

ONLINE CERTIFICATES

USER GUIDE FOR CITIZENS

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1. ONLINE CERTIFICATES

If you are a citizen resident in Italy or a citizen resident abroad, you can request a registry certificate or an electoral certificate.

You can request certificates by selecting the menu item Services and then one of the available types:

- 'Registry certificates';
- 'Electoral certificates'.

1.1 REQUEST A REGISTRY CERTIFICATE

If you are a citizen resident in Italy or a citizen resident abroad, you may request a certificate for yourself or for a (still living) member of your household.

If you are not part of a household, but 'Cohabit', e.g. in a nursing home, a family home, a religious institute, etc., you may only request certificates for yourself.

For all other cases, such as requesting a certificate for a third party or a certificate being applied for by a 'legal guardian', etc., you must contact the counter at your local municipality.

By selecting the menu item 'Registry Certificates', the service presentation page is proposed.

By selecting the 'Request Certificate' button, a message indicating the terms and conditions of the service will be displayed. You are asked to confirm the following information for acknowledgement:

- you may request certificates for yourself or for the surviving members of your household;
- the certificates are valid for **three months** from the date of issue pursuant to Article 33 paragraph 3 of Presidential Decree No 223/1989;
- the certificates are valid and usable in relations **between private individuals**; for information in the National Register of the Resident Population required by public administrations, you can use the self-certifications service;
- for the types of certificates not indicated, e.g. historical certificates, death certificates or marriage or birth certificates, please contact the information desk of your municipality of residence or AIRE registration (if you are resident abroad).

The system offers you a choice of the information listed below that **is needed** to issue the certificate:

- Select the certificate holder
- Select the certificate being requested
- Select the second language
- Confirm the use for the certificate
- Select how to receive the certificate

1.1.1 *SELECT THE CERTIFICATE HOLDER*

Select the certificate holder: yourself or the member of your family for whom you are requesting one or more certificates.

Select the 'Next' button to continue.

1.1.2 *SELECT THE CERTIFICATE BEING REQUESTED*

If you are a citizen resident in Italy, the list of certificates you may request is as follows:

- Birth certificate
- Marriage
- of Citizenship
- of Existence in Life
- of Residence
- of Civil Status
- of Family Status
- of Family and Civil Status
- of Residence in cohabitation
- of Family status with relatives
- of Single Status
- Civil Union Registry
- of Cohabitation Contract

The list is customised on the basis of your personal data in the 'National Register of the Resident Population' (*Anagrafe Nazionale della Popolazione Residente* (ANPR) database as registered by your municipality.

If you are a citizen resident abroad (registered in the Registry of Italians resident abroad (AIRE), the list of certificates you may request is as follows:

- Birth certificate
- Marriage
- of Citizenship
- of AIRE Residence
- of AIRE family status
- Civil Union Registry
- of Cohabitation Contract

You may only request the Marriage certificate or Civil Union Registry Certificate or Cohabitation Contract if your relationship was registered in Italy **before** expatriation.

You may request a contextual certificate, which is a single document grouping several registry certificates referring to the same person together. There are certain restrictions for this type of certificate; the system will guide you through the possible combinations, preventing you from selecting an incorrect one.

Please note that your local authority may, for certain specific situations, restrict the 'certifiability' of your personal data or deny it completely. In the first case, you may only request a certificate of residence and a certificate of family status. In the second case, you may not request any certificates.

For more information on the 'certifiability' of your personal data, please contact your local municipality.

If you have to submit your birth or residence certificate in another EU country, you can also request the multilingual attachment to simplify the translation by selecting 'Include multilingual attachment' and the language of interest.

Select the 'Next' button to continue.

1.1.3 SELECT THE LANGUAGE

If you are a resident in a bilingual municipality, before proceeding to select the use of the certificate, you may ask for the certificate to be issued in the second language.

This section **is not mandatory**. If you make no choice, the certificate is issued in Italian.

1.1.4 CONFIRM THE USE FOR THE CERTIFICATE

You can apply for the certificate exempt from stamp duty by specifying the reason for exemption and choosing it from the list.

Otherwise, you can request the stamped certificate by selecting the 'stamped - with payment' button.

Select the 'Next' button to preview the certificate.

1.1.5 PREVIEW

Before downloading the certificate, you must view the 'Preview', which has no legal validity but serves only to verify the data.

1.1.6 GO TO PAYMENT

If you have chosen to use the stamped certificate, you will have to pay for the certificate using the public administration payment Portal.

Select the 'Go to Payment' button

Select the 'Continue on payment portal' button if you want to proceed, otherwise 'Cancel' if you do not

You will find all the information related to the payment you are about to make and its amount in the payment Portal.

At this stage, you must enter the e-mail where you would like to receive the receipt of the payment made;

After selecting the tick to acknowledge the Personal Data Protection Regulation, select the 'complete payment' button to proceed with payment of the certificate, otherwise select 'return to ANPR portal' to suspend payment of the stamp; with the latter selection, you can complete payment at a later date via the resume payment functionality.

