



POLITECNICO
MILANO 1863

2016

GUIDE FOR
INTERNATIONAL STUDENTS
COMO



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EDITORIAL PROJECT BY

the Student Services Department
and the Communication and External Relations Department
Politecnico di Milano

COMO CAMPUS



WELCOME

Dear Student,

We hope this handbook will help you learn more about life at Politecnico di Milano.

Please read it carefully before you arrive and keep it ready at hand for future reference during your stay. Our aim is to provide you with practical information about life as a new international/exchange student at Politecnico di Milano and as a new member of the community of Como.

Our international office staff wishes you great success in this challenging study and life experience at Politecnico di Milano. We are glad you have chosen to study with us and we look forward to welcoming you soon. This booklet is for information purposes only. We make every effort to ensure that it is accurate at press time. However, the university shall not be responsible for any errors or omissions.

Sept. 2016

PART 1: LIVING IN ITALY

COST OF LIVING

Living costs and spending habits will differ considerably depending on your individual expectations and needs and, of course, on where you live, so it's not easy to give advice that is suitable to everyone.

First of all, you will need cash availability for travel, food and other expenses immediately upon arrival in Italy.

Consider an amount of about €200-250 cash to cover immediate needs. Carefully plan how and when to exchange your currency to get the best exchange rate. It is not advisable to bring larger amounts of cash unless you're sure you'll need it.

Take precautions with money, documents and luggage, when travelling or using public transport.

To avoid thefts and being pickpocketed, keep valuables and important belongings close to your body.

Before your arrival, plan your budget as carefully as possible and try to figure out if you can meet all the expenses, even considering unexpected and emergency costs.

Below is a list of possible future expenses you may face for reference, please check :

http://www.polo-como.polimi.it/uploads/media/COSTS_OF_LIFE__Como_2016-2017.pdf

Accommodation

From about €278.000 to €450.00 per month per person

Costs vary depending on the area, the kind of room (single or double) and any programme benefits you may have access to.

Food - €150 - €200 per month

The approximate prices of some basic items are listed below (in euros):

Milk: €1.20/Litre

Bread: €4.00/Kilo

Butter: €1.70/250 gr

Beef: €9.00-19.00/Kilo

Chicken: €8.00-10.00/Kilo

Rice: €1.70-2.50/Kilo

Pasta: €0.80-1.20/Kilo

Mineral water: €0.50-0.80/Litre

Study costs - €40 per month

Social life - €80 per month

Cinema: €11

Eating out: €25

Pizza: €10

Fast food menu: €5.50

Happy hour: €8-10

Clubs and bars: €10-20

Concerts: €40-50

Private gym: €40-50/month

University gym: €15-20/month

Travel costs- €20 per month

Public transport: €20 per month.

Taxi: €15-20 cab fare.

Mobile phones - €10 - €30 per month

These costs are approximate and should be used as guide only.

Upon your arrival, you will need to buy a mobile phone SIM card, choosing between a prepaid or postpaid card. A wide range of traffic plans provided by Italian companies are available, so choose carefully and check the terms and conditions.

If not included in your mobile device, internet access is available in many cafés, malls, hotels, libraries or Politecnico residence halls and in each Politecnico Campus.

Many places offer free wi-fi access, so if you have a notebook, laptop or phone device, just ask the password for access or use it directly if a free open connection is available: <http://www.comune.como.it/servizi/freewificomo.html>

Alternatively, you can buy an **internet key** - a USB device that plugs into your laptop. It's not expensive depending on the number of hours/traffic, plus the price of the key) and can be a good solution in the short-term.

Free Internet is also available at Informagiovani – Settore Giovani - Services for young people

Via Italia Libera 18/A – 22100 - Como

Tel. 031 252 442

e-mail: informagiovani@comune.como.it

On FB: <https://www.facebook.com/informagiovani.como>

In order to use the Internet at the Informagiovani point you have to apply for the Como Giovani Card. This card offers the opportunity to get discounts for many shops and services in Como:

http://www.comune.como.it/uffici-comunali/segretario-generale/servizi-scolastici-partecipazione/Politiche_Giovanili/servizi/comocardgiovani.html

Free wi-fi access is also provided by the Municipality of Como library. This service is also available for foreign young people who have got the Como Giovani Card. In order to get your username and password you have to fill out the wi-fi access form at library. The wi-fi credentials are valid for one year (daily access - max. 30 minutes).

Biblioteca comunale di Como

Piazzetta Venosto Lucati, 1

22100 - Como

Wi-fi access

To Monday till Friday, from 9:30am to 7:00pm; Saturday from 2:00pm to 7:00pm; Closed on Sunday.

If you're considering buying electronics, you can purchase Apple and Hewlett Packard equipment at a reduced price by visiting the Online Services area from

www.polimi.it and clicking "Benefits and Agreements." You'll find 10% off Mac products, Configure-To-Order service, free shipping, iPod and iPad free engraving, special financed payments.

ACCOMMODATION

Politecnico di Milano offers accommodation both in Milano and in the direct vicinity of each university Campus.

For more information, visit www.residenze.polimi.it. Click on the city you wish to live in to see a list of residences.

If you look for private accommodation, you are recommended to start looking for and scouting out listings online before you leave, considering important factors like location near the campus or near public transportation, the amount of deposit required, safety of the neighborhood, the facilities provided, whether the utilities must be paid by you or the landlord.

