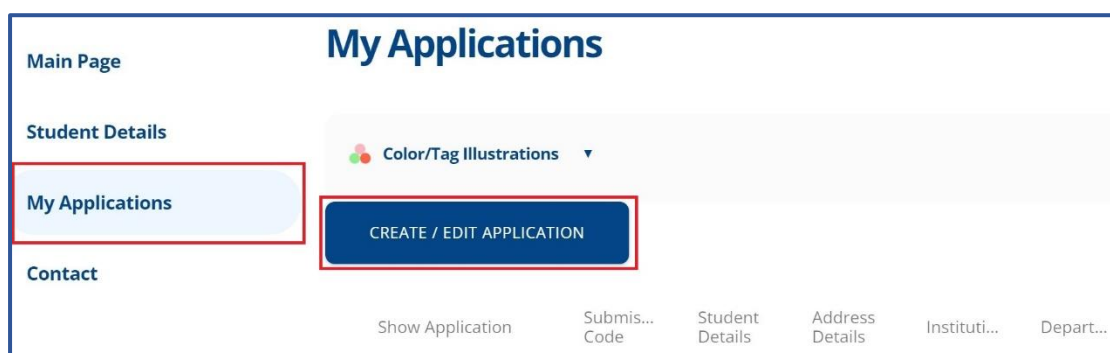


Image 5.1: Application Preparation

Thereby, the student must fill in the relevant data. As far as the student's name is concerned, foreign students must click on the "**Name only in Latin**" (To be selected ONLY by foreign students) checkbox (see [image 5.2](#)).

Image 5.2: Student's Name



The student's address in Greece and the registration date must be filled in as well. In case of undergraduate students, some academic data are automatically retrieved from the Institution (see image [5.3](#) and [5.4](#)).

RESIDENCE ADDRESS DETAILS

Address	Zip Code
Address	Zip Code
Prefecture	
Select ▼	
Municipality	
Select ▼	

Image 5.3: Filling in the address

First registration month (induction)	First registration year (induction)
Select ▼	Select ▼

Image 5.4: Filling in the registration date

Undergraduate students also have to fill in their current semester.

Erasmus students should check the Erasmus Student checkbox. To proceed with the application, the student must choose "**Save and Continue**" (see [image 5.5](#)).



Current Semester

0

Erasmus Student (To be selected ONLY by foreign students)

SAVE & CONTINUE

i Enter your current semester based on the semester of your induction (i.e. 1 for the 1st semester, 2 for the 2nd semester, ..., 13 for the 13th semester e.t.c.)

Image 5.5: Semester

In the next step of the process, the student should upload the photo he/she wants to be printed on his ID. This photo must be recent, in color and clearly show only the face of the eligible student. In order for a photo to be accepted by the system, it must have dimensions of at least 240 X 240 pixels, be of type .jpg, .jpeg, .png and its size must not exceed 1 Mbyte.

The student should press the "**Choose Photo**" button (see [image 5.6](#)) and search his computer for a photo with the above specifications. Then he/she should select the photo (see [image 5.7](#)) and then the option to crop the photo will appear. At this stage the student can move to the left or to the right to reduce or increase the size respectively of the photo. When the photo takes the desired size, the student by moving the dotted rectangle (see [image 5.8](#)) can center on his face and crop the rest of the photo by pressing the "**Crop**" button and to proceed to the next step press the "**Save and Continue**" button (see [image 5.9](#)).

