



TOOLKIT 4 DIGITAL KNOWLEDGE

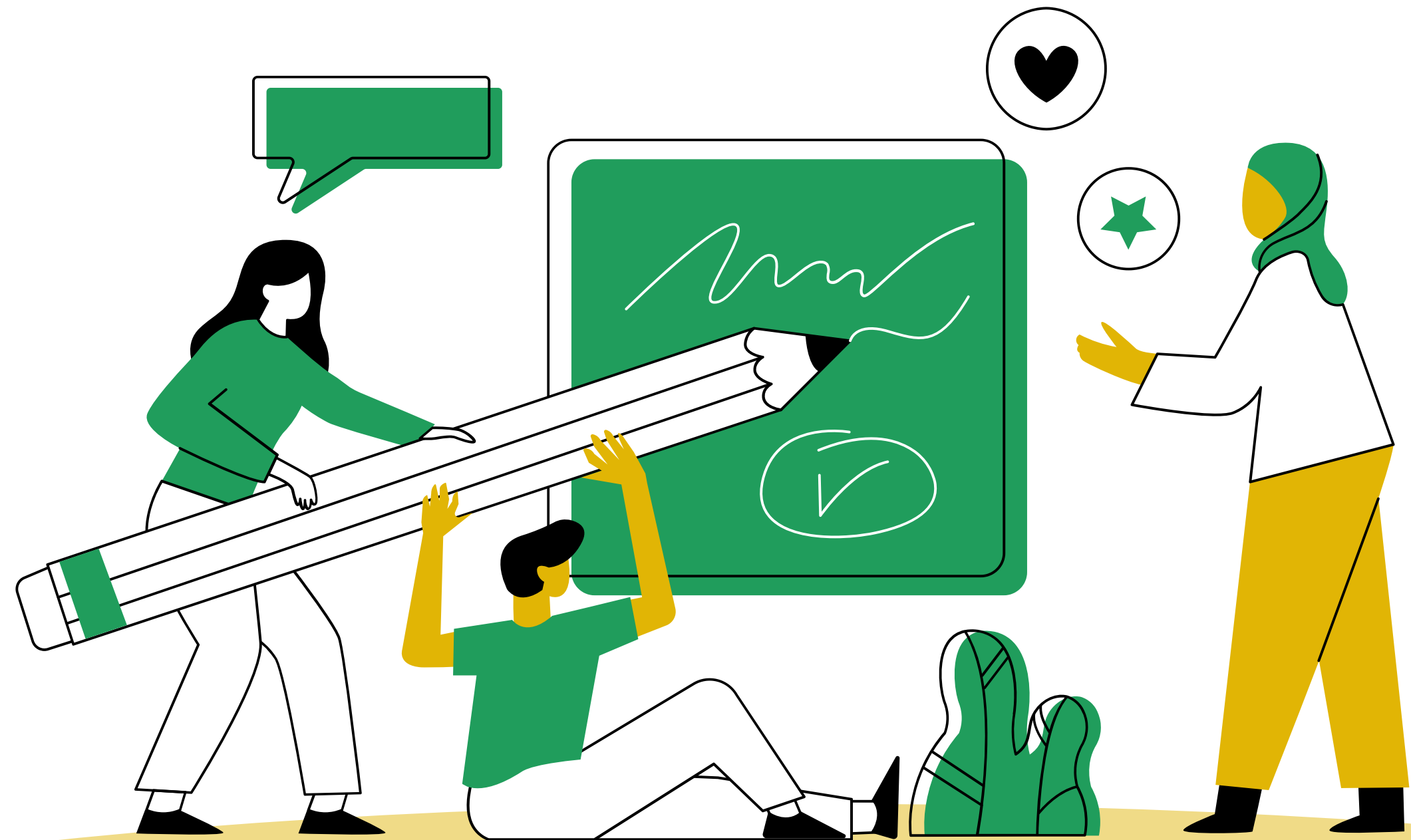


Project Result 2: Toolkits of knowledge transfer to address the common digital needs for each partner