You should aim to secure yourself a flat at least a couple of weeks before courses begin to ensure a stress-free start and to avoid the high cost of hotels.

Should you need to reserve temporary accommodation before settling in your flat, please visit the following websites:

Youth Hostel/Ostello per la gioventù - "Villa Olmo" (December-February: closed)

Website: <http://www.hostelsclub.com/hostel-en-6081.html>

Address: Via Bellinzona 2, 22100 I-Como

Phone 0039 031 573800

E-mail: ostellocomo@tin.it

One night: 20.00 Euro (breakfast included) + youth hostel card (about 2.00 Euros for the first night).

You can stay for 6 nights at most.

The youth hostel is located on the way to Cernobbio.

From FS San Giovanni station - Piazza San Gottardo go to Via Gallio and take bus 1, 6, 11 to Villa Olmo.

From FN Como lago station - Piazza Matteotti take bus 6 to Villa Olmo.

Useful website for B&B and hotels in Como : <http://www.comolake.com/>

For a private accommodation you can also contact the ESN (Erasmus Student Network), on their website www.esnpolimi.it you can find a section for the housing where they publish several renting rooms offers, selected and checked by them.

ESN

housing service e-mail: housing@esnpolimi.it

telephone: 02.2399.2676

HOW TO REACH POLITECNICO DI MILANO FROM AIRPORTS AND RAILWAYS

IN ITALY, THE ELECTRICAL CURRENT IS AC AND THE CYCLE IS 50HZ 220 V. PLUGS HAVE ROUND PRONGS. FOREIGNERS COMING FROM COUNTRIES WHERE A DIFFERENT SYSTEM IS IN USE NEED TO HAVE ADAPTER PLUGS AND, IF NECESSARY, A TRANSFORMER.

If you land at Linate Airport

- **Air Bus to Centrale Railway Station** every 30 minutes from 6:30 am to 11:30 pm. The cost of the ticket is €5.00
www.atmservizi.it/en/airbus_linate_centrale.php

- **Train to Como San Giovanni Railway Station** departing from Centrale Railway stations, from 00:45 am to 11:10 pm, or from Porta Garibaldi from 5:39 17am to 10:49pm
www.trenord.it/it/home.aspx. The cost of the regional single fare ticket is €4.80 (Economy class).

- **Via Gallio:** Bus C7 to Como-Lora (get off at Via Castelnuovo – fermata Università stop and go straight for a few meters to the entrance of the campus) The cost of a single fare ticket is €1.30 (€2.50 if you buy the ticket on board). For further information check online at <http://www.asfautolinee.it/content/it/home>

If you land at Malpensa Airport

- **Malpensa Express Train** to Saronno Railway Station every 30 minutes from Terminal 1. The cost of a single fare ticket to Saronno Railway station is €7 6 (€12.00 from Malpensa to Cadorna Railway station). You can buy your ticket online here: www.malpensaexpress.it/

- **Train to Como Borghi Railway Station** every hour from 06:04 00:42 am to 00:42 11:04 pm (first and last trains are usually replaced by bus service) www.trenord.it/it/home.aspx. The cost of a single fare ticket is €2.90

Alternatively,

- **Malpensa Shuttle** to Centrale Railway Station every 20 minutes

from Terminal 1, exit 4. The cost of the ticket is €10.00

For further information check at www.malpensashuttle.it

- **Train to Como San Giovanni Railway Station** departing from Centrale Railway stations, from 5:25 am to 00:45 am, or from Porta Garibaldi from 5:39 am to 11:09pm

www.trenord.it/it/home.aspx. The cost of the regional single fare ticket is €4.80 (Economy class).

- **Via Gallio:** Bus 7 to Como-Lora from (get off at Via Castelnuovo stop – fermata Università and go straight for a few meters to the entrance of the campus)

The cost of a single fare ticket is €1.30 (€2.50 if you buy the ticket on board).

For further information check at <http://www.asfautolinee.it/content/it/home>

If you land at Orio al Serio Airport

- **Terravision Bus** to Centrale Railway Station, every 30 minutes from 4:05 am to 1:00 am. The cost of the ticket is €5.00

www.terravision.eu/milan_bergamo.html

- **Orioshuttle**

<http://www.orioshuttle.com/>

- **Train to Como San Giovanni Railway Station** departing from Centrale Railway stations, from 5:25 am to 00:45 am, or from Porta Garibaldi from 5:39 am to 11:09pm

www.trenord.it/it/home.aspx. The cost of the regional single fare ticket is €4.80 (Economy class).

- **Via Gallio:** Bus 7 to Como-Lora from (get off at Via Castelnuovo stop – fermata Università and go straight for a few meters to the entrance of the campus)

The cost of a single fare ticket is €1.30 (€2.50 if you buy the ticket on board).

For further information check at <http://www.asfautolinee.it/content/it/home>

Alternatively,

- **ASF Bus C46** to Como from 6.35 am to 6.30 pm, Mo-Sa (get off in Piazza Matteotti)

For further information check at www.asfautolinee.it

- **Via Gallio:** Bus 7 to Como-Lora from (get off at Via Castelnuovo stop – fermata Università and go straight for a few meters to the entrance of the campus)

The cost of a single fare ticket is €1.30 (€2.50 if you buy the ticket on board).