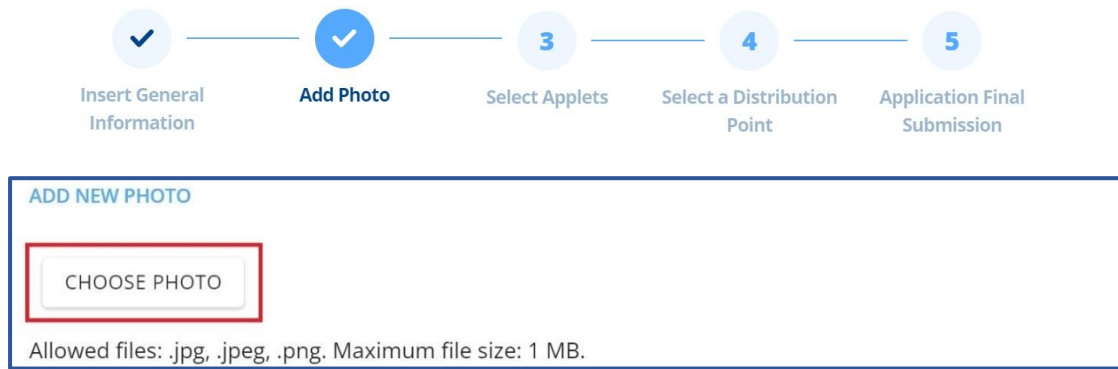


Image 5.6: Searching for a photo

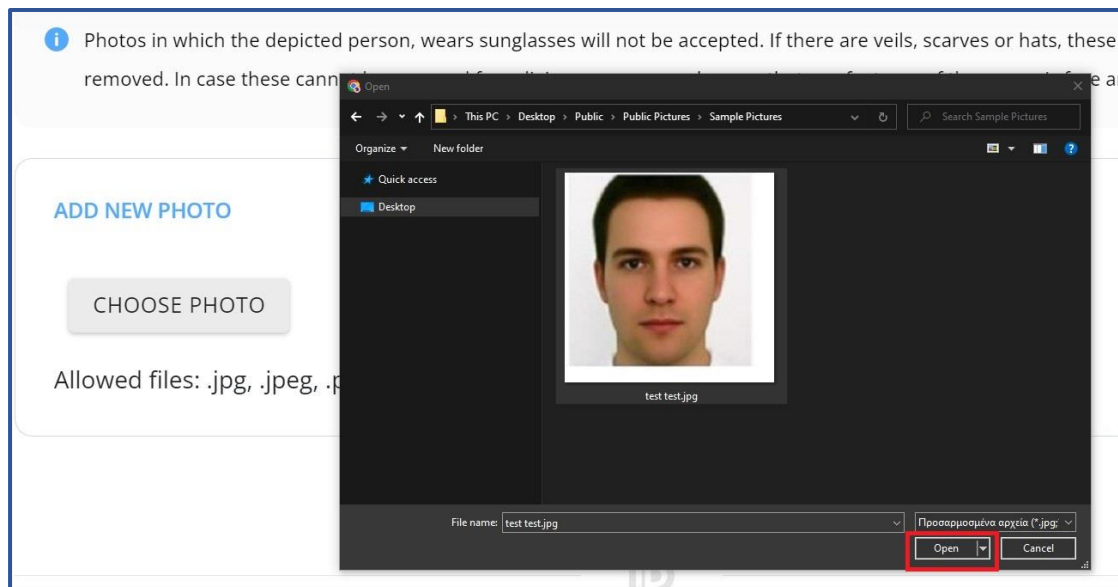


Image 5.7: Choosing a photo

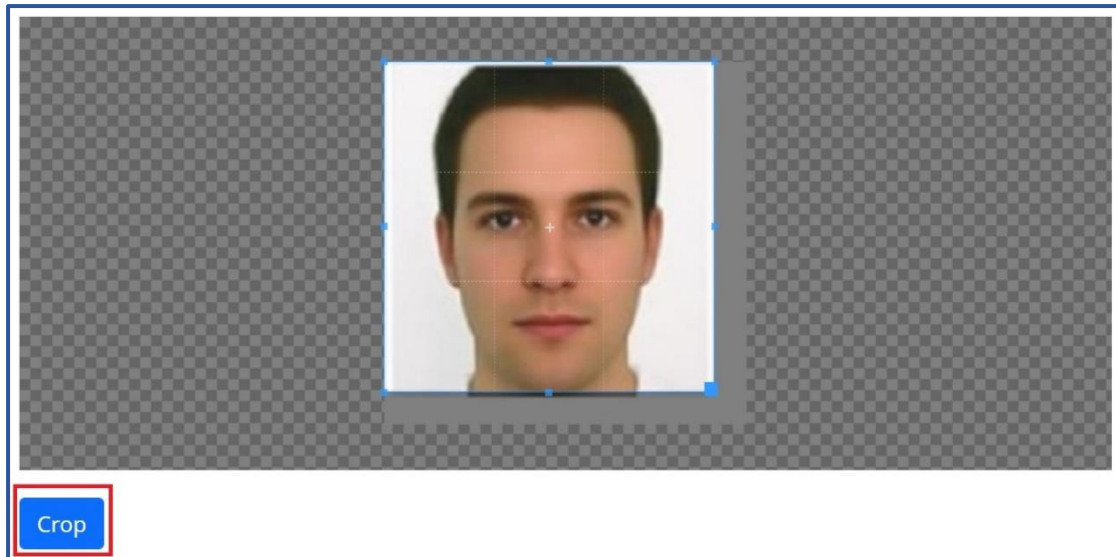


Image 5.8: Photo modification

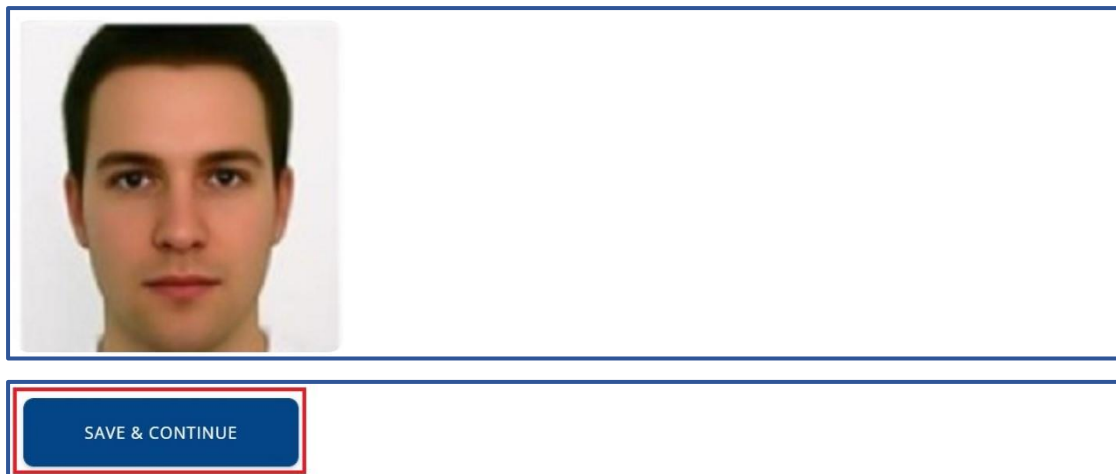


Image 5.9: Saving a photo

Then, the student is transferred to the screen of [image 5.10](#), from which he is given the possibility to choose the applications (applets) he wishes to carry with his Academic Identity. It is worth mentioning that the student is free to choose from the list any applications he wishes, respecting the respective restrictions.

Application Preparation

You have not yet completed all the needed data for the acquisition of the Academic Identity Card.
You still need to
Select Applets, Select a Distribution Point, Application Final Submission

1 ✓ Insert General Information — 2 ✓ Add Photo — 3 ✓ **Select Applets** — 4 Select a Distribution Point — 5 Application Final Submission

1 The applications "ΥΠΑΙΘ1", "ΥΠΑΙΘ2" make up the main functionality of the card, in order to be used in contactless services. They cannot be deselected.

Selected	First Name	Size (Kb)
<input checked="" type="checkbox"/>	ΥΠΑΙΘ 1	0.4 Kb
<input checked="" type="checkbox"/>	ΥΠΑΙΘ 2	0.1 Kb

SAVE & CONTINUE



Image 5.10: Applications selection

Then, the student is transferred to the screen of [image 5.11](#), from which he/she is given the possibility to choose the distribution point from which he/she will receive the Academic ID. It is worth mentioning that the student is free to choose from the list, any distribution point throughout the Territory that serves him.

After selecting the Regional Unit and the Municipality of interest (see [image 5.11](#)), the available distribution points are displayed (see [image 5.11](#)).