SPID

IF YOU HAVE ACTIVATED SPID, HERE
MORE INFORMATION ABOUT IT

- 
1. IF YOU LOST
PASSWORD OR
USERNAME
 2. IF YOU NEED TO
UPDATE DATAS
 3. THE APP



**IF YOU LOSE YOUR SPID
CREDENTIALS, MEANING YOUR
PASSWORD AND YOUR
USERNAME, DONT' WORRY!
YOU CAN RETRIEVE THEM**



GO TO THIS LINK

**[HTTPS://HELPDESK.SPID.GOV.IT/
KNOWLEDGEBASE.PHP?
ARTICLE=12](https://helpdesk.spid.gov.it/KNOWLEDGEBASE.PHP?ARTICLE=12)**

**CHOOSE YOUR PROVIDER AND
FIND ALL THE INFORMATION**

ACCORDING TO THE PROVIDER YOU CHOSE, YOU CAN ALWAYS RETRIEVE YOUR USERNAME OR PASSWORD ACCESSING PAGES LIKE THIS ONE:



The screenshot shows the 'Poste Italiane 100' website header. Below the header, the 'Poste ID' logo is displayed, along with the text 'NUOVO ASSOCIATO spid'. The main content area is titled 'Recupero delle credenziali di base' and contains two radio button options: 'Voglio recuperare il mio nome utente' (selected) and 'Voglio effettuare il reset della password'. A blue 'PROCEDI' button is located at the bottom of the form.

OR THIS ONE

Inserisci il tuo nome utente e password SPID per gestire la tua identità

Nome Utente:

[Hai dimenticato il nome utente?](#)

Password:

[Hai dimenticato la password?](#)

ACCEDI

e completa la tua identità digitale

[Blocco d'emergenza Identità Digitale](#)

[Hai dimenticato il codice di emergenza?](#)

[Registrati](#)

IMPORTANT



**IN THE LOG-IN PAGE
YOU CAN FIND AN
EYE. IF YOU CLICK ON
THE EYE YOU CAN
SEE WHAT YOU
WROTE AND CHECK IF
IT IS CORRECT.**

DATA UPDATE

YOU CAN UPDATE OR CHANGE YOUR DATA
ANYTIME.

IF YOU CHANGE YOUR ADDRESS YOU CAN UPDATE
YOUR SPID

BY FOLLOWING THE SCREENS OF YOUR PROVIDER
WITH ALL THE INDICATIONS.

FOR EXAMPLE:

Modifica i dati del domicilio

Italia Estero

Nazione*: Italia

Provincia*: Arezzo

Comune*: Arezzo

CAP*: 52100

Indirizzo*: [redacted]

Civico*: 29/1



SPID Self Care

- Gestione identità
- Gestione credenziali
- Informazioni utente**
- Ultimi accessi

