STUDENT ACCESS
TICKET
MANAGEMENT

To access the service:
- If you are a UNIBG student, access directly from the Student Internet Desk (Menu (top left button) > Secretariat > Other services > click on "Communications with Secretariat").
- If you are not a UNIBG student, from the homepage of the website click on Student Helpdesk, or
- type in your Internet browser:
  https://helpdesk.unibg.it/helpdesksegrestud/login.php

The following page will appear:

![Image of the Ticket Tracking system](https://helpdesk.unibg.it/helpdesksegrestud/)

To request information or make a report to the Secretariat, you must open a new ticket > click on Open new ticket.
Please complete all fields - those marked with a red asterisk are mandatory.

N.B.
- If you do not yet have a student number, enter 9999 in the Student ID Number field
- If you access from the Student Internet Desk, the fields name, Student ID Number, email, degree course are already filled in
- Always use a valid e-mail address, as the reply will arrive at that address. If you are a UNIBG student, always use the address -------@studenti.unibg.it

After filling in the required fields, click on Create ticket
Telefono

Servizio
Segreteria Lettere e Filosofia

Ticket Details
Oggetto:
Ticket di prova

Buongiorno,
questo è un ticket di prova

Dati studente
matricola

Corso di laurea:
FILOSOFIA

Contesto del problema:

Conferma/Invia richiesta

Annulla
When you create the ticket, an email arrives indicating that a new ticket has been opened. The ticket is assigned a number, which is visible in the email.
Back on the home page, you can always check the status of your ticket by entering your e-mail and ticket number.

When the operator of the Secretariat responds to the request, the student receives an email with the answer, at the same time the ticket is closed.
If you check the status, the ticket will result as closed.