Before choosing a distribution point, the student can also see the service speed of the points, which have a yellow color indicator for fast service and green for very fast service. Also, he/she can see the opening hours of the store he/she has chosen as well as the point on the map, by clicking on the three (3) dots that appear on the right side of the selected distribution point (see [image 5.12](#)).

After locating the desired distribution point, he/she can "**click**" anywhere in the distribution point field to make it appear as "**selected**" with an associated blue tint. (see [image 5.13](#)). To proceed to the next step he should press "**Save & Continue**" (see [image 5.13](#)).

The screenshot shows a form with two dropdown menus. The first dropdown is labeled 'Prefecture' and has 'ATTIKIS' selected. The second dropdown is labeled 'Municipality' and has 'ATHINAION' selected. Above the dropdowns, there is a message: 'For the Municipalities of Keratsini-Drapetsona, Korydallos, Nikaia-Renti, Piraeus and Perama, please select the PIRAEUS PREFECTURE'. Below the dropdowns, there is a section titled 'Faster service stores'.

Image 5.11: Choosing Prefecture and Municipality

The screenshot shows the details of a selected distribution point. At the top, there is a green circle with a white 'L' icon, followed by the store name 'MEGA CU STORE OMONIA', the address 'Panepistimiou 56 10678', the prefecture 'ATTIKIS', and the municipality 'ATHINAION'. Below this, there is a section for 'Person Details' with the name 'NOUTSOS PETROS' and a section for 'Opening Hours' with the text 'MONDAY, WEDNESDAY, SATURDAY: 10:00-16:00 / TUESDAY, THURSDAY, FRIDAY: 10:00-18:00'. At the bottom, there is a 'Map' section with a map icon.

