

SETTORE WELCOME OFFICE – ACCOGLIENZA STUDENTI E UTENTI INTERNAZIONALI

The questions and answers contained in this document are related to several topics managed by Welcome Office. Search the topic of interest and verify the information present.

Help

- UniGeapply International Admissions: admissions@unige.it
- University, pre-enrollment, enrollment, welcoming in Italy, equipollenza (equivalence): sass@unige.it
- Please note: University is an external portal, for technical issues related to the portal, contact University support.
- Technical problems on Unige online services (or UniGePass credentials): help@studenti.unige.it
- Problems and information relating to tax payments requested by UniGe: tasse.benefici@unige.it
- Information related to Aliseo scholarship (regional scholarship, not managed by UniGe): borsestudio@aliseo.liguria.it
- Information on resident permit (issuance or renewal), accommodation search, tax code: <https://unige.it/en/welcoming-international-students>
- For problems or requests subsequent to the enrollment phase (or bridge career and single courses) refer to the Student Desk – Secretarial Offices, consult the contacts according to the course for which you have enrolled (or you are interested in): <https://unige.it/en/strutture/sportellostudente>
- For information relating to the course of study of interest, to check for further tests or interview of entry or consult the calls related to courses with scheduled access, start from <https://corsi.unige.it/en/corsidilaurea>

CALL CENTER UNIGE: +39 010 33 55 000 (Monday, Wednesday, Friday from 9.00 A.M. to 11.00 A.M. Italian time)

BOOK AN APPOINTMENT <https://unige.it/en/welcoming-international-students>

Topic #1: UNIGEAPPLY

UNIGEAPPLY SELECTION A.Y. 2026/27: first step towards the enrollment, for students with a non-Italian qualification

Link to apply: <https://servizionline.unige.it/web-studenti2/en/#/v2/preimma/td/5005/anac/2026>

Reference web page with all information: <https://unige.it/en/internazionale/iscrizioni-internazionali/unigeapply>

UniGeApply is the first step towards enrolling in a UniGe course if the qualification you have for entry is non-Italian. If accepted on UniGeApply, finalization of the enrollment will depend on the completion of all subsequent steps and, in the case of a course with scheduled access (with entry tests), on a useful placement in the ranking.

- **When can I submit the application? Do I have to do this for access to all courses?**
Submission of the application (for one or two courses) is mandatory for access to all UniGe courses. The dates depend on whether student applying for a visa (dedicated session, fall session) or resident student, as Italian, EU or non-EU student already regularly in Italy (dedicated session, spring session). Verify the date: <https://unige.it/internazionale/iscrizioni-internazionali/unigeapply>
- **If I have been accepted in previous years but have not finalized my enrollment, should I submit again to UniGeApply?**
Even students already accepted in previous years who have not finalized their enrollment (for whatever reason) must submit a new application on UniGeApply for the academic year in which they wish to enroll. It is not possible to defer the year. Add the previous year's acceptance receipt to the uploaded documents.
- **Where do I submit the application?**
<https://servizionline.unige.it/web-studenti2/en/#/v2/preimma/td/5005/anac/2026>
To get started you must declare (checking the box) that you have viewed the general web page of information about UniGeApply.
- **Do I have to pay a fee? Before or after submission?**
Payment is only required for the selection dedicated to visa applicant students (fall session). To submit, you must first pay the 30 Euro fee (after paying 30 euros, you can submit one or two applications, even at different times). **In the event of no payment, it will not be possible to obtain an evaluation outcome.**
- **Where can I pay the UniGeApply fee?**
Only for visa applicant students (fall session): <https://servizionline.unige.it/web-studenti2/en/#/v2/unigeshop/products/21>. See information on the reference web page for UniGeApply.
- **What documents are needed? What are the access requirements?**
The documents and access requirements depend on the course of interest. Start from the general page <https://unige.it/en/internazionale/iscrizioni-internazionali/unigeapply> and consult the dedicated information (4 categories) on: access to master's degrees taught in English, in Italian, or to degrees taught in English or Italian (see the links provided on the general page).

- **What does minimum required CGPA mean?**

In the case of access to master's degrees, based on the chosen course, a minimum Cumulative Grade Point Average (CGPA) is defined for access. This means that if you have a lower final grade, related to the Bachelor's degree used as entry qualification, your application will be rejected. Example: Minimum CGPA of 75%, means that your vote converted to cents must be equal to or greater than 75 (out of 100, maximum vote).