For further information check at <http://www.asfautolinee.it/content/it/home>

TAXI

Radio-taxis can be booked by calling: 02 6969 - 02 8585 - 02 4000 - 02 4040 – 02 2181.

Be careful to use only authorized taxicabs, which are white and have a Taxi sign on the roof. Taxicabs are quite expensive, usually fares from these airports to Milano Centrale are:

From Malpensa €90.00

From Linate €25.00

From Orio al Serio €120.00

Supplementary costs, where applicable, for holidays, luggage and night trips must be added to the initial minimum fare and to the cost of the trip.

Como Campus

Politecnico di Milano, Como Campus is situated within the city of Como.

It is a few minutes walking distance from Como Borghi Railway Station and 20 minutes walking distance from the town centre. In order to reach the campus from Como San Giovanni Railway Station, turn left to reach Via Venini, cross Piazzale Rocchetto and reach Via Gallio. Once you have reached Via Gallio take Bus C7 Sagnino-Como-Lora, get off at Via Valleggio 11– fermata Università stop and go straight for a few meters to the entrance of the campus.

Leonardo Campus

Politecnico di Milano, Leonardo Campus is situated within the city limits of Milan. In order to reach the Campus take the metro 2 – green line – and get off at Piola stop. Leonardo Campus is a couple of minutes' walking distance from the Piola metro station.

If you wish to get to the Registrar's Office get off at Lambrate station.

Bovisa Campus

Bovisa Campus is located in the north-western area of Milan, not far from the city centre. In order to reach the Campus take the metro - red line to Porta Venezia or Cadorna or green line to Porta Garibaldi or Cadorna or yellow line to Repubblica.

At one of the metro stations listed above catch the Passante Ferroviario or blue line to Bovisa.

Once you exit Bovisa station:

- Turn right to reach the Engineering Campus, via La Masa 34.
- Turn left to reach the Architecture and Design Campus, via Durando 10.

PUBLIC TRANSPORT

Como's public transportation system within the city of Como is run by ASF company.

Visit the website www.asfautolinee.it to create personalized itineraries. Simply click on "Linee e orari" and then on "Ricerca itinerario".

Average prices:

- urban network ticket: € 1.30 (€ 2.50 if you buy the ticket on board). It is valid for 75 minutes on all lines included in the urban network
- one-day ticket: € 3.00
- 11-ticket carnet for the urban network: € 13.00
- urban network 7-day (Monday to Sunday) travel card: € 11.50
- urban network monthly card: € 33.50
- urban network yearly card: € 260.00

Travel cards can be purchased at the ASF station in Piazza Matteotti or in one of the official ASF points.

You'll need:

- two passport-sized photos (in colour)
- ASF application form (www.asfautolinee.it: click on "Tariffe e biglietti" and then on "Tessera di riconoscimento")
- declaration of attendance at an Italian school (you can download and sign your self-declaration from the Online Services once you will have completed your enrollment at Politecnico di Milano)
- photocopy of your identity card or passport
- € 5.00 are due for the card

The card is usually ready after 15 days. If you specify the bus line you want to apply for, you can buy the monthly/yearly fare before being given the card.

You can also visit Como Lake by bicycle (the mountain bike is strongly recommended), to discover the area from the cultural, historical and environmental point of view. There are some beautiful cycle paths, especially on the North side of the lake. For more details about the Mountain Bike Itineraries and the Bike Rentals companies in the Province of Como <http://www.lakecomo.bike/it/>

If you want to visit Como and the lake by yourself, consider the possibility to download your smartphone **ComoCity app** from

<http://www.visitcomo.eu/en/discover/information/app-wifi/index.html>

You can also download the city map with its museums and monuments from the same website.

Bike sharing to bike around the city: Bike sharing Bike&CO in collaboration with Como Municipality

Information at 800 032 330 - info@bicincitta.com

<http://www.visitcomo.eu/en/discover/organize/moving-around/bikes.html>

Car sharing and sustainable mobility are promoted through: www.campus-sostenibile.polimi.it/

Car sharing E-vai is an ecological car sharing service operating with the Trenord railway company

For example, you can rent an electric car from €5.00/h.

You can subscribe and then reserve your car either online at www.e-vai.com/web/ or at Como Lago Railway station, Largo G. Leopardi, 3, Monday to Sunday from 9.00 am to 1 pm and from 2:00 pm to 6:00 pm.

You have to send to customerservice@e-vai.com or to submit at the car rental point the photocopies of your identity card or passport and of your driving license.

MAIL AND PHONE SERVICES

Poste Italiane is the leading postal service operator in Italy, supplying mail collection and delivery, printed matter and parcels, telegrams, express mail and online services.

Offices are usually open from 8:00 am to 2:00 pm but some branches in Como are open until 7:00 pm.

Stamps can be bought also at tobacco shops and bars displaying a "T" sign. Some services, such as registered mail, are offered mainly by post offices. Apart from traditional mail services, Poste Italiane also offers banking services such as checking accounts and pre-paid Visa credit cards.

Please check www.posteitaliane.it for more details about all the services offered, office locations and timetables. Look for the "Sportello Amico", a post office that supplies first issue and renewal permit-of-stay kits.

You can contact Poste Italiane by calling 803160 or 199.100.160 from your mobile phone.

