Guidelines for student fee payments

ALMA MATER STUDIORUM – UNIVERSITY OF BOLOGNA

UPDATED IN DECEMBER 2025

All payments to the University of Bologna must be made exclusively through PagoPA, the national payment system for Italian public administrations, using the functions provided by the University of Bologna.

Payments with PagoPA can be made in two ways:

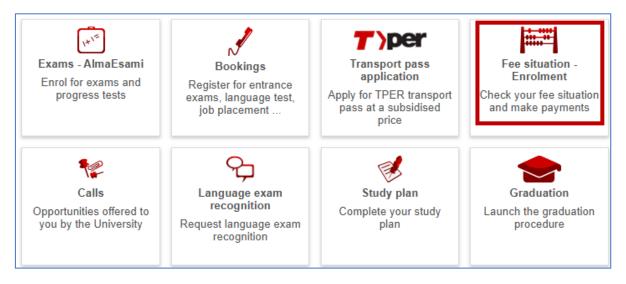
- 1) Online payment using the payment methods provided by PagoPA;
- 2) <u>Payment form</u> it can be used to carry out payments at bank, post offices, tobacconists, etc., or online using home banking via C-BILL service.

1. How to find payment methods on Studenti Online

The payment methods are listed in your profile on Studenti Online and can be accessed from the details of the procedure (e.g. for enrolment procedures or admission requests)



or from the 'Fee situation - Enrolment' button (for example, for payments following enrolment).



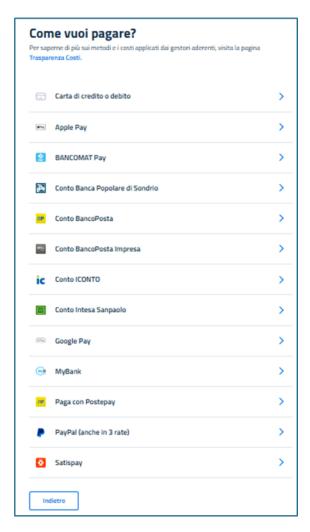
2. Payment Methods

To carry out the payment of the fee, you need to select one of the two payment icons available alongside the amount:



PagoPA - Online Payment (blue icon)

Once you have entered and confirmed your e-mail address (to which the payment receipt will be sent), a list of payment methods will appear:



Select your payment method and start the wizard specific to each one.

PLEASE NOTE: University of Bologna is therefore unable to verify or provide information on any issue reported to the user.



PagoPA - Payment Form (green and red symbols)

Choosing this icon, a pre-filled form will be downloaded. You can use it to pay at banks, post offices, tobacconists, or other places in Italy that accept PagoPA payments.

Also, you can pay using the C-BILL method via home banking, entering the codes found in the last section of the form or scanning the QR code with your bank's app.



PLEASE NOTE: Payments are made using methods that the University of Bologna cannot verify or provide information about.

3. FAQ

I am unable to pay via PagoPA, are there other payment methods available?

Payment can only be made via PagoPA, the national payment system for Italian public administrations.

Can I pay by bank transfer?

It is not possible to pay by bank transfer.

Can I pay via MyUnibo app?

It is not possible to make payments via the MyUnibo app.

I have used several credit cards, but the payment is not going through.

Payments are made through PagoPA, the national system for payments to the public administration provided by AGID (Agenzia per l'Italia Digitale, Agency for Digital Italy), and we are unable to establish the cause of the failed payment.

I am carrying out a payment via home banking. I have used the reference code from the payment form, but it is not being recognised.

The reference code must be entered without any spaces between the numbers.

I am carrying out a payment via home banking, but a requested code is different from the one on the payment form I downloaded. Which codes should I enter?

Note that some payment procedures may indicate different terms, for example:

- 'Company Code' = CBILL Code
- 'Payment Code' = Notice Code

I made the payment, but I still don't see it in Studenti Online.

Payments are carried out through PagoPA: if you received a confirmation e-mail from PagoPA indicating that the payment has been successfully executed, you need to wait. If the payment is not yet displayed on Studenti Online, is because PagoPA has not yet returned the result of the transaction. We suggest you to wait and check later.

I am unable to complete the payment. Studenti Online show me this message: 'We are waiting payment confirmation from PagoPA.'

This message indicates that Studenti Online has not yet received the result of the transaction from the PagoPA system. If the payment was successful, it will appear on Studenti Online. If it was not successful, the payment methods will be available again.

I am unable to pay online. I receive the error message: 'A problem occurred during payment: an identical payment is already in progress. Please wait.'

This message means that a payment request has already been started. You will need to wait a few minutes before trying again.

Where can I find my tax declaration?

Your tax declaration is available in your Studenti Online profile in the "Certificates and self-certifications" box.

I am unable to complete the payment. How can I contact PagoPA?

For information on payment methods or support during payments, please contact PagoPA customer service. (https://assistenza.pagopa.gov.it).