Academic Identity Card online service

User manual for students
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As of 2012, undergraduate, postgraduate and doctoral students of all Universities and Higher Technological Institutes (TEI) in the country can apply online for a new academic identity card. The Academic Identity Card online service is provided by the Ministry of Education and Religious Affairs with the technical support of the National Infrastructures for Research and Technology.

The Academic Identity Card is designed to be valid for as long as one is a student and to cover multi-purposes, aside from just being a Student Fare Card (Pass). The new identity card indicates precisely the validity period of the Student Fare entitlement. In case a student is not eligible for a Student Fare, the card shall be valid only as an academic identity card.

Identity cards shall be picked up at the distribution point selected by each student when filing the application, free of charge.
1. Registration/Login

From the homepage of Academic Identity Card online service, the student can click on the language icon, switching the language input to English.

Image 1.1 Language change
The student can then select “Registration/Login” on the right side of the page or “Erasmus student” in the case of Erasmus students.
1.1. Undergraduate Students

In order to register/login to the Academic Identity Card online service, undergraduate students are required to have received academic credentials (login information: username – password) from the associated Institution.

The student should then pick the appropriate category in the “Sign Up” Column. Undergraduate students should select “Undergraduate Student”.

Image 1.3 Registration/Login
After selecting “**Undergraduate Student**” in the “**Sign up**” column, the user should select the associated Academic Institution from the display list and then click on the "**Confirm**" button.
After confirmation, the student is redirected to the associated Institution’s page. It is thereby necessary to fill in the username and password provided by the Institution, aka the academic login credentials.
Upon successful login, the student is redirected to the Academic Identity Card online service to create the application. Initially, the student is required to read and accept the terms and conditions of participation to the program.

If the student is already a graduate of another University or Technological Institution the appropriate checkbox must be selected. In this case, the card to be printed will not be valid as a Special Fare Card.
Once the student has selected “**Continue Registration**”, the student data sent to the Academic Identity Card online service by the Information System of the Institution’s User Catalog is displayed onscreen. The user should check the accuracy of these data. If they are accurate, choosing the “**Continue**” button leads to the preparation of the application. Otherwise, the student should press the “**Cancel**” button and contact the Institution’s...
Network Center or the Helpdesk of the program, in order for the necessary corrections to be performed.

Image 1.10 Checking and confirmation of the returned data

The student should then fill in the contact information (cell phone number and e-mail address). The contact information must be accurate, so that the student will be able to receive notifications via mail or SMS. After filling in these data, the student should press the “Save” button and be redirected to a new page.

The student is then prompted to verify the e-mail address provided. Additional instructions can be obtained by selecting “here” hyperlink at the top of the screen.
Instructions for the e-mail verification are shown on screen. An e-mail from the Academic Identity Card online service is sent to the e-mail address provided by the student, containing a hyperlink necessary to complete the verification process.
After your registration, you received a verification e-mail with the title:

**[MINEDU - ACADEMIC ID] Email Verification**

If you received it yet, please click on the link inside the e-mail, so that you verify the e-mail of your account. If you have not received it, two things might have happened:

- You have not entered your e-mail correctly. Please navigate to the page "Student Details" to see the e-mail you entered and, if you made a mistake, fix it. As soon as you fix it, you will receive a new verification e-mail.
- The verification e-mail has been marked as SPAM and ended up in the Junk folder of your e-mail client. In this case, please keep in mind that every e-mail that is sent from the application will end up in the Junk folder. To avoid that, please enter a different e-mail account (if you have one) that does not mark the application e-mails as SPAM.

**Image 1.13 Instructions for e-mail verification**

**Image 1.14 E-mail with verification hyperlink**

The student is notified that the e-mail verification has been completed successfully.

**Image 1.15 Successful e-mail verification**
The student should then provide his/her Social Security Number. Only greek Social Security Numbers ("AMKA") are accepted. In absence of a greek "AMKA", the student should leave the box empty and check “Save” without filling it out. At this point, the student should check the checkbox “I declare under my own responsibly that I don’t have a Social Security Number (AMKA).” .The student may continue to the next step of the application process by pressing the “Save” button. The registration is complete and the student can proceed with the application.
You have not created an Application for the acquisition of the Academic Identity Card yet.