Image 5.12: Time and point on the map of the distribution point



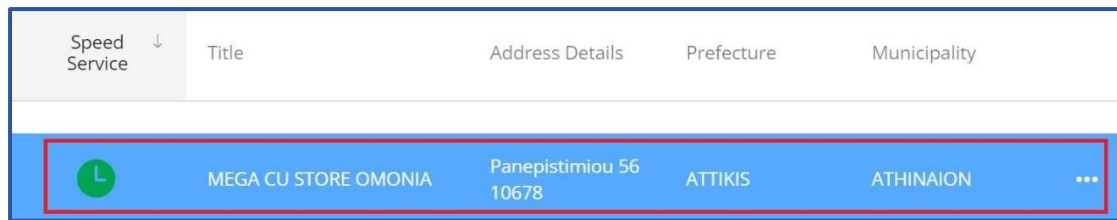


Image 5.13: Choosing a distribution point

The student has now completed all the required information. The application takes him/her to the step of final submission of the application and shows him a preview of his/her application with all its elements aggregated (see [image 5.13](#)), as well as the preview of his Academic ID (see [image 5.14](#)). In order for a student to submit his application definitively, he/her must make sure that all his information is accurate and correct and then press the checkbox "**I certify, aware of the legal consequences of false declaration, that all the information in my application is accurate and correct**" and then "**Final Application Submission**" button located at the bottom of the screen (see [image 5.15](#)) and then press "**Submission**" in the window that will appear (see [image 5.16](#)). It is noted that applications that are not submitted definitively are not sent for review to the Departments' Secretariats and therefore the issuance of the corresponding Academic IDs does not proceed.

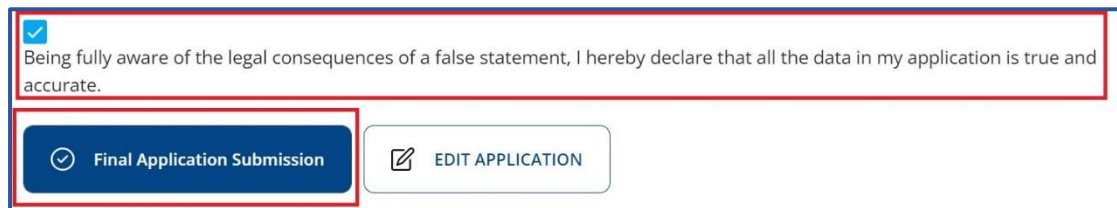
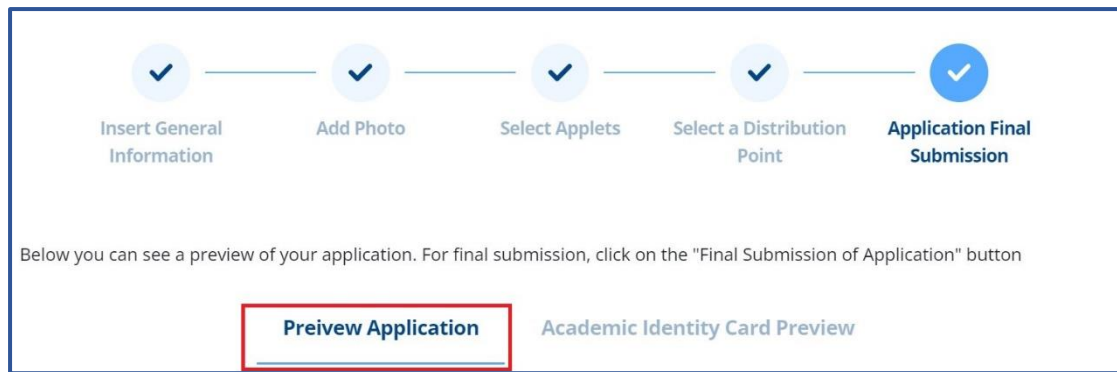