Informazioni utente

SCOPRI IDENTITÀ

Apri tutto Chiudi tutto

Identità Digitale

Recapiti

Dati Anagrafici

Domicilio

Modifica

Indirizzo: [redacted], 29/1

Comune: Arezzo

Provincia: Arezzo

CAP: 52100

Nazione: Italia

Documento

DATA UPDATE

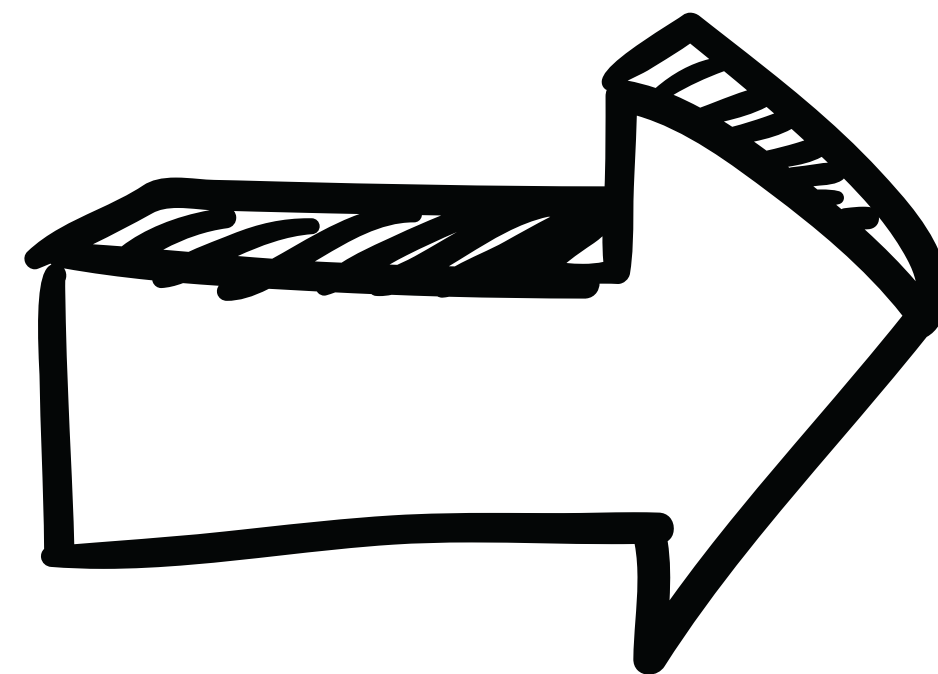
IF YOU CHANGE YOUR IDENTITY CARD
YOU CAN UPDATE YOUR SPID
BY FOLLOWING THE INSTRUCTIONS GIVEN
BY THE PROVIDER YOU CHOSE.

THE APP

REMEMBER TO DOWNLOAD THE APP
OF THE PROVIDER YOU CHOSE
TO ACTIVATE YOUR SPID.

WITH THE APP YOU CAN MANAGE YOUR SPID

HOW?

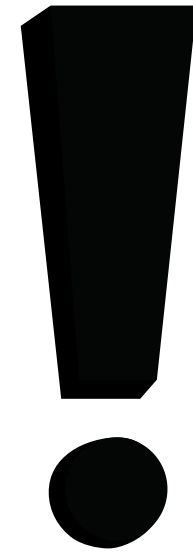


**TO ACCESS ONLINE SERVICES, YOU NEED TO
LOG-IN**

**WITH YOUR USERNAME AND PASSWORD.
AFTER THAT, IF YOU HAVE THE APP OF THE
PROVIDER YOU CHOSE TO ACTIVATE SPID,**

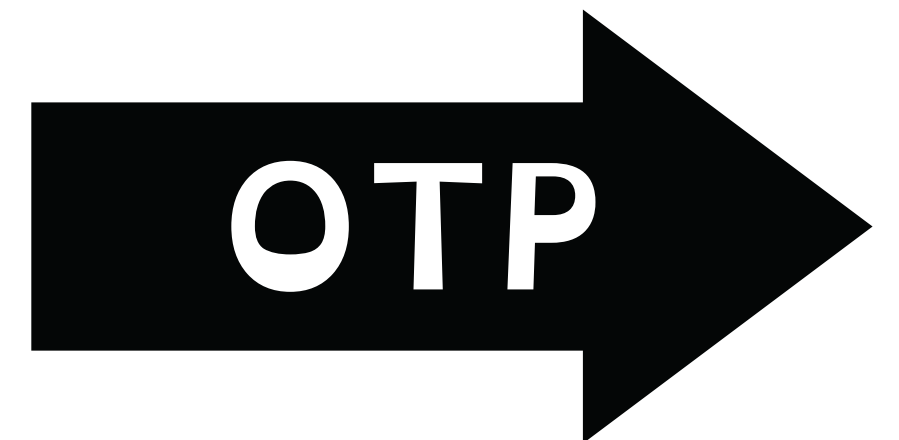
**YOU WILL ALWAYS RECEIVE A
NOTIFICATION ON YOUR PHONE OR YOU
WILL BE ASKED THE OTP CODE.**

IF YOU DON'T HAVE THE APP, IN ORDER TO GET THE OTP CODE YOU HAVE TO ASK FOR IT AND RECEIVE IT BY SMS.