Enter Social Security Number (AMKA)

AMKA: [Input field]

You can search for your Social Security Number (AMKA) through [https://www.ama.gr/ama.gr/]

I declare under my own responsibility that I don’t have a Social Security Number (AMKA).

[Save] [Cancel]

Image 1.18 Without Social Security Number “AMKA”
1.2. **Postgraduate/Doctoral Students**

In order to register/login to the Academic Identity Card online service, postgraduate/doctoral students should press the “Registration/Login” label on the right side of the homepage.

The student should pick the appropriate category in the “Sign Up” column. Postgraduate students should select “Postgraduate Student”. 

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Image 1.19 Registration/Login

The student should pick the appropriate category in the “Sign Up” column. Postgraduate students should select “Postgraduate Student”. 

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Whereas doctoral students should select “Doctoral Student”.

Image 1.20 Registration/Login for Postgraduate Students
After selecting the appropriate category, the user is then prompted to read and accept the terms and conditions of the program.
If the postgraduate student is already a holder of another Postgraduate Degree of Specialization the appropriate checkbox must be selected. In this case, the card to be printed will not be valid as a Special Fare Card.

Likewise, if the doctoral student is already a holder of another Doctoral Degree the appropriate checkbox must be selected. In this case, the card to be printed will not be valid as a Special Fare Card.
After the terms and conditions are read, the user may proceed with the registration by pressing “Continue registration”.

The user, either postgraduate or doctoral student, should then fill in his/her data, choosing his/her own username and password.
The student should then fill in the contact information (cell phone number and e-mail address). The contact information must be accurate, so that the student will be able to receive notifications via mail or SMS.

The student shall then fill in his/her student details, aka First and Last Name, ID/Passport Number, Institution, Department and Registration Number, and Social Security Number. Only greek Social Security Numbers ("AMKA") are accepted. In absence of a greek "AMKA", the student should check the checkbox "I declare under my own responsibly that I don't have a Social Security Number (AMKA)."
After filling in these data, the student should press the “Create account” button.
1.3. **Erasmus Students**

In order to register/login to the Academic Identity Card online service, Erasmus students should select the **“Erasmus Student”** label on the right side of the homepage.

![Image 1.28 Erasmus student](image)

The student is thereby prompted to choose eIDAS registration if he/she has eID credentials. Otherwise, Erasmus students without eID credentials should proceed to registration in the suitable category as seen in the previous chapters (see chapter 1.1-1.2), by pressing “here”. 
If the student has eID credentials he/she should press "eIDAS registration" and then be redirected to the following page, in order to select his/her country.
The following screens appear, where the student is prompted to press “NEXT”, consenting to his/her personal data being released. If “CANCEL” is chosen instead, registration and thus submission of an application cannot be possible.

Image 1.32 Basic information request
In the following screen, the student should fill in his/her eID credentials (username and password). The student is also able to choose the level of assurance.

**Image 1.33 Additional information request**

Upon filling in the eID credentials, the student should press “**SUBMIT**” to continue.

**Image 1.34 Filling in the eID credentials**
Image 1.35 Submitting the eID credentials

The data retrieved from eIDAS national node are thereby shown onscreen. The student should press “SUBMIT” to continue.

Image 1.36 Data retrieved from eIDAS

The student is then redirected back to the Academic Identity Card online service, whereas the data retrieved from eIDAS node are displayed onscreen.
At this point, the student should pick the appropriate category to register, by pressing "here" next to the suitable category.

