



K. Anferova

TIGEM MEMBER WELCOME KIT

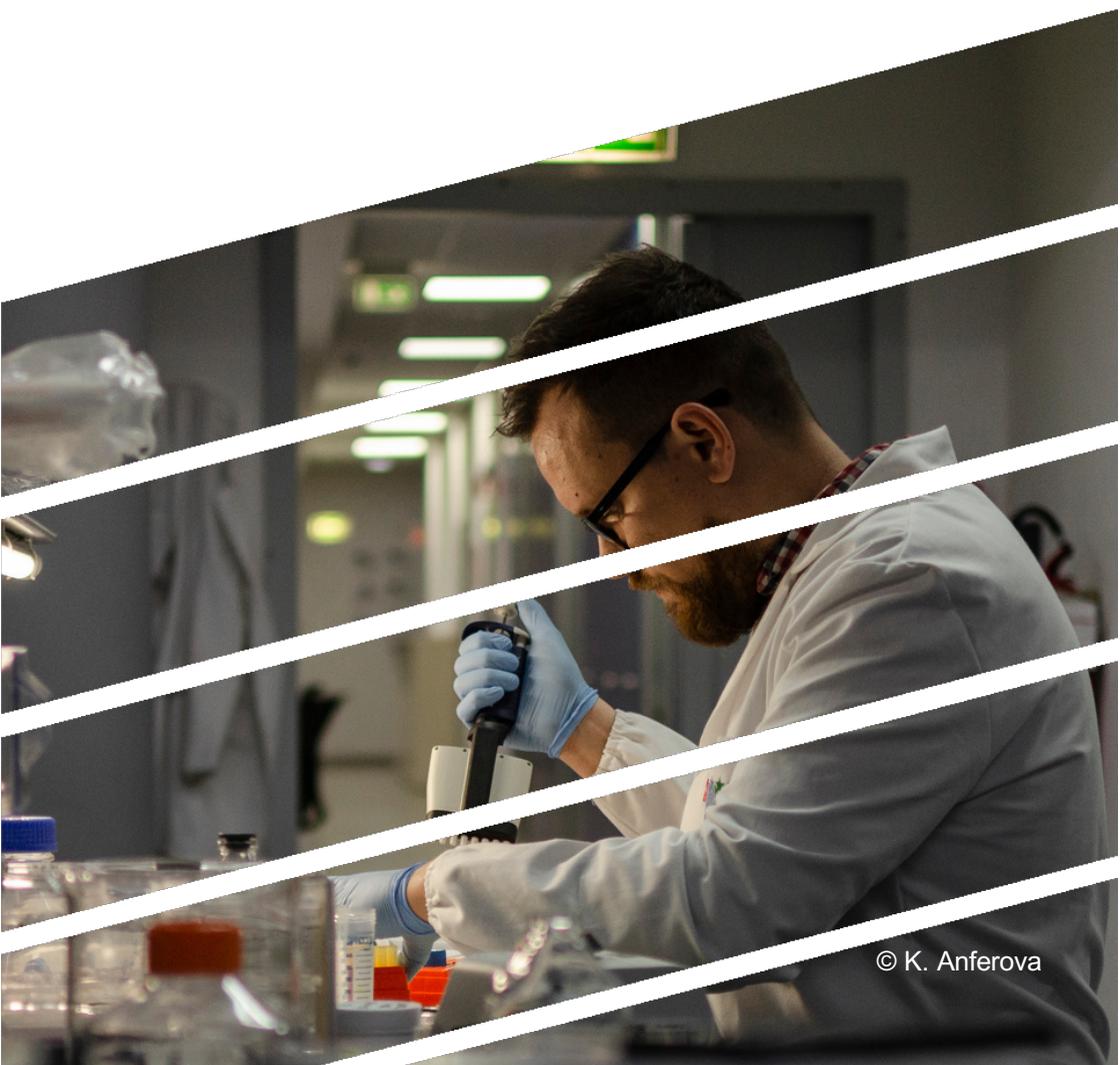
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International Desk Contacts