- **Can I submit even if I still have to get the title?**

You can submit, always report the expected date of achievement of the degree with a document stamped by your school or university. The title must be obtained by August 15th. Your acceptance will be with reserve (pending obtaining the title).

- **If I choose a course taught in English, do I need to know Italian?**

No, you don't have to prove your knowledge of Italian with any document. Knowledge of Italian is not required.

- **Can I submit even if I don't have a certificate of knowledge of the language yet?**

You can submit if the course you have chosen does not already include the mandatory presentation of the certificate in the UniGeApply phase. Where it is already required, failure to submit the certificate corresponds to a rejection. Check starting from: <https://unige.it/en/internazionale/iscrizioni-internazionali/unigeapply>

- **What language proficiency certificates are accepted by UniGe? Is the medium of instruction (MOI) certificate also accepted?**

MOI is accepted (if relating to the entire duration of the diploma or bachelor's degree). Consult the recognized certificate here: <https://clat.unige.it/en/CertificazioniRiconosciute>

For language courses (Modern Languages and Cultures), check on the dedicated courses page whether there are more stringent conditions on the required certificates.

- **I'm applying in visa applicant selection and can't select a course on UniGeApply, why?**

You must first pay the UniGeApply fee. After payment you may have to wait 15 minutes before you can submit, the system will update and then you can tick the box with the course of interest. Also make sure you try submitting to the correct link (see above) and on the dates the selection is open.

- **I'm applying in visa resident selection and can't select a course on UniGeApply, why?**

Make sure you try submitting to the correct link (see above) and on the dates the selection is open.

- **In the documents section of my application, no requested document appears, why?**

First select the course of interest, you will only see the required documents if you have chosen a course (tick the course box).

- **I completed the submission but I would like to change the chosen course or modify data or documents, can this be done?**

The application is editable (except for personal data, which depends on registration to obtain credentials) and documents can be uploaded until the selection process begins (as long as the application status is "pending evaluation"). So you can also act after pressing the "save" button.

- **I entered my personal information incorrectly and it is no longer editable. What should I do?**

Errors on personal data will only be corrected in case of acceptance. In the case of visa applicant students, the correction will be made in case of acceptance on UniGeApply and after the application has been submitted on University. There is no need to report the error to the office.

- **I received an integration request regarding my application documents. What should I do?**

Your application is now editable, log in to UniGeApply and upload the required documents. Please note: from the moment you receive the request via email you will have 3 weeks to upload the requested documents. After 3 weeks your application will no longer be editable and you may be rejected.

- **I have been accepted (or conditionally accepted), what should I do now?**

If a student is accepted into the fall session (visa applicant), check the opening and closing dates and submit your application to University for the visa request. If a student is accepted into the spring session (an Italian, EU, or non-EU student already regularly in Italy), check the opening and closing dates and submit the pre-enrollment application on UniGe online services.

- **I've been assigned a bridge career, what does it mean and what should I do?**

A conditionally acceptance in the event of a bridge career means that before completing the enrollment, you will need to pass one or more exams assigned by the Course of Study Commission. You will need to complete all the steps following UniGeApply, as pre-enrollment and then submit the final documentation online. Then you will have to enroll in the bridge career, referring to the secretariat of your course of study. For visa applicant students, registration for the bridge career takes place after arriving in Italy. In the meantime, you can ask for materials to begin preparing. Exams must be passed in person.

- **I was rejected, can I submit another application?**

If you have not been accepted and have submitted only one application on UniGeApply, you can then submit a second application. If you had already submitted two applications, please wait for the outcome of the second application, but you will not be able to submit any further applications.

Please note:

- **Do not attempt to generate new accounts to submit more applications** (maximum 2 applications) because this will compromise your access to UniGe and all your applications will be annulled.
- **The reason for the rejection may not be communicated by the committee.** To access a master's degrees, the grades, the type of Bachelor's degree used as entry qualification, and all the curricular requirements necessary to access the course are taken into account. Rejection is due to a lack of one or more requirements.

Topic #2: UNIVERSITY

Procedure for visa applicant students to apply for the visa issuance.

The portal is not managed by UniGe.