IMPORTANT!
YOU CAN ONLY ASK 4 SMS IN 4 MONTHS FOR A MAXIMUM OF 12 IN ONE YEAR. FOR THE OTHER SMS YOU WILL HAVE TO PAY

IF YOU USE THE APP OF THE PROVIDER YOU CHOSE TO ACTIVATE YOUR SPID YOU CAN RECEIVE THE OTP CODE EVERYTIME YOU WANT



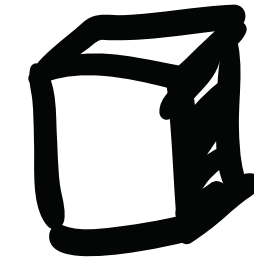
WHAT IS THE OTP



OTP MEANS ONE TIME PASSWORD AND IS A SAFE WAY TO LOG-IN.

IT IS COMPOSED BY LETTERS AND NUMBERS.

YOU CAN USE THE OTP ONLY ONE TIME.



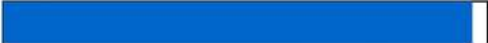
OTP IS VALID JUST FOR FEW MINUTES!

BE QUICK IN USING THE OTP OTHERWISE IT WILL NOT BE VALID AND YOU WILL HAVE TO ASK FOR A NEW ONE

IMPORTANT

YOU CAN COPY AND PASTE THE OTP. IN THIS WAY YOU CAN BE QUICK AND SURE THAT IT IS CORRECT

2 0 0 1 9 5

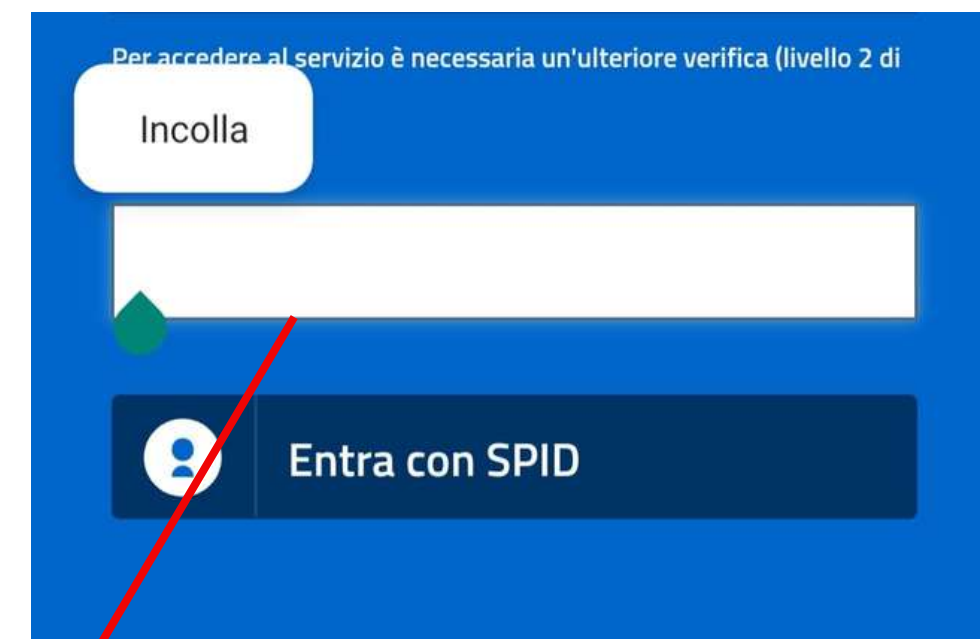
58sec 

Copia OTP




Codice

 Entra con SPID



Per accedere al servizio è necessaria un'ulteriore verifica (livello 2 di