All phone services are provided by different companies which offer various services and rates depending on the time of the day, the type of call, etc. While most houses have a landline, a mobile phone is a must-have.

Mobile phone services are offered by different companies at various rates. All companies offer prepaid cards (the cheapest option) or contracts.

To sign up with one of the companies you need:

- **A valid ID card or passport**
- **A tax code (codice fiscale)**

It usually takes a few hours to activate your card, but in the meantime you can take advantage for free of the internet facilities available around the city.

Main Post Offices in Como

via Milano 138, via Diaz 64

via Coloniola 7, via Gallio 6

Via Vittorio Emanuele II 113

For opening hours check at etc.: <http://www.poste.it/online/cercaup/>

RESIDENCE PERMIT

EU CITIZENS

If you are an **EU citizen**, you need to register at the Ufficio Anagrafe (Registry Office) of the Municipality of Como. For the Ufficio Anagrafe address and its opening hours

<http://www.comune.como.it/uffici-comunali/segretario-generale/demografici-statistica/anagrafe/index.html>

You must submit the following documents:

- a passport or ID card;
- a matriculation self-certificate letter issued at the of Politecnico di Milano;
- a photocopy of the documentation certifying the availability of adequate financial resources, about €5.830,76 per year (e.g. scholarship certification and /or bank statement). It is possible to submit your self-declaration only if you have an Italian bank or postal account.
- a health insurance policy valid for one year or for the same duration of your study programme register with the list of Como permanent residents; TEAM card (Tessera Europea di Assicurazione Malattia) or another equivalent EU health form for registering with the list of Como temporary residents.
- Copy of tenancy agreement.

You will be asked to fill in a registration form.

NON-EU CITIZENS

If you are a **non-EU citizen**, within 8 days of your arrival in Italy, you have to complete a so-called “kit” to apply for a residence permit in the city where you’ll be living. The kit is available at all the post offices bearing a “Sportello Amico” sign.

Please ask your International Students Office/Desk of reference for further information. The kit must be accompanied by copies of the following documents:

- copy of your passport with visa, personal data, expiration date and border stamp pages;
- copy of the admission letter issued by the Politecnico di Milano (the duration of your degree course must be clearly stated!). The letter must be stamped by the Italian Diplomatic/Consular representative where the entry visa is issued.
- a copy of your health insurance policy. Health insurance bought abroad must be validated by the Italian Embassy in your country and translated in Italian or in English. You can also buy your health insurance upon your arrival in Italy.
- declaration that you are in possession of the minimum amount required (about €5.830,76 per year) both for living in Italy and for receiving medical treatment in Italy within the duration of your residence permit, as well as being sent home in case of emergency. For example, you may submit a statement in English or Italian signed by the bank where you opened your bank account. Bank declarations written in languages other than Italian or English are not accepted if not officially translated. Besides, the declaration must specify the amount available on your bank account in Euro currency. Copies of your bank account data are not accepted, except for a more complete document in which it is clear that you are receiving regular bank transfers throughout the duration of the permit. If you have been assigned a scholarship, you can submit a declaration either in Italian or in English that confirms you are a scholarship holder, the exact scholarship amount and its duration.
- letter of enrolment for the current academic year issued and stamped by the Registrar’s Office.
(before applying for a certificate at the Registrar’s Office you have to buy two stamps for of €16.00 each).
- copy of your tenancy agreement.

At Post Office you’ll be given a receipt to be kept and shown in order to testify the request submission.

In order to check if your residence permit is ready for collection check www.poliziadistato.it, “Permesso di Soggiorno” section, writing the file number related to your application you received at Post Office : <http://questure.poliziadistato.it/stranieri/>

In addition to the notice displayed by this system on the status of your application, you will be informed via SMS about the day, time and place where you can collect your residence permit.

Further information about permit of stay release and renewal can be found on : www.portaleimmigrazione.it

When asking for your permit for the first time, please remember to specify that it is not a renewal.

International students with a valid permit of stay are allowed to work for a maximum of 20 hours per week and 1,040 hours per year, but in order to obtain a residence permit renewal, they must pass the exams yearly.

RESIDENCE PERMIT RENEWAL

If you need to renew your residence permit, you will need to fill out the Kit to apply for a residence permit (form 1 only), which is available at the post office. The Kit must be handed in at the post office together with the following documents:

- copy of a valid passport with visa + copy of the page with personal data and dates of validity and expiration of the document;
- copy of your permit of stay (permesso di soggiorno);
- copy of the documentation certifying the availability of adequate financial resources: min. €5.830,76 (e.g., scholarship certification and bank statement);
- transcript of records with proof of 1 exam successfully passed if this is your first renewal and 2 exams successfully passed for each following renewal;
- copy of your health insurance, valid for the duration of the permit renewal.
- copy of your tenancy agreement.

COST OF RESIDENCE PERMIT 1ST RELEASE AND RENEWALS

- €16.00 “marca da bollo” (a stamp that can be purchased at any tobacco shop bearing a “T” sign out of the shop), to be put on the residence permit application
- €30.00, to be paid when handing in the Kit at the post office
- €110, 46 to be paid at the post office to obtain an electronic residence permit

TAX CODE (CODICE FISCALE)

A codice fiscale is an alphanumeric code of 16 characters issued for free by the Ministry of Finance to uniquely identify citizens. You need to have your own codice fiscale to open a bank account, sign contracts and gain access to public services, including health services. In order to obtain your codice fiscale you have to go to the nearest "Ufficio delle Entrate" to your place of residence.