Link to apply if successful on UniGeApply: [university.it](https://unige.it)

Reference pages with opening and closing dates for UniGe:

<https://unige.it/en/internazionale/iscrizioni-internazionali/unigeapply>

<https://unige.it/en/iscrizione-studenti-non-eu-residenti-estero-con-titolo-studio-non-italiano>

- **What documents should I submit?**

The documents already presented on UniGeApply relating to the title used for accessing UniGe and knowledge of the language. If you have obtained more up-to-date documents in the meantime or have obtained a certificate of knowledge of the language, upload the new documents. Also provide your valid passport.

- **Do I already have to submit the CIMEA declaration of value (DOV) or Supplement diploma or certificate of comparability?**

No, they are not mandatory to be validated by UniGe but may be required by your Embassy. If already in possession, also upload one of the three documents.

- **I applied on University, now what do I have to do?**

Now you have to wait an acceptance communication by the University. In case of missing documents, you will receive an integration request.

- **Will I receive an acceptance letter?**

You will receive an email informing you that your application has been accepted and at the same time the Italian Embassy or Consulate will be notified about your acceptance. Then you can enter again on University and download a pdf file where it is indicated that you have been accepted. Acceptance letter is no longer necessary and will not be issued.

- **My application has been accepted on University, now what do I have to do?**

Proceed with study visa application at the Italian Embassy/Consulate.

Meanwhile, only after acceptance, submit your application for pre-enrollment in UniGe on online services. Check the details starting from <https://unige.it/en/iscrizione-studenti-non-eu-residenti-estero-con-titolo-studio-non-italiano>

- **I have problems making an appointment at the Embassy, can you help me?**

Unfortunately, the University has no way to act on booking scheduling.

- **The Embassy reports that applications under conditions will not be accepted. Can UniGe accept me without reserve?**

If you have obtained a missing or final certificate or document that can change the outcome, please contact us to reopen the application. In the case of conditionally accepted because a bridge career (access to master's degrees) is required, it is not possible to change the outcome. Even the lack of a certificate of knowledge of Italian, only in cases of request for courses provided in Italian, cannot change the outcome. The request for a course with scheduled access constitutes an acceptance with a non-modifiable reserve because access will depend on the outcome of the test.

TOPIC #3: PRE-ENROLLMENT AND ENROLLMENT IN UNIGE

Procedure for starting the enrollment process in UniGe: first pre-enrollment phase (no payment required), second confirmation phase, i.e. enrollment (the fee is paid at the end of the procedure).

Starting from a.y. 2026/27: Access is only permitted to students with non-Italian qualifications who have passed the UniGeApply phase. In the case of visa applicant students, the validation of UniGe on University is also required.

For a.y. 2025/26 UniGeApply was only required for visa applicant students interested in master's degrees and a degree in computer engineering (Imperia city).

Link to apply A.Y. 2025/26 (current year, lesson already started in September 2025):
<https://servizionline.unige.it/web-studenti2/en/#/v2/preimma/td/5001/anac/2025>

Link to apply A.Y. 2026/27: wait updates, the service will be opened in April 2026

Reference web page with all information: <https://unige.it/en/international-enrolment>

Reference page with deadlines (always check the relevant academic year at the top of the page):
<https://unige.it/en/internazionale/iscrizioni-internazionali/scadenze>

For general information (not specific to international students) and tutorials:
<https://corsi.unige.it/info/futuri-studenti-immatricolazioni>

- **Do I need to attach documents to my pre-enrollment application?**
No, attach only the English language proficiency certificate if required.
- **What do I have to indicate in the pre-enrollment for a master degree course in the section “Courses” and “Documents”?**
In the course section: Date of test> select the first date available
Credit requirements > To be verified
Preliminary test exemption > no exemption
Verify all information on <https://unige.it/iscrizioninternazionali>
- **After completing the pre-enrollment, what do I need to do to complete the process and enroll?**
The following operations must be carried out: for all students, all final documentation on their title and stay in Italy (depending on the category of student) should be uploaded; in the case of access to an open access course provided in Italian, present a valid certificate or pass the Italian test; in the case of a scheduled access course pass the admission test.
- **Where can I upload my final documentation, mandatory phase to finalize the enrollment?**
Link to upload documents for visa applicant students: <https://servizionline.unige.it/web-studenti2/it/#/v2/gestionedocumenti/upload-documento/attivita/3>
Link to upload documents for resident students: <https://servizionline.unige.it/web-studenti2/it/#/v2/gestionedocumenti/upload-documento/attivita/2>
- **Where should I upload my Italian certificate or other paperwork that ensures exemption from the Italian test for the final evaluation?**
Verify information and follow the link at the page: <https://unige.it/en/scuola-lingua-italiana/certificazioni>
- **What does it mean if my document file has been approved with reserve?**
You will be able to enroll with a reserve because some fundamental documents on the title or stay in Italy are missing. The information is contained in the notes to your file that you can always consult independently. As soon as you have it, go back to your document file (follow

