

# User guide Income-Employment Certificates Request Platform

This guide provides a detailed walkthrough of how to use the **Income-Employment Certificates Request Platform**. Follow the steps below to submit your request correctly.

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## Step 1: Access the platform

 Click on the following link to open the request form:  
[Access the platform](#)



## Income-Employment Certificates

1 Requester	2 Request
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**Requester**

Name \*

Surname \*

Email address \*

[Next](#)

It is **not** necessary to create an account or log in to request a certificate.

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### Step 2: Fill in requester information

You will be asked to provide your personal details.

On the Requester page (Step 1), these fields include:

- **Name and Surname** as per your official ID document
- **Email Address** - It is advised to use your EUI email address (@eui.eu / @former.eui.eu / @alumni.eui.eu) if available. Personal email addresses are also accepted.

*Make sure the email address you provide is correct and active, as the certificate will be sent there.*

On the Request page (Step 2), these fields include:

- **Category of contract**, current or latest (Administrative or Teaching Staff, Trainee, Retiree)

- **Requestor notes** (optional)



## Income-Employment Certificates

 Requester	 Request
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Select your category of contract: ⓘ

Administrative and Teaching Staff  
 Trainee  
 Retiree

Requestor notes:

Previous
Submit

When selecting the first option (Administrative or Teaching Staff), please select the specific contract category (current or latest) on the right-side menu appearing:

 Requester	 Request
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Select your category of contract: ⓘ

Administrative and Teaching Staff  
 Trainee  
 Retiree

Contract type: \* ⓘ

Administrative Staff (Permanent agent, Temporary agent, Contract agent, Contract agent for auxiliary tasks)  
 Full-time professor, Full-time assistant professor  
 Part-time professor, Part-time assistant professor  
 Academic Assistant, Research Fellow, Academic/Administrative Associate, Academic Collaborator

### Step 3: Select certificate type

From the dropdown menu appearing, choose the type of certificate you need.

The available options depend on the contract category you have previously selected and may include:

- Employment certificate
- Employment certificate for banks
- Tax exemption certificate
- Income tax exemption certificate
- Retirement certificate
- Traineeship certificate
- Traineeship certificate (including grant breakdown)
- Certificate to request residence (only in Italian)

#### Teaching Staff or Administrative Staff

Select the document required \*

- Employment Certificate
- Employment Certificate - for banks (including salary break down)
- Tax Exemption Certificate
- Income Tax Exemption Certificate (including salary break down)
- Certificate to request residence

**⚠ Note:** Once you have clicked on a specific certificate type, a box appears, showing information on the Description of the certificate type and the most common use for it.

*Here is an example of the Tax Exemption Certificate:*

**Description:** Confirms income tax exemption for a specific fiscal year.

**Common use:** For tax-related purposes.

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## Step 4: Choose language and other variables

Select the preferred language for your certificate:

- English
- Italian

- French

Language \*

**!** *Note: The Certificate to request residence is only available in Italian.*

**i** If you need a certificate with a career history, make sure to tick the appropriate box, where available.

Career history \*

**i** If you need an Income Tax Exemption Certificate, the following fields need to be filled:

Fiscal Year \*

Type \*

Contracting State and Language \*

Income \*

**!** *Note: When requiring this certificate for more than one fiscal year, you need to submit separate requests, one for each fiscal year.*

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## Step 5: Add notes (if needed)

Use the open text **Notes** field to provide any additional information or specific requests, such as:

- Requesting urgent processing (include detailed reason, deadlines)
- Clarifying career history inclusion, whether a specific tick box was not present

Requestor notes:

Please note this certificate is urgent: the bank has requested it by DD/MM/YYYY.

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## Step 6: Submit the request

Once all fields are completed:

- Review your information
- Click the **Submit** button at the bottom of the form

[Previous](#)

[Submit](#)

After submission, you will see a confirmation message on screen.



Form submitted successfully

[Click here to fill another form](#)

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You will also receive an **automated confirmation email** from:

 nintex@eu.workflowcloud.com

 *Check your spam/junk folder if you don't see the email in your inbox, especially if you used a non-EUI email address.*

## Step 7: Processing time

Certificates are generally issued within **15 working days**.

The longest processing time is generally needed for certificates with income information.

For urgent requests, please provide details on the reasons for requesting an urgent certificate in the notes field.

You will receive the **electronic certificate as an attachment, via email**, once the document is ready, from:

 nintex@eu.workflowcloud.com

 *Check your spam/junk folder if you don't see the email in your inbox, especially if you used a non-EUI email address.*