The Agenzia delle Entrate office is located in Via Felice Cavallotti, 6, Como (ASF transports, lines 1/3/4/6/7)

Phone: +39 031.33781 Dial 5 to know the office opening hours.

E-mail: dp.como@agenziaentrate.it

Website: www.agenziaentrate.it

Opening hours: Monday, Thursday and Friday, from 8:30 am to 1:00 pm

Tuesday: 8.30 am – 1pm and 2:30 pm – 3:30 pm (Ticket available from 8:00 am).

Wednesday: 8:30 am to 3:30 pm (from mid-September).

You must bring your passport. If you are from a non-EU country, you may be asked to show your residence permit receipt.

At the "Ufficio delle Entrate" you will be asked to fill in a specific form for the issue of your codice fiscale. You'll need to show your passport or other ID. Please make sure that your name is the same on every form. Keep it in the same order and always use the same surname, if you have more than one.

HEALTH INSURANCE

In order to apply for a residence permit, within 8 working days of your arrival in Italy, you must have a health insurance valid for Italy.

The residence permit has the same validity as the health insurance. This can be either a private insurance underwritten in your home country, or one purchased in Italy.

In Italy, you can purchase your insurance from **Generali Italia (ex INA Assitalia)**

(€98 for one year, € 49 for 6 months) or **SSN – the National Health Service** (€ 149.77 yearly and valid for one calendar year from 1 January to 31 December).

Please note that Generali Italia

insurance covers emergency care at the hospital only.

Subscription to the SSN is not compulsory, however it is strongly suggested since it entitles you to the same treatment as Italian citizens, including:

- choice of a general practitioner who can see you free of charge, prescribe medicine and laboratory tests and refer you to specialists (dentists, orthopaedics, etc.);
- free admission to public or certified private hospitals;
- free access to doctors on duty and continuous assistance service (guardia medica).

In order to register with **Generali Italia** you must go to the post office and fill in a blank payment bulletin with the following details:

c/c postale n.:71270003

intestato a: Generali Italia S.p.A.

causale: polizza sanitaria studenti stranieri da 6 mesi (for 6months)/da

12 mesi (for one year)

Euro: 98 (for one year), 49 (for six months)

In order to receive your INA insurance contract, after paying at the post office send a photocopy of the payment receipt, copy of your passport, and remember to indicate the exact home address where you wish to receive your insurance contract to info@insuranceitaly.it

For further information about this insurance as well as info about reimbursement of emergency treatments contact the company: <http://www.generali.it>

In order to register with the **NATIONAL HEALTH SERVICE**, you must go to the post office and fill in a blank payment bulletin with the following details:

c/c postale n.:379222

intestato a: Amministrazione P.T. Regione Lombardia

causale: iscrizione volontaria S.s.n

Euro: 149,77

Once you have paid, go to your local ASL office. You can find a list of ASL offices according to district of residence to register with the National Health Service.

If you are a **non-EU citizen**, in order to register with the National Health Service you must submit :

- the receipt of payment to the National Health Service
- your tax code (codice fiscale)
- your passport
- your residence permit (receipt)
- self-certificate certificate of enrollment at Politecnico di Milano

For details, you can contact the nearest public relations office (Ufficio Relazioni con il Pubblico) of any ASL office or visit: www.asl.como.it

If you are an **EU citizen**, in order to receive medical assistance from the National Health Service under the same conditions and at the same cost as Italian citizens, you need to have a TEAM card (**European Health Insurance Card**) in order to receive treatment.

HOW TO OPEN A **BANK** ACCOUNT

POLICARD (Ateneo +)

Within a few weeks from enrolment your Policard will be available.

Policard (Ateneo +) can be used:

- As a "university card" to access public Politecnico areas such as laboratories, libraries, classrooms, canteens, reserved areas, conferences and events and services such as logical internet access or online services provided for students.
- "Top-up prepaid card", on which any refunds and benefits paid by the Student Aid of the Politecnico di Milano will be credited
- As a card to make payments and cash withdrawals in Italy and abroad, and carry out some typical bank account transactions: make and receive bank transfers, pay bills. To activate the card you must go to any branch of Banca Popolare di Sondrio with your ID card or tax number or passport. No top-up is needed on the card for this function. Further details are given on the Banca Popolare di Sondrio page in the section Ateneo + card (www.popsi.it/ateneopiu)
- "contactless payment card", for purchases in the stores that have installed this system (limits apply).

If you still want to open a bank account you must:

- be of legal age (at least 18);
- have a valid ID;
- have a tax code (codice fiscale);
- not have been declared bankrupt.

After signing the contract, the bank will supply you with all the information related to the terms and conditions of service and the following bank coordinates, which are necessary in order to make an international wire transfer:

- IBAN, International Bank Account Number (also known as Clabe or Aba depending on your country), which is an alphanumeric code identifying your bank account (check char + national bank code + branch number + the account number)
- BIC, Bank Identifier Code/SWIFT, which is necessary to send money worldwide.

Before being able to make any transaction, it is necessary to make an initial deposit on your bank account. Traveller's checks, checks and foreign currency can be exchanged at banks, exchange offices, railway stations and/or airports.