Initially, the student is required to read and accept the terms and conditions of participation to the program.
The student should then fill in the contact information (e-mail and cell phone number) as well as the Institution, Department and Registration Number. The country’s prefix can be changed through the dropdown list as shown below. The contact information must be accurate, so that the student will be able to receive notifications via mail or SMS. After filling in these data, the student should press the "Create Account" button and be redirected to a new page.
<table>
<thead>
<tr>
<th><strong>Student Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Status:</strong></td>
</tr>
<tr>
<td><strong>First Name:</strong></td>
</tr>
<tr>
<td><strong>Last Name:</strong></td>
</tr>
<tr>
<td><strong>Institution:</strong></td>
</tr>
<tr>
<td><strong>Department:</strong></td>
</tr>
<tr>
<td><strong>Registration Number:</strong></td>
</tr>
</tbody>
</table>

**Country's prefix selection**

- **Austria (Österreich):** +43
- **Belgium (Belgique):** +32
- **Bulgaria (Bulgarie):** +359
- **Croatia (Hrvatska):** +385
- **Cyprus (Kύπρος):** +357
- **Czech Republic (Česká republika):** +420

**Create Account**
2. Submit Application

The student should then perform the following steps in order to successfully submit his/her application, regardless of signing up with eID credentials or academic credentials.

At first, the student, upon successful connection, should navigate to the Application Preparation tab to create a new application.

![Image 2.1 Application Preparation](image1)

2.1. Student Details

Thereby, the student must fill in the relevant data. As far as the student’s name is concerned, foreign students must click on the “Name only in Latin” (To be selected ONLY by foreign students) checkbox.

![Image 2.2 Student’s Name](image2)
The student’s address in Greece and the registration date must be filled in as well. In case of undergraduate students, some academic data are automatically retrieved from the Institution.

Image 2.3 Filling in the address

Image 2.4 Filling in the registration date

Undergraduate students also have to fill in their semester.

Erasmus students should check the Erasmus Student checkbox. To proceed with the application, the student must choose “Save and Continue”.

Image 2.5 Semester
2.2. **Photo selection**

Upon the next step, the student should upload the photo of their choice, to be printed at his/her Academic Identity.

The photo must be recent, in color, on a neutral background and clearly depicting the face of the beneficiary student only. Photos in which the person wears sunglasses shall not become accepted. Where there are veils, scarves or hats, these should be removed. In case these cannot be removed for religious reasons, any features of the person should not be hidden. Dimensions should be at least 240 x 240 pixels, the type of the photo should be .jpg and the size of the photo should not exceed 3MB.

The student must click “**Choose photo**” and choose a picture with the aforementioned specifications. Then a photo must be chosen and uploaded by pressing the “**Send Photo**” button.

![Image 2.6 Searching for a photo](image-url)
Image 2.7 Choosing a photo

Image 2.8 Uploading a photo
Upon uploading the picture, it is possible to review and/or modify it. To modify the picture size, the student may drag the small blue square that appears below the photo. Then by moving the dashed rectangle and clicking on the “Photo Correction” tab, it can be centered on the face part of the photo. To proceed, “Save and continue” must be chosen.

Image 2.9 Photo modification

Image 2.10 Saving a photo
2.3. Distribution points

In the next tab, the student may choose the distribution point of the Academic Identity Card. To browse the distribution point, the student must select the prefecture and the municipality of his/her preference and press “Search” to see all the available distribution points at the chosen municipality. The student can also see the service speed of some distribution points, which have a yellow indication for fast service and a green indication for very fast service.

Image 2.11 Choosing Prefecture and Municipality

Upon choosing the distribution point of his/her preference from the list, the student shall press “Select”. From the selected distribution point, the student shall pick up the Academic Identity Card once it becomes available.
At this point, the distribution point details as well as the distribution point’s position on the map are shown onscreen. The student may proceed to the next step, after choosing “Save and Continue”.
Image 2.13 Distribution Point Details.

The student at this point has filled in all the necessary fields, and the application preview is shown onscreen.

After confirming that all data are shown correctly, the student should press "**Save and Continue**".
2.4. Application Preview – Academic Identity Preview

In the Application Preview and Academic Identity Preview tabs, the student can now preview his/her application and both sides of the Academic Identity Card. After saving the application, the student is prompted to proceed at the Application Submission tab. Non-submitted applications are not sent to the Secretaries of the Departments to be approved, and therefore are not issued.