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WELCOME TO TIGEM

Small Guide for Joining Personnel

TIGEM Welcome Desk

via Campi Flegrei, 34

Mon-Fri: from 9am to 1pm
and from 2pm to 4pm



Table of Contents

I. GENERAL INFORMATION

<i>Introduction</i>	4
<i>Immigration & Visas</i>	5
<i>Italian Tax Code</i>	7
<i>Residence Proof</i>	10
<i>Health Insurance</i>	13
<i>Accommodation</i>	16
<i>Travel between Naples and Pozzuoli</i>	17
<i>E-mail and log-in credentials</i>	18

II. TIGEM SERVICES

<i>Wi-fi Access</i>	19
<i>Mail</i>	22
<i>VPN – Virtual Private Network</i>	22
<i>Papercut – Managed & Internet Printing Service</i>	23
<i>Printer Stabulario</i>	24
<i>Helpdesk Service</i>	25
<i>Phonebook Service</i>	25
<i>Proxy</i>	26

III. DATA STORAGE

<i>Homes – Z Area</i>	27
<i>Groups Area</i>	28
<i>Public, Microscopy & Equipments</i>	29
<i>Internal Cloud Storage (ownCloud)</i>	30

GENERAL INFORMATION

Introduction

The Welcome Desk is the central service point at the Telethon Institute of Genetics and Medicine for international students, postdocs, and visiting scientists. We offer advice and practical support, so you can get off to a good start in Pozzuoli.

Please feel free to contact us if you have any questions.

The Welcome Desk is the reference point for all the initial necessities of your new adventure in Pozzuoli and at TIGEM. This short guide will outline the various steps you need to take in order to obtain the documents necessary for living in Italy and information on living and getting around in the cities of Naples and Pozzuoli.

For further information you can contact the

TIGEM Welcome Desk

via Campi Flegrei, 34

Mon-Fri: from 9am to 1pm and from 2pm to 4pm

To contact the office or book an appointment:

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Immigration & visas

EU nationals: you do not need a visa and a permit of stay. A valid form of ID or passport is sufficient.

Non-EU nationals: please consult the Italian Embassy website in your country for information about the procedures to be followed to get a visa.

In general, if you have to stay in Italy for more than three months (up to three months you can get a tourist visa), the procedures in order of getting a visa are different if you enter Italy as a researcher (a) or as a student (b):

a) If you are a **researcher**, you will enter an agreement with the Fondazione Telethon, named the “Convenzione di Accoglienza”, which specifies all the principal elements of your work contract for scientific research: the research project; the duration of your stay, etc... This document is necessary even if you come just as a guest (i.e. on sabbatical). Further to this, Fondazione Telethon will send a telematic request to the Immigration Office to obtain legal authorization for your stay, this is known as “Nulla Osta” (translated as No Obstacles, this document grants full authorization to your stay). On completion, the Nulla Osta will be sent by the Immigration Office directly to the Italian Embassy in your Country that will be able to issue your visa quickly;

Immigration & visas

b) If you are a **student**, you need an invitation letter from Tigem to be sent to the Italian Embassy in your Country: the Embassy will issue the study visa for you.

If you are a PhD Student, instead of the invitation letter, you have to provide the ranking list or any other document demonstrating you will come to Italy to attend that specific PhD Course. In any case, it's always important to check with the Italian Embassy personnel which documents are needed for the specific purpose.



For more information about immigration procedures in Italy, please consult this [page](#)

Italian Tax code

The Italian tax code, named “**codice fiscale**”, provides a means of identification of foreign citizens in their relations with public authorities and other administrations. It is determined on the basis of personal data and is made up of an expression of 16 alphanumeric characters.

EU nationals: In Italy the Italian tax code can be requested from the local “Agenzia delle Entrate” (Tax office): click [here](#) for the Tax Office in Pozzuoli. A complete list of all Tax offices in Campania can be found [here](#).

Remember to bring with you your passport, a scan of your passport, and the TIGEM declaration that TIGEM Welcome Desk will provide to you upon your arrival. If you are a PhD Student, you have to present a certification of your PhD Student status, that can be obtained contacting your university or the Student Administration Desk.

Non-EU nationals: **If you enter Italy by a scientific research VISA**, you will obtain the Italian tax code at the “Sportello Unico per l’immigrazione” (Single desk for immigration), where you have to go within few days since your arrival in Italy. The “Sportello Unico per l’immigrazione” will hand you the application kit for the permit of stay.

