



Bookings: MyUniVE FAQs

Latest update: 28/01/2022

[versione italiana](#)

News and advice:

- For each booking you may declare whether you were present or absent.
- From 27 January you can configure your profile for reservations. Reservations are possible from seven days before the start of the lesson.
- you can insert **extracurricular courses** in the app ([see below](#)).
- for the BA in *Digital Management* booking is not required



Download
MyUnive from
Google Play or App Store



Sign in
with your credentials
or SPID



Create
your profile and choose the
classes you wish to attend



Book
your class



Check-in
at the entrance
of the building



Confirm
your presence
in the classroom

FAQs on the booking system

Accessing the booking system and creating a profile

What is the link to the booking system?

I do not have my matriculation number yet: can I use the booking system?

Can I create more than one profile with different study courses?

Can I modify or delete my profile?

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FAQs on the booking system

Accessing the booking system and creating a profile

What is the link to the booking system?

The link is <https://orari.unive.it/AgendaWebUnive/>

alternatively you can download the app MyUniVE from the [Android](#) e [Apple](#) app stores.

[Here](#) you will find a guide to the MyUniVE app.

When you first access the booking system you must create a **profile** and indicate the course of study and study period (term/semester) during which you wish to book; then you must select the courses you wish to attend in person.

Please remember that you only need to book the lessons you wish to attend in person.

I do not have my matriculation number yet: can I use the booking system?

If you have not completed the enrolment process yet, you can access the system with SPID or your temporary credentials.

Can I create more than one profile with different study courses?

No, you can only create one profile. However, you can add **extracurricular courses** to your profile ([see below](#)).

Can I modify or delete my profile?

You can modify your profile by deleting or adding the classes you wish to attend. If you delete a class, all the related bookings will also be deleted.

Similarly, you can delete your profile. In this case, all of your bookings will be automatically deleted.

Booking a seat in a classroom

Is it possible to book a seat in an in person classroom if my study plan is incomplete?

Yes. When you first access the booking system you must create a **profile** and indicate the course of study and study period (term/semester) during which you wish to book; then you must select the courses you wish to attend in person.

How many classes can I add to my profile?

There are no limits to the number of classes you can add, but we recommend that you **add to your profile only the classes that you wish to attend in person.**

I cannot book a class

- Before you book a class, you must add it to your profile. Go to “Manage my profile” and select the class you wish to attend. Pay attention to details such as the module, division or class. **Warning:** the app also has an “Agenda” tool in which profiles are **different** from the profile in the “Reserve your seat” tool. If you use the app, make sure that you have created a profile in the “Reserve your seat” section.
- If you cannot find the class among the ones suggested for your profile, it is likely that the class is not being delivered in the term/semester you have chosen; alternatively, the class may not be available to

your course of study (however, you can book classes from other courses of study by adding them to your **extracurricular courses** ([see below](#)))

- If the course is an equivalent course for other degree programmes, you need to book your seat from the “original” course. You can verify whether a course is an **equivalent course for other degree programmes** by referring to the course information page.

If you have included the course in your profile and you have checked that it is not equivalent for other degree programmes, but you still cannot find any lessons to book, it is likely that there are no lessons planned during the next seven days, or that the lessons are scheduled to be conducted online. Please refer to the timetable on the university website and remember that you can only book classes that are scheduled to be conducted in person during the next seven days.

I cannot see/book classes for the second term/semester

The profile allows you to manage classes for one term or semester only. If you are about to start classes in a new term or semester, you must **delete the old profile and create a new one** by selecting the correct term or semester (e.g. 2nd term or 2nd semester)

If you are using the app, be careful not to confuse the profile in the “Agenda” tool with the one in the “Reserve your seat tool”, as they are different.

Will labs for scientific degrees be available in a dual format?

Some science labs will organise shifts in order to allow students to continue to gain lab experience. Other labs, if the subject allows for it, will be delivered in a dual teaching mode. For further information, please refer to the news associated with the courses in the booking system and to the course description on the university website.

I have enrolled in single courses. Can I go to in-person classes?

You can access the booking system with your credentials and create a profile by selecting the course of study that delivers the classes you wish to attend in person.