Most banks are open from Monday to Friday, from 8:30 am to 1:30 pm and from 3:00 pm to 4:00 pm.

Banca Popolare di Sondrio is the official bank of Politecnico di Milano. It offers students of Politecnico di Milano the possibility to open a bank account at very good conditions.

An office of Banca Popolare di Sondrio is located in:

Via Giulini 12, Como

Phone +39 031 330541 031 260211

Another office of the same Bank (branch no. 65) is located in

Viale Innocenzo XI, 71, Como

Phone +39 031 330561

Opening hours: Monday to Friday, 8:20 am-1:20 pm/2:35 – 3:35 pm

USEFUL **TELEPHONE** NUMBERS

- Carabinieri (police with military and civil duties): **112**
- State Police: **113**
- Municipal Police: **031.252700**, located in Viale Innocenzo XI 18, Como
- Anti-Poison Centre: **02 661 010 29**
- Emergency Doctor Service: Como Emergency Doctor Service (guardia medica) : toll-freenumber **840000661**, service available at night Mo-Sa from 8 p.m. to 8 a.m., weekend Sa. from 10am to Mo 8 a.m.
- Health emergency: **118**
- Fire emergency: **115**

PART 2: LIVING @ POLIMI

WELCOME SERVICES AND EVENTS

Offices working with international students usually organize welcome and orientation events to help students with administrative matters: getting a tax code (codice fiscale), applying for a residence permit and a health insurance, paying tuition fees, enrolling, etc.

The events also illustrate the various services you can take advantage of during your studies.

We strongly recommend attending these events in order to receive support and learn more about university life and key procedures like the study plan and academic deadlines.

Therefore we invite you to arrive in Milan in time to attend these welcome activities, which are usually held at the end of September.

INTERNATIONAL STUDENTS OFFICE FOR BACHELOR AND MASTER OF SCIENCE STUDIES

Before and after your arrival, the **International Students Office** will support you in organizing your arrival and your stay.

The office provides information concerning accommodation, stay permits, health insurance and initial general administrative issues.

Welcome Desk Como

Via Valleggio, 11– Second floor

Open: Monday – Friday 9:30 am – 12:30 pm; Wednesday 8:30 am to 3.30 pm (suspended from mid-July to mid-September)

E-mail: residenza-como@polimi.it

Phone + 39 031.332.7555 or 7409 or 7401

OFFICIAL ENROLLMENT - INTERNATIONAL STUDENTS

If you have a credit card, you can enroll by yourself wherever you are through www.polimi.it, **Servizi Online**. If you do not have a credit card, you will need to enroll from Italy, and pay the first instalment of the tuition fees through a payment bulletin which is downloadable online or available at your office of reference.

To avoid confusion and delays, make sure your name is exactly the same on all university and other institutional documents.

According to the deadlines set for the current academic year, please provide the following documents to the International Students Office of your Campus:

For **Bachelor of Science** Programs.

In order to complete the enrolment procedures you need to prepare the following documents in the country where the educational system of the school issuing your diploma belongs to (for example: for a school with British educational system in Peruvian territory the authorities of reference are those of the UK).

You will then consign the original documents upon official enrolment.

1. Final diploma of secondary studies (at least 12 years): accompanied by an official translation in Italian language.
2. “Declaration of value” (Dichiarazione di Valore): **issued by the Italian Diplomatic Representative** related to the high school degree. The Declaration of Value is a document, released by the Italian competent Authority in the Country to which the educational system of your school refers, attesting the validity of your Diploma and in particular attesting you are entitled to enter University.
3. a certificate proving the completion of one or two years of academic studies or a post-secondary title: in case of countries where the educational system lasts only 11 or 10 years: confirming the examinations passed and translated into Italian if not issued by the university directly in English, French or Spanish.
4. a certificate attesting that the University entrance examination in the country of origin has been passed.
5. only for Laurea (equivalent to Bachelor of Science) courses held in English: a valid English language certificate

Documents at point 1, 3 and 4 must be duly apostilled (only if the country where the diploma has been achieved is part of the Hague Convention abolishing requirement for legalization of foreign public documents). Apostilles authenticate the seals and signatures of officials on public documents, so that they can be recognized in foreign countries that are parties of the Convention.

If your country has not signed the Hague Convention, **documents at point 1, 3 and 4 must be legalized by the Italian Diplomatic representatives.**

If students have been studying for some years in another foreign institution and would like to have their previous academic career recognized, they can ask for the validation of the examinations taken. In this case, in addition to the documents above mentioned, the students must submit:

- **an academic transcript**

An academic transcript certified by the university registrar’s office and legalized/apostilled, confirming the courses taken, grades received and the relation of credits given to number of hours for each course. Please note that this document will be accepted in **Italian, English, French or Spanish**. For all other languages, a legalized translation into Italian must be provided together with the original version.

- **a detailed study programme description**

Brief course descriptions explaining the content and the basic topics covered in each course, and the number of hours for each course/training activity in the academic curriculum that the candidate has completed. The document should be on university letterhead or stamped by the university from which the student has earned the degree. Politecnico di Milano DOES NOT require the translation of detailed study programmes if written in English, French or Spanish.

Alternatively to transcripts and course descriptions, a **diploma supplement** can be produced, if adopted.