Italian Tax code

If you enter Italy by a study VISA (PhD student, Erasmus mundi student, ...), you can get the Italian tax code at any tax office (Agenzia delle Entrate); after that you can get the application kit for the permit of stay at a Post Office.

The Welcome Desk will help you to fill the forms included in the kit, that has to be submitted to a Post office along with:

- a copy of your passport (only the pages with your personal details and the visa stamp)
- a copy of the “Convenzione di Accoglienza”, a copy of “Nulla Osta” and the original copy of the all the documents you were given at the Immigration office, if you ask for a scientific research permit of stay;
- the documentation stating the chosen course and its duration and the stamp of the Italian diplomatic representation which issued the visa (form A), if you ask for a study permit of stay.

Italian Tax code

The Post Office will give you an official document (“Lettera di Convocazione”) with the date of your appointment with the specific branch of the Commissariato or Ufficio Immigrazione where you have to show up to finalize the procedure.

On the day of the appointment, do not forget to bring with you the original documents enclosed in the kit, the post office receipt and 2 passport size photographs. During the appointment they will get your fingerprints and do the photodetection. You will receive a document that acts as a sort of “temporary” permit of stay.

After that you will have to wait for a new appointment (you will be able to know the date on the Police web site). On that date you finally receive the permit of stay.

Residence Proof

As soon as you receive the “temporary” permit of stay, you can register yourself as resident in Italy at the local civil records office.

It is very important to know that if you are going to stay in Italy for a long period (at least six months), you need to get the residence in Italy. It is mandatory. Moreover, in this way the tax deduction on your Italian earnings will be calculated to match that of Italian citizens (if you don't obtain Italian residence the tax deduction is 30%). The fiscal withdraw matter doesn't apply to PhD Students holding a Fellowship directly funded by the University. If you have any doubt about this matter, feel free to contact the Welcome Desk and ask for any clarification.

Residence Proof

How to get the Italian residence

EU nationals: In order to register yourself as a resident, you have to take the following documents to the civil records office:

- your passport or identity card (+ a copy)
- Italian tax code (+ a copy)
- house rental agreement (+ a copy)
- employment contract (original and copied version) + a copy of the ID of your employer
- two most recent payslips
- if you are a student, the student card (+ a copy)

During the following 45 days, the policemen will come your home and verify your real residence.

If you live in Pozzuoli you can refer to this [link](#).

Residence Proof

How to get the Italian residence

Non-EU nationals: In order to register as resident, you have to take the following documents to the civil records office:

- the “temporary” permit of stay
- your passport (+ a copy)
- Italian tax code (+ a copy)
- house rental agreement (+ a copy)
- employment contract (original and copied version) + a copy of the IC of your employer
- two most recent payslips
- if you are a **student**, the student card (+ a copy)

During the following 45 days, a police officer will come your home and verify your real residence.

After that you will be able to get the residence proof.

Health insurance

EU nationals: You can directly access the Italian National Health Service (SSN) without paying any subscription only for the first three months. If you are staying in Italy for more than 3 months the European Health insurance card entitles you to benefit of necessary health treatments but for a complete health coverage you should obtain the S1 form before leaving your country.

a) If you have an **employment contract** at TIGEM, you can register with the SSN free of charge at the local health office (Azienda Sanitaria Locale) in the area where you are resident, handing them the following documents:

- ID card (+ a copy)
- Italian tax code (+ a copy)
- employment contract (+ a copy)
- two most recent payslips
- house rental agreement (+ a copy)
- residence proof (+ a copy)

b) If you are a **student**, you first have to go to the Post Office and make a payment of 149,77 euros (annual student rate for SSN access), specifying the following reason for payment “Iscrizione volontaria al SSN”. After that you have to go to the local health office (Azienda Sanitaria Locale, ASL) in the area where you are resident, handing them the following documents:

Health insurance

- passport/ID card (+ a copy)
- self-certificate of enrolment at University
- Italian tax code (+ a copy)
- proof of residence (+ a copy)

Non-EU nationals: a) If you have an **employment contract** at TIGEM, you can register with the SSN free of charge at the local health office (Azienda Sanitaria Locale) in the area where you are resident, handing them the following documents:

- ID card (+ a copy)
- Italian tax code (+ a copy)
- employment contract (+ a copy)
- two most recent payslips
- house rental agreement (+ a copy)
- residence proof (+ a copy)

Note that for the first four months from your arrival to Tigem, Fondazione Telethon will take care of the health insurance policy for you (this is usually the time required for your mandatory registration to the National Health System-Servizio Sanitario Nazionale).