Image 5.14: Application Preview

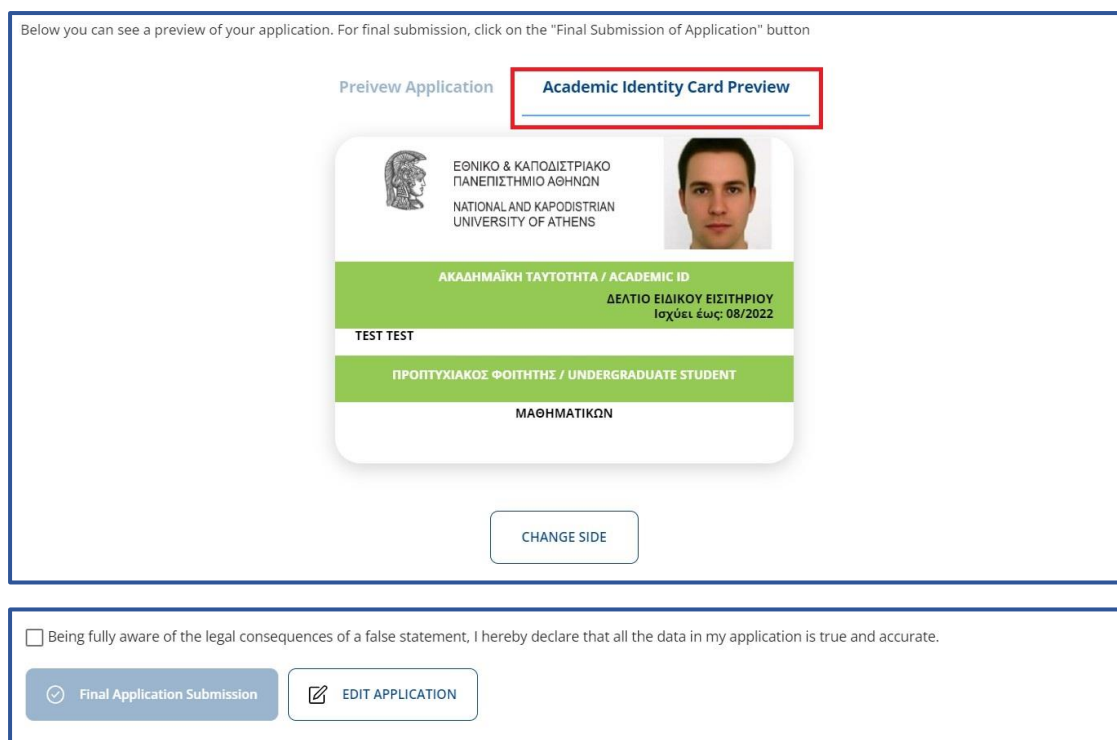


Image 5.15: Academic Identity Preview

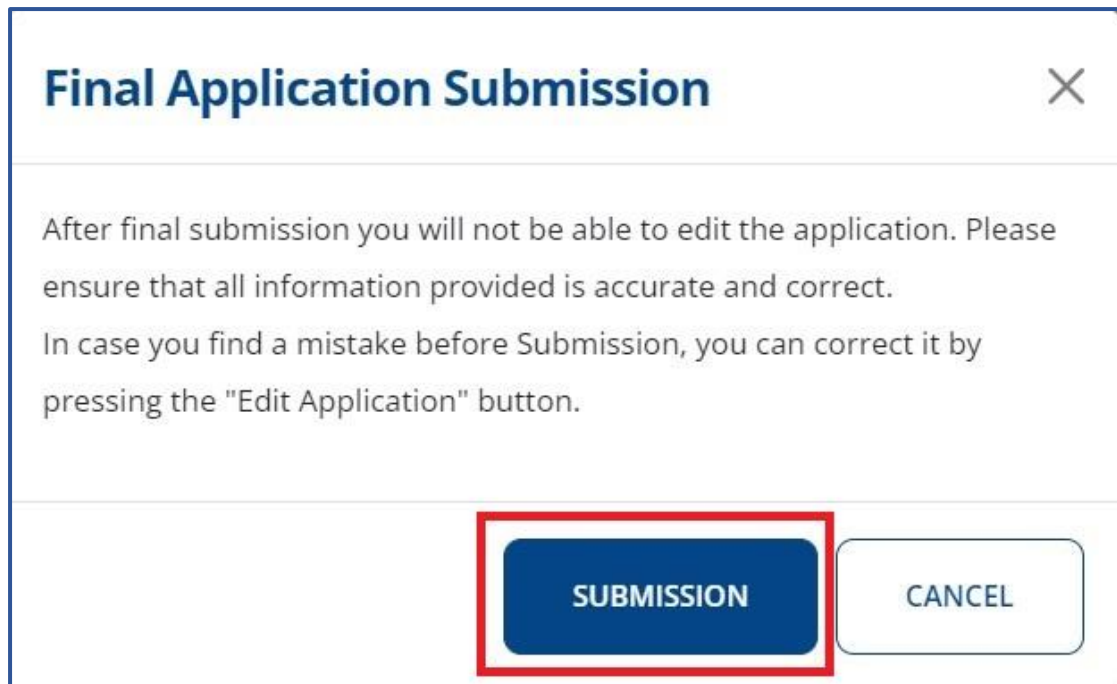


Image 5.16: Final submission of application

By choosing **“Logout”**, the student can now disconnect from the application (see image [5.17](#) and [5.18](#)).