Limits to bookings

Can I book an elective course?

you can insert an **elective course** in the **extracurricular courses** in your profile. Make sure you have updated the app. When you modify your profile you will find the option “Add extracurricular”. Alternatively you can access the page <https://orari.unive.it/AgendaWebUnive/>: click on “Reserve your seat” and insert your login credentials. Click on “Manage your profile”, then on “Extracurricular courses”. Select the courses you wish to attend using the same procedure you use to add the non-extracurricular courses to your profile. You can add a maximum of seven extracurricular courses.

How early should a class be booked?

Classes can be booked as early as seven days in advance and until the start of the lesson (provided that seats are still available).

Is it possible to book classes for an entire term/semester?

No, you can only book classes that will be delivered in the next seven days.

Is there a maximum number of hours that can be booked?

There are currently no limits. In case of highly requested courses, in order to allow for every student to have access to in-person classes, limits may be introduced on the maximum number of hours that can be booked.

Is a certain number of hours of in-person attendance required?

No, normally courses do not require attendance. Please refer to the description of each course for further information.

Modifications to the timetable and deleting a booking

Where can I see the timetables for my classes?

You can see the timetables from the course of study page by clicking on "Timetable". Alternatively you can use the "Agenda" tool from the app MyUniVE

What happens if a class I booked is cancelled or postponed?

When a class is cancelled, the students who had booked it will receive a notification via email. Nota bene: if the timetable changes, the app MyUniVE updates it immediately, whereas the information of the website is updated the following day.

What happens if I book a class but do not attend?

If you have booked a class but will not be able to attend, it is important that you delete your booking by accessing the system and following the procedure on "My reservations".

Accessing classrooms in person

How can I access the lesson in person?

You must check in at the entrance of the building where the class is held, using the QR code associated with your booking. The university buildings are equipped with a QR-Code reader for this purpose.

I cannot find my QR code

QR codes are sent via email; you can also find it in the "My reservations" menu.

I have booked a class but cannot find my QR code

You can show your QR code in a printed or digital format. If that is not possible to you, please contact the personnel that will be able to verify your booking and register your presence manually.

I have booked more than one lesson in the same building: should I repeat the check-in after every class?

Bookings are valid for an entire time slot (morning or afternoon): if you have booked more than one lesson in the same building, you do NOT need to check in again between lessons.

The time slots are the following:

- morning: 8.45 - 13.45
- afternoon: 13.45 - 19.00

Once you have entered a building, remember that you can only attend the lessons which you have booked. Students are not allowed to enter a classroom without the relevant booking: this behaviour would lead to the presence of too many students inside the classroom and the professor will be required to interrupt the lesson and invite the students to exit.

Can I exit the building between lessons and within a time slot?

If for any reason you **exit the building** within a time slot, upon entering again you must show a valid booking and your student card to the personnel. If you do not yet have your student card, you may show another form of identification.

Can I give my booking to another student?

No, bookings are personal and cannot be shared or transferred to another student.

How do I declare my presence / absence at the lesson?

For each booking you may declare whether you were present or absent.

From the beginning of the lesson, you may confirm your presence / absence from the web and with the app, starting with "my reservations" and following the instructions; in the app a warning will appear at the top right.

The booking system will notify you the lessons for which you still have to state your presence in the classroom.

Following classes online

Can I follow classes that are not in my study plan?

Yes, you can follow courses online on Moodle.

Do I have to book online classes?

No, there is no need to book online classes.

Which platform is used for online lessons?

In order to attend online classes you need to login on Moodle (<https://moodle.unive.it/>) and access the page of the course you wish to attend. You can access the class from that page. The link to the relevant Moodle page can be found in the course description on the website ("Go to Moodle page"). Alternatively you can search for a course directly on Moodle.

How can I access Moodle?

You must use your matriculation number and password. If you do not have such credentials yet, you may use SPID or your temporary credentials.

Where can I find the enrolment key for courses on Moodle?

If an enrolment key is required, you must contact the professor and ask for it.

Are students who follow classes online considered as attending or not attending? How is attendance monitored?

