MINISTERO del LAVORO
e delle POLITICHE SOCIALI

Foreign User
Accreditation Guidelines

Version: 1.1

Last updated: January 13th 2021

CONTENTS

1. Overview

Since November 15th 2020 you can have access to the Digital Services of the Ministry of Labour and Social Policies by the mean new authentication procedures, other than those previously used.

The web portal "Labour Service" (link https://servizi.lavoro.gov.it) includes all the digital services involved in this change, allowing users to find several procedures on one website and access it with more secure credentials.

In detail, the authentication to the Labour Service portal, since November 15th, can be applied by:

- **SPID Credentials** - Digital identity of Public System
- **CIE** - Electronic Identity for
- **eIDAS** - electronic IDentification Authentication and Signature
- Foreign User Credentials

Further info can be found on the dedicated page of the Institutional website portal of the Ministry for Labour and Social Policies – link:

https://www.lavoro.gov.it/strumenti-e-servizi/Servizi-Digitali-con-SPID/Pagine/default.aspx

that reports useful details concerning the new procedures and the related digital services This guideline reports the **accreditation procedure** for **the Foreign User**.

In more detail, the access with Foreign User credential, concerns all the foreign individuals who are not provided of the italian fiscal code and belonging to:

1. The European Countries that did not adhere to the code of Procedure eIDAS - Procedure UE n° 910/2014 regarding the digital identity;
2. All the other foreign Countries (extra EU).

Since November 15th 2020, the Foreign User access can be requested after the registration on the Portal, as explained in the following pages of this guideline, and will subsequently have to be approved by the dedicated assistance service. Then, is specified that the foreign users who are already registered on Cliclavoro, can login to the Labour Services using their Cliclavoro credentials. However, the change of password will be requested at the first access to the Labour Service website.

2. Request of credentials

2.1 Starting the accreditation process

To have access to the Labour Service website portal (https://servizi.lavoro.gov.it), as a **Foreign User**, first of all you have to require the foreign individual accreditation, and obtain the release of the proper answer to your request.

To require the credential as a Foreign User, you have to link up to the Ministry of Labour and Social Policies 's '**URP Online** https://urponline.lavoro.gov.it
At this point you will visualize the following page:

Click on the Menu at the top of the home page on the right side "**Chiedi Supporto**" (Help Page)

You will now visualize the **form di richiesta (form of request)** and fill it, selecting from the drop down menu the the Section* "Gestione Accessi" (Access Management) and the Subcategory* "Accreditamento Utente Estero" (Foreign User Accreditation).

Then, fill all the requested fields to start the opening of the accreditation process.

Please note, all the fields marked with an asterisk (*) are mandatory.

*Nome\Name

*Cognome\Surname

*Email

*Telefono\Phone (+prefix number)

PEC\Certified Email

Altro telefono\Other Phone (+prefix number)

*Stato di nascita\State of birth

*Data di nascita\Date of birth

*Codice identificativo\Identication code

*Sesso\Gender
-- None --

*Cittadinanza\Citizenship

*Stato di residenza\State of residence

*Città, Indirizzo, Numero Civico\City, Address, Home number

Consenso alla privacy\Privacy consent

Carica Documento\Load file
(PDF, JPEG, PNG max 3Mb)
Documento\File

⬆ Carica file   O rilascia file

Nessun File Selezionato\ No file selected

Please note:

you also have to attach **a signed copy of the applicant identity document (doublesided).**

Once you are filled all the requested fields, select "*Non sono un robot*" (I am not a robot) for the reCAPTCHA control, then click on "**Invia Richiesta**" (Send Request) to send your form and start the process.

To inform you that the process has been successful, the system will send an email at the address given in the form' field "Email".
Any communication concerning the request accreditation will be sent to the given email address.

3. Release of credentials

Once the process has been opened, the dedicated assistance service will verify the received request of accreditation. At the end of this activity, you will receive an e-mail reporting your credentials of **Foreign User** to have access to the system, and consider it as an open process.
Please note that after the first access to the website Portal with the credentials received by e-mail the change of the password is mandatory.