Health insurance

b) If you are a **student** (without any work contract at Tigem), you first have to go to the Post Office and make a payment of 149,77 euros (annual student rate for SSN access), specifying the following reason for payment “Iscrizione volontaria al SSN”. After that you have to go to the local health office (Azienda Sanitaria Locale) in the area where you are resident, handing them the following documents:

- passport/ID card (+ a copy)
- self-certificate of enrolment at University
- Italian tax code (+ a copy)
- proof of residence (+ a copy)

Accommodation

Please contact the Welcome Desk, who will enquire for you among TIGEM researchers, if there are any places available in the surroundings.

You can also contact one of these real estate agencies:

- GM IMMOBILIARE: Giacomo Chiaro (+393249091976)
- AREA CASA: Gennaro Di Bonito (+393939048616)

or check online at the following websites:

SUBITO.IT: <https://www.subito.it/annunci-campania/affitto/appartamenti/napoli/pozzuoli/>

IDEALISTA.IT: <https://www.idealista.it/affitto-case/pozzuoli-napoli/>

IMMOBILIARE.IT: <https://www.immobiliare.it/affitto-case/pozzuoli/>

Travel between Naples and Pozzuoli

Naples and Pozzuoli are 30 minutes from each other by car. There are also a number of straightforward public transport options to travel between the two cities.

Metropolitana: Pozzuoli can be reached via Metro Line 2 (Trenitalia) from a number of stations in Naples including Piazza Garibaldi and Montesanto. The train departs every 10 minutes and the ride is around 30 minutes. The walk from Pozzuoli Solfatara to TIGEM takes 30 minutes.

Sometimes, if a direct train to Pozzuoli Solfatara is not available you can take a train to Napoli Campi Flegrei. From there, there are more connection trains to Pozzuoli Solfatara.

Cumana: The Cumana train departs from Montesanto or Fuorigrotta in Naples every 20 minutes and arrives at Arco Felice; the journey takes 30 minutes. The walk from Arco Felice to TIGEM is 15 minutes.



E-mail and log-in credentials

Your supervisor will introduce you to the iCore Team, who will take care of creating a TIGEM account for you (including email) and to provide you with a badge. The badge will allow you to enter the institute and have access to specific areas or laboratories.

For security purposes, badges must be worn at all times within the entire Olivetti Campus.

TIGEM SERVICES

Wi-fi Access

Wifi allow you to connect with the TIGEM network , File Server , Printers Services Internal web site and more other services.

You can connect with every kind of devices Mac, PC, iPhone, Android Phone.

At TIGEM there are four different networks:

TIGEM: exclusively accessible from TIGEM desktop computers such as those found in the labs or connected to equipment.

TIGEM USERS: the most used network which is accessed by the majority of internet users. To access this network, it is obligatory to install both an antiviral software and an asset management software, provided by the iCore. TIGEM USERS allows access to all TIGEM network resources. To access this network from your computer, it is necessary to send the MAC address of your computer to helpdesk@tigem.it and follow the instructions.

TIGEM SERVICES

Wi-fi Access

TIGEM MOBILE: this is the network which allows Wi-Fi connections from smartphones and tablets. To access this network, simply log-in using your TIGEM username and password, this step is only required for the first log-in. TIGEM MOBILE does not allow access to the TIGEM network resources but does allow users to navigate the internet.

TIGEM GUESTS: This is the network for guest users (such as seminar speakers, workshops etc). Access is mediated by a guest account username and password log-in, guest accounts can be created by members of the iCore, by a member of the scientific office, or by one of the secretaries. TIGEM GUESTS does not have access to the TIGEM network resources but does allow users to navigate the internet.

TIGEM SERVICES

Mail

Access your favorite browser via the web page:

<https://www.gmail.com>

VPN – Virtual Private Network

VPN allows remote access to the TIGEM network.

On PCs & Macs – Start CISCO AnyConnect

Client and insert:

Server name: vpn.tigem.it

Username: Your TIGEM Username

Password: Your TIGEM Password

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/tigem-services/vpn/vpn>

WARNING:

**Username is the first part of your TIGEM email address
(without @tigem.it)**

TIGEM SERVICES

Papercut – Internet Printing Service

Papercut allow you to print documents from TIGEM and personal computers, please consider your environmental responsibility when printing. The price of each printed document will be deducted from your monthly credit of 30 Euros.