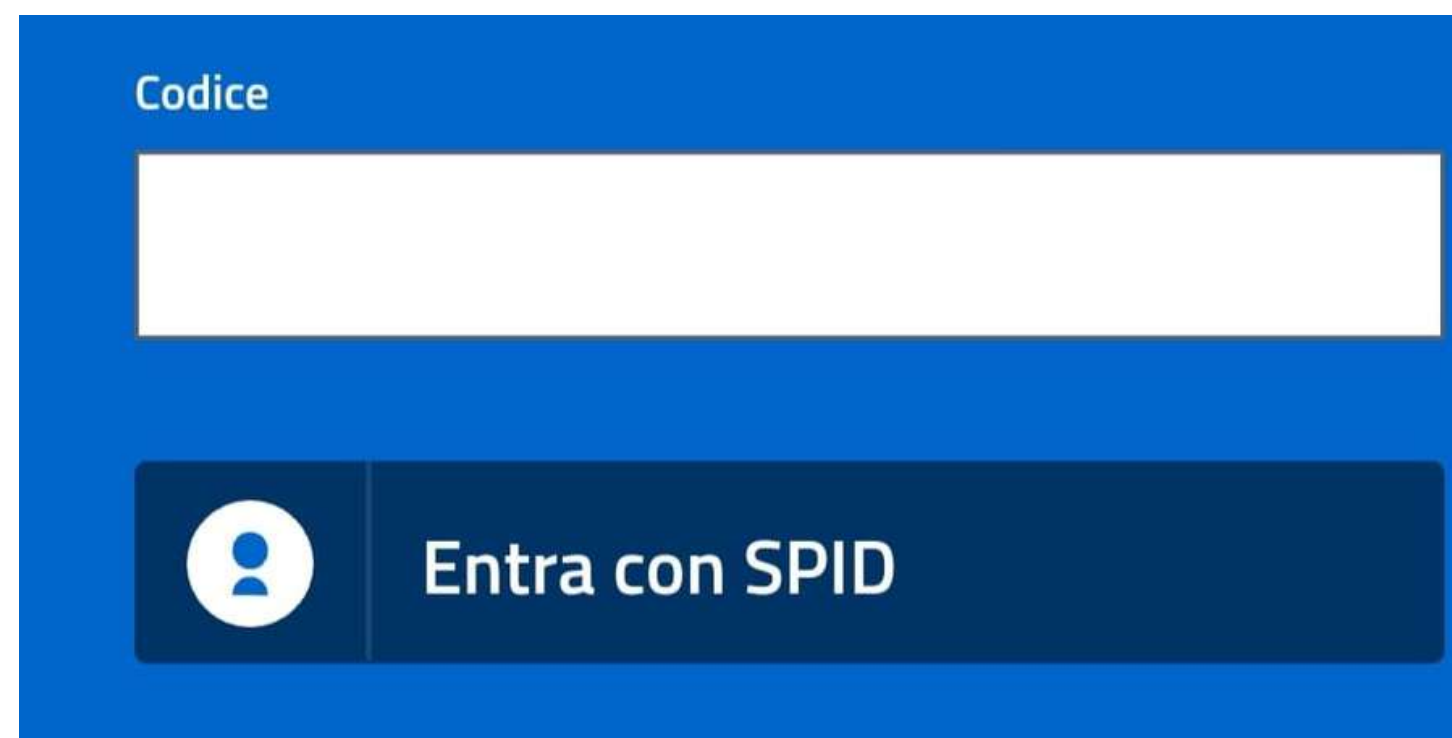
Incolla

 Entra con SPID

PRESS ON THE
WHITE AREA
AND CLICK ON PASTE

WHEN YOU RECEIVE THE OTP

WHEN YOU RECEIVE THE OTP,
YOU CAN WRITE IT OR PASTE
IT IN THE DEDICATED AREA IN
ORDER TO LOG-IN.



Codice

Entra con SPID

WRITE THE OTP CORRECTLY
(NUMBER AND LETTERS). IF YOU
NEED TO WRITE A CAPITAL
LETTER PRESS THE BUTTON :



DO YOU REMEMBER HOW TO CREATE A SAFE PASSWORD?

A SAFE PASSWORD IS COMPOSED BY: LETTERS, NUMBERS AND SYMBOLS.

THE PASSWORD SHOULD HAVE AT LEAST 8 CHARACTERS AND SHOULD INCLUDE:

- ONE CAPITAL LETTER, MEANING A BIG LETTER (FROM A TO Z)**
- ONE NUMBER (FROM 0 TO 9)**
- ONE SYMBOL, MEANING NOT A LETTER NOR A NUMBER (FOR EXAMPLE !,\$,#,?)**

THANK YOU!



DIGIT *all* 4
MIGRANTS

KISTA
KISTA FOLKHÖGSKOLA

consorzio
l'arc  laio

 Asociación
PROGESTIÓN



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the European Union