For Master of Science Programmes:

1. Final university degree accompanied by an official translation in Italian language.

2. “Declaration of value” (Dichiarazione di Valore): **issued by the Italian Diplomatic Representative** related to the bachelor degree. The Declaration of Value is a document, released by the Italian competent Authority in the Country to which the educational system of your university refers, attesting the validity of your degree.

3. **academic transcripts**: An academic transcript certified by the university registrar’s office and legalized/apostilled, confirming the courses taken, grades received and the relation of credits given to number of hours for each course. Please note that this document will be accepted in Italian, **English, French or Spanish**. For all other languages, a legalized translation into Italian must be provided together with the original version.

4. A valid English language certificate and an Italian language certificate for courses held in Italian language

Documents at point 1 and 3 must be duly apostilled (only if the country where the diploma has been achieved is part of the Hague Convention abolishing requirement for legalization of foreign public documents). Apostilles authenticate the seals and signatures of officials on public documents, so that they can be recognized in foreign countries that are parties of the Convention.

If your country has not signed the Hague Convention, **documents at point 1 and 3 must be legalized by the Italian Diplomatic representatives.**

Please consider that pursuant to Article 39, paragraph 5 of Legislative Decree no. 286 of 25 July 1998, as modified by Article 26 of Law no. 189 of 30 July 2002, the “Law modification regarding immigration and asylum,” “students from abroad possessing a residence permit or a subordinate or autonomous work permit, for family reasons, for political asylum, for humanitarian asylum, for religious reasons, or for foreigners residing for at least one year and possessing a diploma of secondary studies awarded in Italy” can access university under the **same conditions as all European citizens.**

POLICARD (ATENEO +)

Within a few weeks from enrolment, your Policard will be available for you to collect at the front desk of the Register’s office: an email will be sent to your institutional email address to inform you once the Policard is ready to be collected. The card allows you to access the services of the Politecnico di Milano (entry to IT rooms and reading halls, payment of fees, refunds etc). While you are waiting for your Policard, you can access the libraries by showing surveillance staff the enrolment receipt and ID document (or a certificate of attendance)

Before using the Policard, you must activate it by entering the specific function on the Online Services www.polimi.it/online-services in the “Dati” section > Tesserino Policard (Policard card) - attivazione (activation), visualizzazione stato (display status), prenotazione (booking) riemissione (submittal). The procedure need to be completed just once.

Policard (Ateneo +) can be used:

- As a “university card” to access public Politecnico areas such as laboratories, libraries, classrooms, canteens, reserved areas, conferences and events and services such as logical internet access or online services provided for students.

- “Top-up prepaid card”, on which any refunds and benefits paid by the Student Aid of the Politecnico di Milano will be credited .

- As a card to make payments and cash withdrawals in Italy and abroad, and carry out some typical bank account transactions: make and receive bank transfers, pay bills. To activate the card you must go to any branch of Banca Popolare di Sondrio with your ID card or tax number or passport. No top-up is needed on the card for this function. Further details are given on the Banca Popolare di Sondrio page in the section Ateneo + card (www.popso.it/ateneopiu).

- “contactless payment card”, for purchases in the stores that have installed this system (limits apply).

The Policard (Ateneo +) does not have a photograph, which means it is not a valid identification document and is not proof of enrolment at the Politecnico di Milano.

ONLINE SERVICES

Servizi Online are computer services provided to all Politecnico di Milano students.

Access the **online** by entering the Servizi Online section of the website www.polimi.it; you can find the link on the right-hand side of the screen.

By entering your **personal code** (codice persona) and **password** (both provided upon registration via the website), you can check your Politecnico account and access the various files related to your university career.

Through the **Servizi Online** (Online Services) you can:

- Display and modify your **personal data**;
- Read the Faq and **contact** the offices in charge
- Check messages in your **Webmail**
- Carry out all the necessary **enrollment** procedures;
- Submit your yearly **study plan**;
- Apply for **OFA** recovery sessions;
- Check your **application** status (Master of Science);
- Check the **class timetable** and the office hours of each professor;
- Check the dates for the **exams** and register for an exam session;
- Check your **examination results**;
- Check your **tuition fees** and **ISEEU**;
- Print out your payment slip (**MAV**) to pay your tuition fees;
- Print out your **self-certifications**;
- Register for the **graduation session**;
- Finalize your **learning agreement** (Exchange students);
- Display and print out your **diploma supplement** after graduation;
- Fill in the **Interest Form** for Bachelor of Science courses.

Please note that registration for exam sessions through Servizi Online (Online Services) is compulsory. Unless registration is carried out correctly it will not be possible to record the examination results in the academic career or insert them in the transcript of records.

Through your e-mail account you can:

- Check it, available 24/7;
- Receive information from Politecnico di Milano offices concerning educational, cultural and extracurricular activities;
- Send/receive messages to/from other e-mail address;
- Forward messages to your personal e-mail address;
- Receive personalized career information.

Other useful tools are available in the **Utilizza** area, just below Servizi Online.

Using Cerca Aule you can search for classrooms by location or code and get detailed information on how to reach them, their features, position, accesses, routes and photos, equipment and software available. You can even check the classroom occupancy of a given location on a given date.

If your classroom timetable is not available on Servizi Online under the “Exams” section, you can use the **Orario delle lezioni** link to create your own.

PRIVACY RULES

Politecnico is not permitted to release information regarding academic progress or attendance to any third party without the student’s express consent.