Online students are considered as attending. Attendance is registered by their access to Moodle.

Are all courses being delivered in a dual mode?

The majority of courses are being delivered in a dual mode.

How can I access online streaming?

Online classes are delivered via Zoom; you can access them from the Moodle page of the course.

To login to Zoom you must use your university credentials and sign in with SSO. Click [here](#) for further information.

How long will it be possible to attend classes in a dual mode?

Dual teaching is foreseen to happen throughout the second semester 2021-2022.

Booking on the MyUniVE app

1. General information

The **MyUniVE app** can be used to manage bookings as an alternative to the use of the webpage <https://orari.unive.it/AgendaWebUnive>, which can nevertheless be used from your mobile devices.

The app is available in [Android](#) e [Apple](#) app stores. The app is available in Italian and English: it will automatically use the language you have set on your mobile device.

The app also includes other tools, such as the **Agenda**, which are not explored in this guide. The Agenda function also allows you to create profiles, but these **profiles are different** from the profile you need to create to book a seat in a classroom: **be careful not to confuse them**.

For further information on the booking system, please watch the video tutorial which is available on the university website: <https://www.unive.it/pag/41093> [ITA]

2. Accessing the booking function

From the initial page:

select “Reserve your seat”, accept the note on the processing of personal information and login with your university credentials (this step is necessary only upon your first login or if you have signed out of the app).

3. Configure your profile

The first time you login, you need to configure your profile. The profile can then be modified (see section below, [7. Modifying your profile](#)).

Choose the “Department”, “Degree”, “Course” and “Period”.

Click on the arrow (Android) or on “Forward” (iOS): you will see a list of all the courses offered in your selection; **select the ones that you wish to attend in person**.

Pay attention to the **notes in red** that are connected to some of the courses: click on them to read them.

Once you have selected your courses, click on the icon shaped as a disk  (Android) or on “Save” (iOS) in the top-right corner in order to save your profile.

Insert and confirm your email address.

4. Reserving a seat

In order to make a new booking, click on “New reservation”.

You will see the courses associated with your profile during the next seven days, starting today.

Click on “Book” (Android) or on “**Verifica e prenota il tuo posto**” (iOS).

If the booking process has been successful, the system will confirm so and show you a list of the bookings you have made and the amount of hours you can still book.

You will also receive an email with the QR code.

If the booking process is not successful, the system will indicate the reason (for example, if there are no seats available, if there is an overlap with another booking, or if the maximum number of hours per student has been booked).

5. Managing your bookings

In order to see the bookings you have made, click on “My reservations”

You will see the bookings you have made.

In order to see the bookings you have made previously, click on “Past reservations”

To cancel a booking, click on “Cancel” (Android) or “Cancel booking” (iOS). You will be asked to confirm that you wish to cancel your booking.

If you proceed, the booking will be cancelled and you will receive a notification.

Bookings for the current day cannot be cancelled.

6. Checking-in

In order to attend a class you must check-in at the entrance of the building where the class is held, using the QR code associated with your booking. The university buildings are equipped with a QR-Code reader for this purpose.

You can check-in using the PDF file attached to the email you received as a confirmation of your booking. You can either print the file or use it on a mobile device. You may also use the MyUniVE app.

On the app, go to “My reservations” and click on the icon shaped as a QR code next to your booking.

7. presence / absence at the lesson

Select "My bookings": if you see the exclamation mark icon  , there are lessons for which you still need to confirm your attendance.

Click on the icon and then on "Manage", then select "Present" or "Absent" and confirm.

8. Modifying your profile

You can modify your profile to add or remove courses. You can also delete your profile.

Click on the wheel-shaped icon (Android) or on the wrench (iOS).

On Android, select the icon shaped as three dots in the top-right corner and click on “Modify profile”; on iOS, click on “Modify profile”.

The system requires a confirmation of the modifications.

You can now add or remove courses and save your profile as instructed in point 3, [Configure your profile](#).

Please note:

- **if you remove a course** from your profile, all the future bookings associated with the course will be deleted;

- **if you delete your profile**, all the future bookings associated with the profile will be deleted.