If you have made the payment and everything has been successful, you will receive a successful payment diagnostic at the end of the operation and you can return to the ANPR portal to download the certificate.

Once you have successfully completed payment, you can choose to download the certificate and/or receive it by e-mail to the e-mail address you indicated when registering your data in your contact details or at your digital domicile if you have communicated this on the INAD portal.

The ANPR system produces the certificate in non-editable pdf format.

The certificate states:

- the logo of the Ministry of the Interior and the wording: National Register of the Resident Population;
- the QRCode guaranteeing certificate authenticity;
- the certified electronic seal of the Ministry of the Interior that guarantees the integrity and non-repudiation of the certificate.

If you have previously discontinued payment of the stamped certificate, you can complete the operation by displaying the requested certificate with 'Payment Pending' via the 'Your Requests' menu item.

Select 'Detail' to display the detailed data of the certificate.

Select the 'Pay' button to return to the payment portal and finish the payment operations.

1.1.7 OBTAIN CERTIFICATE

If you have requested a stamp-free certificate, after viewing the preview you can request the certificate by selecting the 'Obtain Certificate' button

You may choose to download the certificate and/or receive it by e-mail at the e-mail address indicated when registering the data in your contacts or at your digital domicile if you have communicated this on the INAD portal.

The ANPR system produces the certificate in non-editable pdf format.

The certificate states:

- the logo of the Ministry of the Interior and the wording: National Register of the Resident Population;
- the QRCode guaranteeing certificate authenticity;
- the certified electronic seal of the Ministry of the Interior that guarantees the integrity and non-repudiation of the certificate.

1.1.8 VERIFICATION OF PERSONAL DATA CERTIFICATE

To check the validity of the personal data certificate by reading the QR-code affixed to the certificate itself, using a smartphone, you must follow the following procedure:

- aim your device camera at the code to be scanned and within a few moments, you will be redirected to the web page indicated by the QR Code (on some devices, the camera app integrates an ad hoc function for scanning QR codes and to use it, simply scan the QR Code with your device camera. If your device does not have the function for reading QR codes, you can download one of the many apps available in the Store);

- enter the captcha indicated by the web application;
- click on 'send' to confirm the verification request: the web application returns the result of the QR-code verification and allows the certificate to be displayed.

The verification application reads the QR-code where the certificate information is encrypted:

- ANPR registry protocol;
- hash of the certificate to ensure that the content has not been manipulated.

1.1.9 YOUR REQUESTS

Please note that registry certificates are valid for three months from the date of issue.

You will be able to view the requested registry certificates via the menu item 'Your Requests'.

A search criteria filter is provided to speed up the search for your requests for certificates. If you do not apply this search filter, the service will show all your requests, each with its own processing status.

Select 'Detail' to download the certificate again and/or receive it by e-mail at the e-mail address indicated when registering the data in your contacts or at your digital domicile if you have communicated this on the INAD portal.

You can only download the stamped certificate if the payment status is 'PAID'.

If you have already requested a certificate which is in the 'PAYMENT PENDING' status, we recommend you complete payment before making a new request for the same type of certificate by clicking on the 'PAY' button in the detail of the certificate.

Select the 'Pay' button to return to the payment portal and finish the payment operations.

1.2 REQUEST AN ELECTORAL CERTIFICATE

If you are an adult citizen and your electoral data are present in the National Registry, you can request the issue of one or more electoral certificates only for yourself.

By selecting the menu item 'Electoral Certificates', the service presentation page is proposed.

By selecting the 'Request Certificate' button, a message indicating the terms and conditions of the service will be displayed. You are asked to confirm the following information for acknowledgement:

- you can request certificates for yourself;
- the certificates are valid for **six months** from the date of issue pursuant to Article 41 of Presidential Decree No 445/2000;
- If the certificate cannot be issued by this service, you should contact the counter in the municipality where you are resident or registered with AIRE (if resident abroad).

The system offers you a choice of the information listed below that **is needed** to issue the certificate:

- Select the certificate being requested
- Confirm the use for the certificate
- Select how to receive the certificate

1.2.1 SELECT THE CERTIFICATE BEING REQUESTED

The list of certificates you may request is as follows:

- Enjoyment of political rights
- Certificate of registration in the electoral roll

You can select one or both of the proposed certificates.

Selecting both certificates allows you to combine them into a single certificate (contextual certificate).

Select the 'Next' button to proceed to the selection of certificate use.

1.2.2 CONFIRM THE USE FOR THE CERTIFICATE

You can request the certificate exempt from stamp duty

specifying the reason for the exemption, choosing it from those in the list.

Otherwise, you can request the stamped certificate by selecting the 'stamped - with payment' button.

Select the 'Next' button to preview the certificate.

The following steps are identical to those described for registry certificates in sections 1.1.5 to 1.1.9.