Image 5.17: Logout



Image 5.18: Logout

The student is now awaiting the approval of the application by the Secretary of the associated Department. Upon approval, the student will receive e-mail and SMS notification that the Academic Identity Card is ready to be delivered at the chosen distribution point. This e-mail and SMS also contains the delivery PIN. In order to pick up the Academic Identity, the student is required to be present at the distribution point in person, showing proper identification (identity/passport) and the delivery PIN number. In case the student cannot be present in person at the distribution point, a third party may pick up the Academic Identity card showing legal authorization.

In case the Secretariat, during the evaluation of the application, detects an error, it has the capability of sending the application back to the student for corrections. The student is informed with a relevant message to the e-mail he/she has registered during registration in the system. Then, he/she should enter his account, in order to be informed about the fields of the application in which errors were detected and to correct them (see image [5.19](#) and [5.20](#)) from the tab "My Applications".

In the application example of the previous section, the Secretariat during the check found a problem with the photo and requested its replacement with another one (see [image 5.20](#)). To start correcting his application, the student selects the **"My Applications"** tab and presses the **"Create / Edit Application"** button (see [image 5.21](#)) and then chooses to return to the step of adding a photo (see [image 5.22](#)). When he/she selects the new photo (see [image 5.23](#)) the application will open the crop field and show him the already existing photo, in order to proceed he/she will have to crop the new photo (see [image 5.24](#)) to press "Save & Continue" right below his new photo (see [image 5.25](#)).