the links for visa applicants or residents) and upload the new document. Wait for the office to verify the new document.

- **What is the deadline for providing missing documentation?**

31st January of each academic year.

- **I need a certificate of enrollment where can I ask for it?**

You need to ask for this document to the competent “Student Desk – Sportello Unico Studenti” of your School. You can find contact details on this page: <https://unige.it/en/servizi/segreterie>

Please note: always remember that an enrollment with reserve does not allow you to complete the study plan and take the exams.

TOPIC #3: ITALIAN LANGUAGE TEST

- **I am a student with an International qualification and I have chosen a course taught in Italian: do I have to sit for the Italian language test?**

Yes, even if you have Italian citizenship or if you are transferring from another Italian University. Always check for cases where you are exempt from the test and provide the document if in possession <https://unige.it/en/scuola-lingua-italiana/certificazioni>. For example, if you have already obtained an Italian degree, you will be exempt, verify all info at the previous page.

- **Which are the dates of the Italian language test and how can I enroll?**

Sessions of the Italian language test are indicated on the web page <https://unige.it/en/italian-language-test>

All the students involved will automatically receive an email with the instructions on how to enroll for the test. You do not have to subscribe anywhere to receive the abovementioned email.

For the access to Bachelor’s degree the test will be carried out together with the TELEMACO session (test to verify initial preparation), check the details and how to book: <https://unige.it/en/studenti/telemaco>

- **Which is the Italian language level required?**

The level requested to pass the test is B2 for all the students, with the exception of Marco Polo students enrolling in bachelor degree courses, who have to reach B1 level, and of students pre-enrolled in master degree courses of the Modern Languages Department who have to reach C1 level.

PAY ATTENTION:

For A.Y. 2025/26: The minimum level required to enroll in degree course is A2. If you do not reach this level in the test you cannot confirm enrollment.

Starting from A.Y. 2026/27: level A2 will no longer be deemed valid as minimum level. The only level useful for enrollment will be B2.

- **I want to know why I did not pass the Italian language test/I want to check my mistakes/I want to know the score I obtained.**

You can write to: clat@unige.it

TOPIC #4: BADGE (STUDENT CARD)

- **When and how can I get my badge?**

From the 2025/2026 academic year, the UniGe ID badge becomes virtual. Visit the page to obtain information on how and when you can obtain it:

<https://unige.it/en/studenti/iscrizioni/badge>

- **I have not received my badge yet, how can I access University canteens?**

Aliseo has created an app that allows students to access University canteens without the need of student card. You can find all the instructions on this page:

<https://www.aliseo.liguria.it/ristorazione-e-sport2/app-aliseo-per-il-servizio-di-ristorazione/>

OTHER TOPICS

- **Can I come to the Welcome Office?**

The office receives on an appointment basis. You can book an appointment at the following link: <https://unige.it/usg/it/accoglienza-studenti-stranieri>

- **I Applied for equivalence (equipollenza) of my degree/validation of exams from my previous career and I would like to know whether it has been assessed.**

Please consider that it may take up to two months to receive a reply because it depends on the schedule of meetings of the Course Board. If more time has passed, you can contact the competent Sportello Unico Studenti (<https://www.studenti.unige.it/servizi/segreterie/>) for updates.

- **How much do I have to pay as tuition fees and which are the deadlines to provide ISEEU?**

You can find all the information on our tuition fees system on this page:

<https://www.studenti.unige.it/tasse>

- **I sent an email to the Welcome Office but I have not received a reply yet**

The Office receives between 150 and 300 emails everyday so you may need to wait a few days for a reply. Please consider that if your question can be answered by these FAQs you will not receive an additional reply by email. **Please do not send you request more than once as this will slow down the process even more.**