} IN ORDER TO COMPLY WITH ITALIAN DATA PROTECTION LAWS, PLEASE REMEMBER TO CONTACT US USING YOUR POLITECNICO WEBMAIL ACCOUNT AND NOT A GENERIC EMAIL ADDRESS. }

This will ensure that only someone with a person code and password can access your Online Services and read your e-mail inbox. If you are not enrolled yet and wish to write us, remember to attach a scan of your passport or ID, together with your person code (Codice Persona), if already issued. If these rules are not observed, only general information may be provided in order to protect your privacy.

CERTIFICATES AND SELF-CERTIFICATES

Any information relating to your academic career can be found on Online Services, under the “Didattica” or “Esami” sections, by logging in with your person code and password.

All students can print self-certificates regarding enrolment, career, exams passed and so on from the Online Services, under the “Data” section. Self-certificates can be addressed to public offices in Italy or to private enterprises in charge of public services.

The Registrar’s Office release certificates that are subject to the payment of an amount that may vary according to the number of certificates and to the reason for which you require them.

To obtain a **certificate on stamped paper**:

- **complete the form** requesting a certificate on stamped paper (available at www.polimi.it -> studenti -> modulistica);
- **buy one revenue stamp €16.00, to be placed on the form;**
- **buy one revenue stamp €16.00 for each certificate requested.**

For example, if you need two certificates, you’ll need to buy three revenue stamps: one for the form and one for each certificate requested.

If your **tuition fees** haven’t been paid, you won’t be allowed to obtain any certificates and the exams you’ve passed won’t be registered until you have settled your tuition fees.

Since it is not possible to pay the revenue stamp duties from abroad, please don’t forget to request all of the necessary certificates before you leave Italy and once you have finished your studies. If you do leave the country, you’ll need to delegate a friend or a colleague living in Italy to make the request on your behalf.

In this case, and every time you need someone to hand in a request that you cannot submit in person, you will need to fill in a **delegation form** (available at www.polimi.it -> studenti -> modulistica); enclosing a photocopy of your ID. The delegated person must also provide his/her ID.

Certificates are available in Italian and English.

LEARNING TOOLS

BeeP is the new portal for network activities designed for students and professors.

Login with your Polimi credentials (person code and password) and enjoy it!

You can share documents, links and images, interact with virtual classrooms following revision lessons and ask professors questions, discuss topics on the forum and organize appointments.

BeeP.metid.polimi.it also provides a BeeP “Help chat”.

HOW TO SURVIVE UNIVERSITY LIFE

Check the Academic Calendar:

It highlights important dates and is useful for managing your studies during the first semester lectures (usually from mid-September to the end of January) and the second semester lectures (from the beginning of March to the end of June).

Most examinations take place during the non-lecture periods.

<http://www.polimi.it/corsi/calendario-lezioni-esami/>

Connect with students in your classes:

During the first weeks of classes do your best to get to know your classmates in each of the classes you attend. Besides expanding your network of friends, you will have help if you miss a class.

Remember to sign up for exams and workshops.

It is extremely important that you sign up for exams correctly and within the established deadline, otherwise you will not be allowed to take the exam and your grade will not be recorded in the transcript of records.

On Servizi Online, under the "Exams" section you'll find the deadlines and the links to follow. Make sure you:

- are up-to-date with your tuition fee payment;
- have added the exam you want to sit to your study plan;
- have checked the rules on the priorities to be given to certain exams;
- have attended the lectures when required;
- have completed the sign-up procedure.

Try to pass your OFA test as soon as possible

OFA is a gap found in your initial preparation that emerges during your entrance test and indicates certain limitations to your career. There are different kinds of OFAs depending on the course you're enrolled in (OFA disegno, Ofa matematica, Ofa Tol, Ofa Test, Ofa inglese called TENG ...). You will be able to retrieve your OFA during the academic year starting from October and apply to an OFA session from your Webpoliself area by following these links: "Ammissione alla Laurea Triennale" > "Iscrizione recuperi Ofa"

...and last, but not least, some safety tips:

- Mark laptop, mobiles and other electronic equipment with personal identification markings
- Do not carry large amounts of cash with you when going to University
- Do not leave personal belongings unattended
- Use the school lockers to store your items during a break or when having lunch (book your locker online: The service is reachable on the Online Services, "Data" section)

FOLLOW POLITECNICO DI MILANO ON SOCIAL MEDIA

Join the community on:

www.facebook.com/polimi

www.twitter.com/polimi
www.twitter.com/polimi_zh

www.youtube.com/polimi
www.youtube.com/polinternational

www.instagram.com/polimi

ONCE YOU ARE IN ITALY, MAKE SURE YOU:

> Apply for your **tax code** if Politecnico has not already provided you one. This document must be submitted upon enrollment, along with the other documents required

> Check the program of the Welcome Week in order to be there on the first day and meet us and your fellow students

> Complete the online **enrollment procedure** and save/print the enrollment receipt for a future reference. Non-EU students residing abroad, in fact, might be asked for such receipt for the Residence Permit

> Submit your **study plan** within the deadlines, in order to avoid any fine on your second installment!

> Obtain the **residence permit** (non-EU students residing abroad only)

> Collect your PoliCard, once you receive an email informing you it's ready to be collected

> Consider **opening a bank account**

> Make a **budget** to manage your finances at best!