METHOD 1 (from TIGEM computers):

You will find two printers: FollowYou (color printer) and FollowYouBN (B&W printer). Send your job to these printers, then you can go to every TIGEM Shared Printer and, using your badge or your credentials, print the document.

METHOD 2: (from personal computers):

Go to <http://papercut.tigem.it> then go to Web Print, select your printer, upload your document and wait for a confirmation. After you can go to every TIGEM Shared Printer and, using your badge or your credentials, print the document.

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/tigem-services/papercut/papercut>

TIGEM SERVICES

Printer - Stabulario

Papercut allows you to responsibly print your documents from TIGEM and personal computers. The price of each printed document will be deducted from your monthly credit of 30 Euros.

METHOD 1 (from TIGEM computers):

Print your document normally using one of the two printers FollowYou (color printer) or FollowYouBN (B&W printer)
Then login to <https://papercut.tigem.it/user> go to the "Job Pending Release" section.

METHOD 2: (from personal computers):

Go to <https://papercut.tigem.it> then go Web Print, select your printer, upload your document and wait for a confirmation. After you can print the document selecting the printer "LaserColorStabulario01" in the "Job Pending Release" section.

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/tigem-services/stabulario/papercut>

TIGEM SERVICES

Helpdesk Service

For every type of support from Tigem IT Staff

METHOD 1:

Go with your credentials to <http://helpdesk.tigem.it> then click on Submit an incident.

In the Incident page describe carefully your problem.

METHOD 2:

Send an e-mail message where you describe carefully your problem to the address helpdesk@tigem.it

Phonebook Service

To easily reach TIGEM people

METHOD 1:

Go to <https://phonebook.tigem.it> or via TIGEM Internal Site, then select the phonebook in which you want to search and type the name, surname or email of the person you want to search.

METHOD 2 (Macs Only):

You can find the link to the phonebook in /Applications/Tigem Network Folder

TIGEM SERVICES

Proxy

For access to scientific journals the only way is to configure the proxy tigem on the Firefox browser.

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/tigem-services/proxy/user-guide-to-set-proxy-on-firefox>

DATA STORAGE

Homes – Z Area

In the Z Area you must save all the personal work data that you produce.

On PCs - you can find it in My Computer Folder

On Macs – you can find it in

/MacintoshHD/Applications/Tigem Network Folder

Access it with your credentials

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/data-storage/connection/networkshare>

WARNING: all the data in the Z Area will be IMMEDIATELY blocked and erased when your employment contract ends.

DATA STORAGE

Groups Area

In the Groups Area you must save all the work data that you want to share with your group and all the data that are important for your group work activity.

On PCs - you can find it in My Computer Folder

On Macs – you can find it in

/MacintoshHD/Applications/Tigem Network Folder

Access it with your credentials

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/data-storage/connection/networkshare>

DATA STORAGE

Public, Microscopy & Equipments

In these areas, you can store all the work data you need to share with people in TIGEM. You will access these areas on the specific computer connected to lab equipments (e.g., microscopy, etc.).

You can transfer the data from these areas to the Z Area and/or the Group Area.

On PCs - you can find it in My Computer Folder

On Macs – you can find it in

/MacintoshHD/Applications/Tigem Network Folder

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/data-storage/connection/networkshare>

WARNING: these are temporary storage areas. When you place your data in these areas, you must remove it ASAP, Areas are cleaned up every 15 days and no data backup is provided.

DATA STORAGE

Internal Cloud Storage (ownCloud)

You must save all the work data that you want to sync between different platform or you want to share outside the TIGEM in ownCloud.

On web browser – access it on <https://owncloud.tigem.it>

On PC & Macs – you can find the client in the Applications (or Programs) folder

Access it with your credentials

MORE INFORMATION:

<http://kbase.tigem.it/intranet/informatic-resources/data-storage/cloud-storage/owncloud>

WARNING: as the other Cloud Storage services, all the data stored in your ownCloud folder are physically stored also on your platform, so if you place a large amount of data on one platform this will be replicated on all the platforms.



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