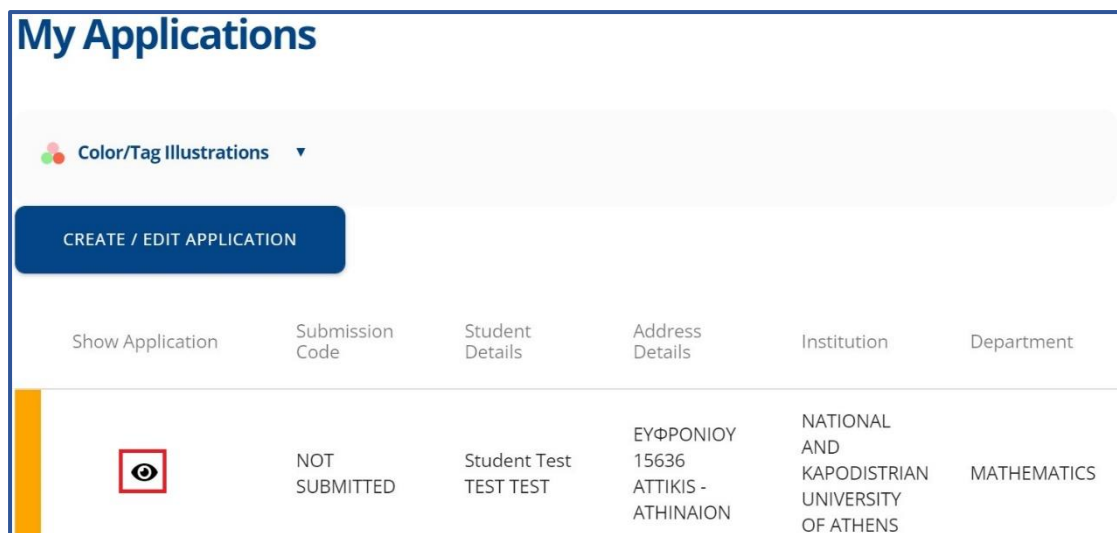


Image 5.19: Instructions for viewing the Secretariat's observations

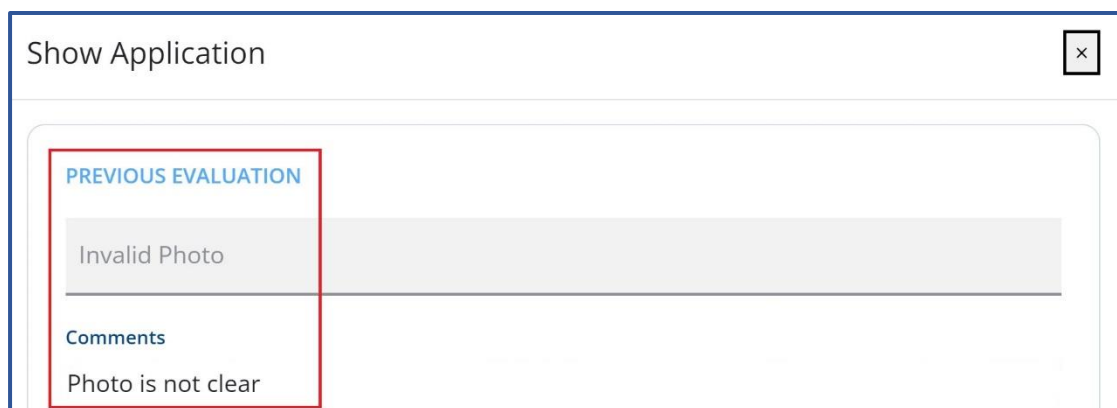


Image 5.20: Corrections required by the Secretary

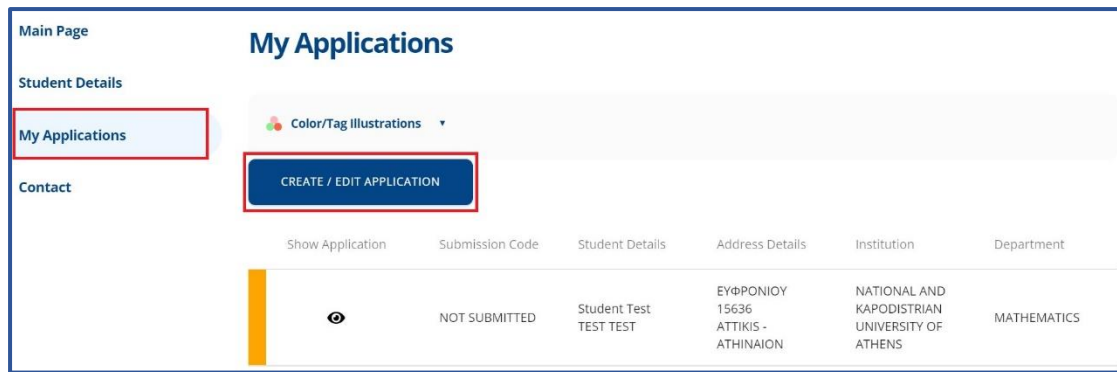


Image 5.21: Start processing the application

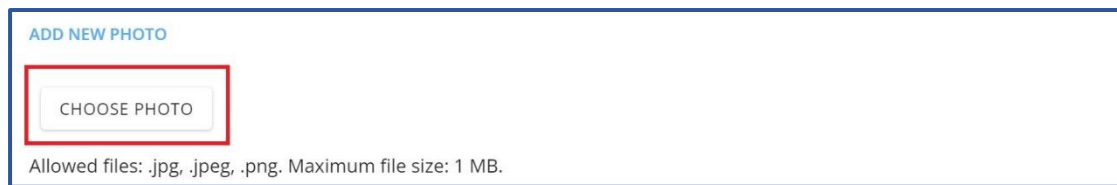


Image 5.22: Choose a new photo

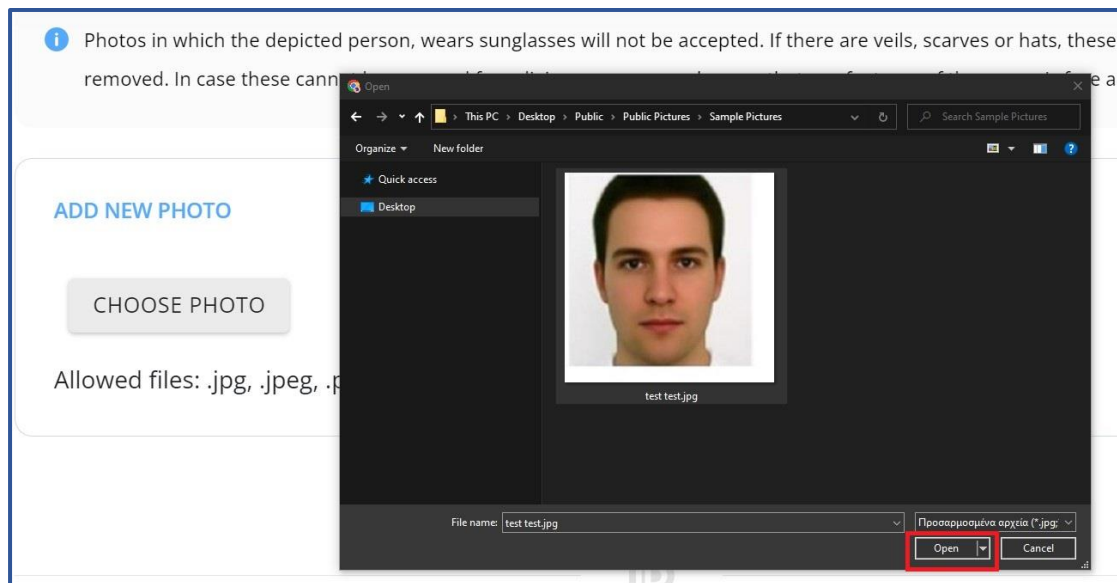


Image 5.23: Select a new photo

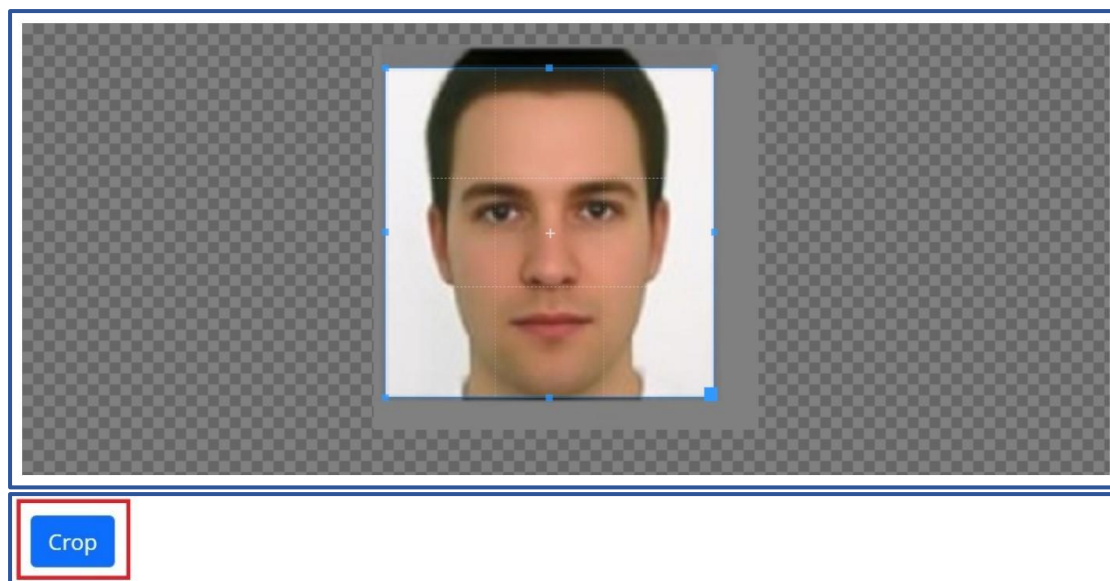


Image 5.24: Crop a new photo

