# 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:
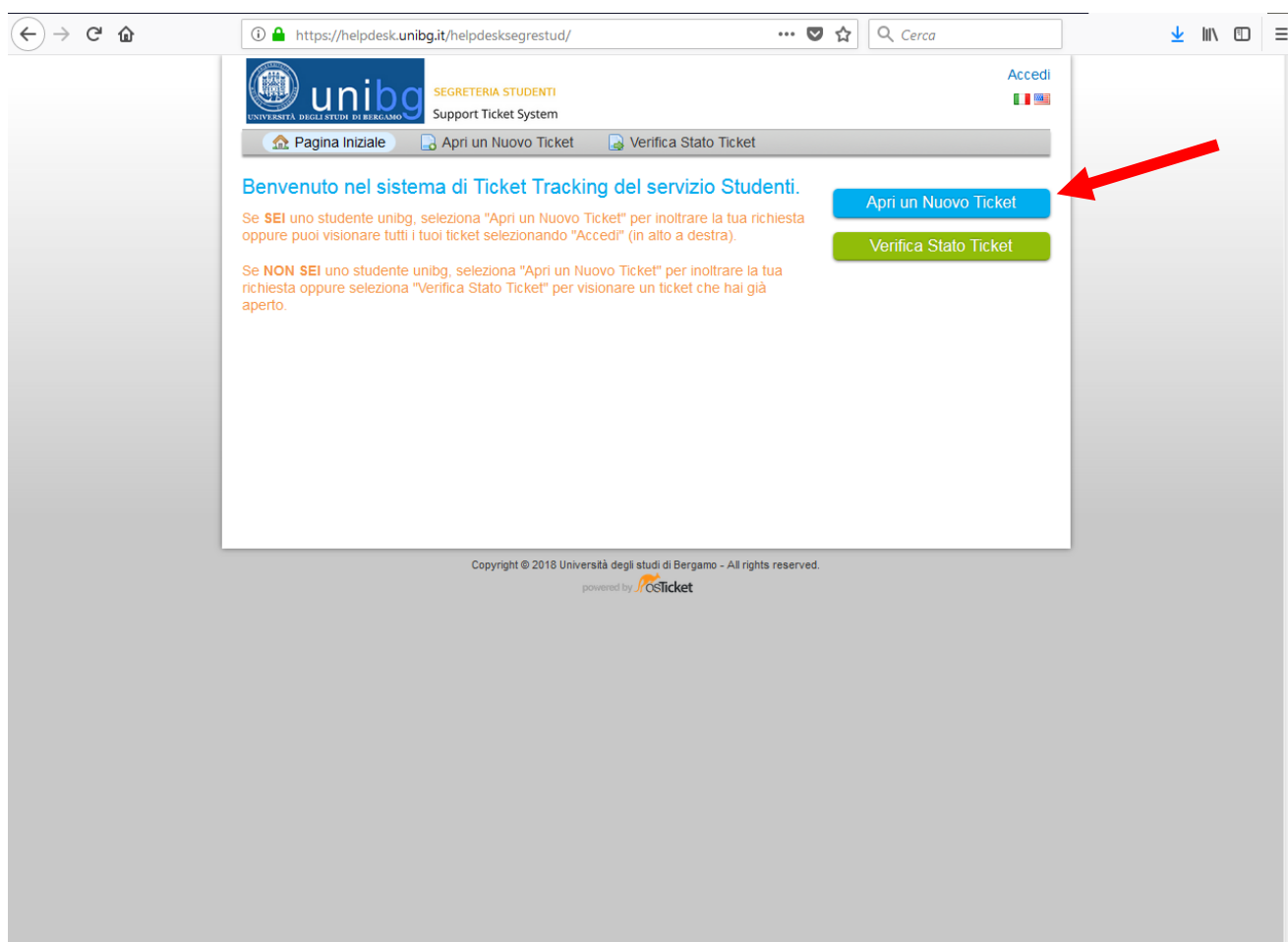
To request information or make a report to the Secretariat, you must open a new ticket > click on Open new ticket.

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UNIVERSITÀ DEGLI STUDI DI BERGAMO

🏠 Pagina Iniziale | 📋 Apri un Nuovo Ticket | 📋 Verifica Stato Ticket

Apri un Nuovo Ticket

Compila il modulo sottostante per aprire un nuovo ticket.

Contact Information

Email Address *

[indirizzo_email]

Nome completo *

[nome_cognome]

Telefono

[   ]

Servizio

[— Selezionare un Servizio —] *

[Crea Ticket] [Cancella] [Annulla]

powered by osTicket

Apri un Nuovo Ticket

Compila il modulo sottostante per aprire un nuovo ticket.

Contact Information

Email Address *
ccardo.rocchi@unibg.it

Nome completo *
Riccardo Rocchi

Telefono

Servizio

Segreteria Lettere e Filosofia ▼ *

Ticket Details

Oggetto *

dettagli

⊕ Trascina i files qui oppure selezionali

Dati studente

matricola *
digitare 99999 se non ancora rilasciata
matricola

Corso di laurea *

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

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Buongiorno,
questo è un ticket di prova.

⊕ Trascina i files qui oppure selezionali

Dati studente

matricola *
digitare 99999 se non ancora rilasciata

99999

Corso di laurea *

FILOSOFIA ▾

Contesto del problema *

Iscrizione/Immatricolazione ▾

[Crea Ticket] [Cancella] [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.