

ATTENDANCE SYSTEM TROUBLESHOOTING PROCEDURE

In case you are experiencing a problem with your attendance registration, please do the 4 checks here below reported and, if the problem still continues, contact us at global.governance@uniroma2.it

Three preliminary remarks:

- Be confident on IT: this procedure is working with all your classmates. There is no reason why it shouldn't work with you. So be relaxed in following the different steps of this procedure.
- Start the attendance registration process early. It opens 15 minutes before the start of the class. Try to register starting from the very beginning (and, clearly, try only when the registration window is open!)
- Do the following steps **together with another student** so that you can revise what you doing with someone who already managed to get registered and can support you.

Check 1: Your matricola

Go back to your documents and make sure that you are using the correct matricola (especially if you are using a temporary one!)

Check 2: Your password

Go back to the mail you received from webmaster and follow the procedure for changing it (if you haven't done it yet) or use the password you have chosen.

Please make sure that you are not using here the password you are using for the Delphi system (the one you used for the official registration). This is a different account and you have a different password.

Check 3: Your browser

It might happen that you are using a browser with peculiar configurations, even if without being aware of it. So try and connect to the web page using a different browser.

Check 4: Your device

It might happen that you are using a device with peculiar configurations, even if without being aware of it. So try and connect to the web page using a different device (a PC or a different mobile phone).

If the problem is not solved, contact us at global.governance@uniroma2.it and we will go through these 4 checks together again and, after that, we will call our IT specialists.