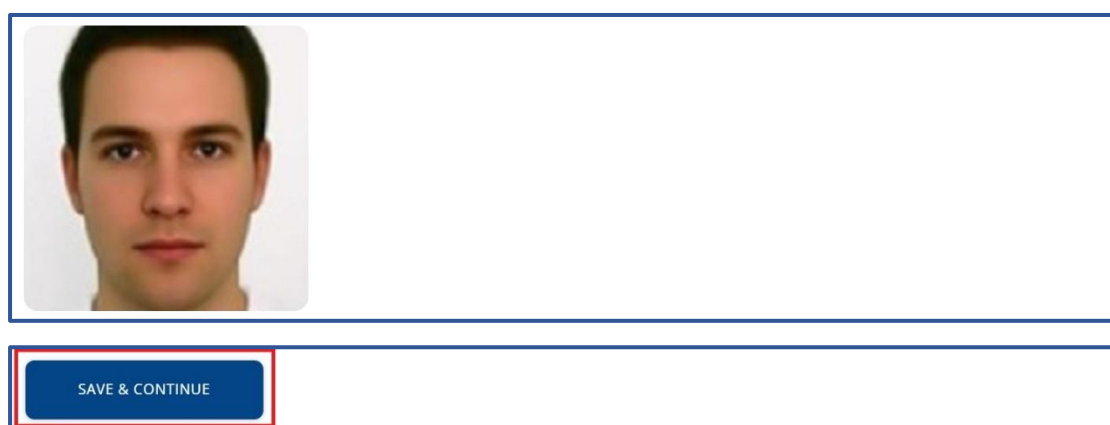


Image 5.25: Save a new photo

At this point, the student should check again the distribution point and if nothing else needs to be modified, the student may proceed to final submission of the application (see images [5.11](#) to [5.16](#)).

6. Contact

For further assistance, students may contact the Users Helpdesk, by creating a new new issue at the **“Contact”** tab or by calling at 215 215 7855 (Monday through Friday, from 09:00 to 17:00 GMT+2) (see [image 6.1](#)).



Image 6.1: Contact