<table>
<thead>
<tr>
<th>Submission Details</th>
<th>Academic Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Code:</td>
<td>Institution: NATIONAL TECHNICAL UNIVERSITY OF ATHENS</td>
</tr>
<tr>
<td>Submission Date:</td>
<td>School: ELECTRICAL AND COMPUTER ENGINEERING</td>
</tr>
<tr>
<td>Special Perm Card:</td>
<td>Department: ELECTRICAL AND COMPUTER ENGINEERING</td>
</tr>
<tr>
<td>Valid Until: 08/2020</td>
<td>Address: IOANNIS POLYTECHNEIOU 9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Beneficiary Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holder of another degree: NO</td>
</tr>
<tr>
<td>Name (Latin): GEORGE</td>
</tr>
<tr>
<td>Surname (Latin): BROWN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residence Details</th>
<th>Additional Student Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: ETHNIEKE ANTEISTASIS 12</td>
<td>Academic Status: UNDERGRADUATE</td>
</tr>
<tr>
<td>Zip Code: 12121</td>
<td>Student Number: am836</td>
</tr>
<tr>
<td>City: AGIAS PARASKEVIS</td>
<td>Social Security Number (AMKA): I DON'T HAVE A SOCIAL SECURITY NUMBER (AMKA)</td>
</tr>
<tr>
<td>Prefecture: ATTIKIS</td>
<td>First registration date (Induction): 04/2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Photo Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photo:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Delivery Point Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: 18, D. A. Metaxa Str.</td>
</tr>
<tr>
<td>Zip Code: 16675</td>
</tr>
<tr>
<td>City: GLYFADA</td>
</tr>
<tr>
<td>Prefecture: ATTIKIS</td>
</tr>
<tr>
<td>Contact Name: Mpinos Vini</td>
</tr>
<tr>
<td>Contact Phone: 2108900169</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:vvl81impr@vodafone.com">vvl81impr@vodafone.com</a></td>
</tr>
<tr>
<td>Opening Hours: MONDAY, WEDNESDAY: 09:00-16:00 / TUESDAY, THURSDAY, FRIDAY 09:00-21:00 / SATURDAY 09:00-15:00</td>
</tr>
<tr>
<td>Map: [Show on map]</td>
</tr>
</tbody>
</table>

Image 2.14 Application Preview
Attention: The photo on your Academic Identity Card shall look exactly like the preview shown below.
If the picture you uploaded is not an acceptable photo of a person, please return to Step 2 to upload another or to better edit the current one.

Image 2.15 Academic Identity Preview

- Your Application is complete, but not yet finally submitted.
- To finally submit your application, you need to navigate to the Application Submission tab.
- Your application will be forwarded to the Secretariat of your Department for evaluation only after its Final Submission.

To finalize your application, you need to navigate to the Application Submission tab.
Your application will receive a unique submission reference code.

Once the approval by the Secretariat of your School is completed, you shall be notified by pertinent e-mail and SMS when your Academic Identity Card is available for pick-up at the selected delivery point.

Image 2.16 Prompted to finalize the application
2.5. Application Submission

For final submission, the student must click on the “Final Submission of Application” button after checking the appropriate box that says “Being fully aware of the legal consequences of a false statement, I hereby declare that all the data in my application is true and accurate”. The “Edit application” button allows the student to perform corrections in case any errors are found. A notification that after final submission the student shall not be able to further process the application is shown onscreen. The student should press “OK” to proceed.

Image 2.17 Data validation

After final submission of the application, the student is notified that the application has been submitted successfully and can see the unique Submission Code. An e-mail containing the details of the application is also received.
Your application has been successfully submitted and is ready for review by your Department’s Secretariat. If the review takes longer than expected, please contact the Secretariat to find out the reason of such delay.

Moreover, should you wish, you may receive notifications regarding the live streaming of various scientific and cultural events performed by the National Infrastructures for Research and Technology (GRNET) by clicking on the respective hyperlink.

Below you can see the details of your submitted application.

- Submission Details
  - Submission Code: 2142-4436-6784
  - Submission Date: 28/02/2020 15:41
  - Special Fare Card: VALID UNTIL: 08/2020

- Academic Details
  - Institution: NATIONAL TECHNICAL UNIVERSITY OF ATHENS
  - School: ELECTRICAL AND COMPUTER ENGINEERING
  - Department: ELECTRICAL AND COMPUTER ENGINEERING
  - Address: IROON POLYTECHNEIO O

- Beneficiary Details
  - Holder of another degree: NO
  - Name (Latin): GEORGE
  - Surname (Latin): BROWN
  - Zip Code: 15773
  - Prefectures: ATTIKIS
  - City: ZOGRAFOU

- Residence Address Details
  - Address: ΕΘΝΙΚΗΣ ΑΝΤΙΣΤΑΣΗΣ 12
  - Zip Code: 12321
  - City: AGION PARASKEVES

- Additional Student Details
  - Academic Status: UNDERGRADUATE
  - Student Number: 101056
  - Social Security Number (AMKA): I DON’T HAVE A SOCIAL SECURITY NUMBER (AMKA)

Image 2.18 Successfully submitted application

By choosing “Logout”, the student can now disconnect from the application.
The student is now awaiting the approval of the application by the Secretary of the associated Department. Upon approval, the student will receive e-mail and SMS notification that the Academic Identity Card is ready to be delivered at the chosen distribution point. This e-mail and SMS also contains the delivery PIN. In order to pick up the Academic Identity, the student is required to be present at the distribution point in person, showing proper identification (identity/passport) and the delivery PIN number. In case the student cannot be present in person at the distribution point, a third party may pick up the Academic Identity card showing legal authorization.
3. Application Modification

In case the associated Secretary has found errors during the evaluation of the application, the application is sent back to the student for modifications. The student is notified via mail. The student should thereby log in to the Academic Identity account and correct the data in need of modification.

In the application example of the previous unit, the Secretary has found errors in the user’s photo and asked for its replacement. To begin the correction of the application, the student should proceed at the “Application preparation” tab.

Since in this example the Secretary has not found any errors in “Enter Student Data” tab the student shall press “Save and Continue”.

In the second tab, the student shall press “Delete Picture” and therefore replace the photo using the aforementioned steps. The student shall press “Save and Continue” after the modifications are performed.
## Image 3.2 Fields not in need of correction

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution</td>
<td>NATIONAL TECHNICAL UNIVERSITY OF ATHENS</td>
</tr>
<tr>
<td>School</td>
<td>ELECTRICAL AND COMPUTER ENGINEERING</td>
</tr>
<tr>
<td>Department</td>
<td>ELECTRICAL AND COMPUTER ENGINEERING</td>
</tr>
<tr>
<td>Address</td>
<td>ROOM POLYTECHNEIOY 9</td>
</tr>
<tr>
<td>Zip Code</td>
<td>15773</td>
</tr>
<tr>
<td>City</td>
<td>ATTIKIS</td>
</tr>
<tr>
<td>Prefecture</td>
<td>ZOGRAFOU</td>
</tr>
<tr>
<td>Academic Status</td>
<td>UNDERGRADUATE</td>
</tr>
<tr>
<td>Student Number</td>
<td>ana56</td>
</tr>
<tr>
<td>Social Security Number (AHKA)</td>
<td>I DON'T HAVE A SOCIAL SECURITY NUMBER (AHKA)</td>
</tr>
<tr>
<td>First registration month (induction)</td>
<td>April</td>
</tr>
<tr>
<td>First registration year (induction)</td>
<td>2019</td>
</tr>
<tr>
<td>Current Semester</td>
<td>1</td>
</tr>
<tr>
<td>Erasmus Student</td>
<td>(To be selected ONLY by foreign students)</td>
</tr>
</tbody>
</table>
At this point, the student should check again the distribution point and if nothing else needs to be modified, the student may proceed to final submission of the application.
Image 3.5 Distribution point

The modified application must be re-submitted, following the exact aforementioned steps.
4. Contact

For further assistance, students may contact the Users Helpdesk, by creating a new helpdesk ticket at the “Contact” tab or by calling at 215 215 7855 (Monday through Friday, from 09:00 to 17:00 GMT+2)