

## FAQsPagoPA

### **Can I still pay by MAV?**

No, payment by MAV is no longer possible.

### **Can I pay online as I used to do in the previous years?**

Yes, it is still possible to pay online either by credit/debit card of VISA, or Mastercard circuits, or by your *home-banking* services.

### **Can I use the Multiservice card to pay online?**

Yes, if your card has already been activated.

### **My bank is not included in the list of banks adhering to the PagoPA system. How can I pay?**

For all payment methods, home-banking excluded, it is possible to use any of the banks adhering to the PagoPa system and included in the list.

### **I have received the following email: “La transazione si è conclusa nel seguente stato: RPT accettata dal Nodo dei Pagamenti” (transaction concluded with the following condition: RPT accepted by Nodo dei Pagamenti). Does it mean that the charge has been already done?**

No, the notice you received is automatically sent once the payment request has been accepted by the *nododeipagamenti*. It is free of charge. Later, if you complete the procedure, you will receive another email confirming the payment has been successfully made.

### **The payment is not successfully concluded or the following message is displayed: “ricevuto FAULT dal NododeiPagamenti” (FAULT received by the Nododeipagamenti). Why is this happening?**

Please, verify carefully the provisions applied by the PSP (Prestatore Servizi di Pagamento -Payment Service Provider) you have chosen to make the payment. It is highly probable that the amount due exceeds the limit permitted by the payment method chosen.

### **I tried to access the system in order to understand how it works, but now I cannot visualize the payment buttons anymore. What should I do?**

Once accessed, the system does not allow any new access attempts in the following 30 minutes. After this time span, all buttons will be active again.

### **I have printed out the payment notice. What should I do now?**

You should either go to the bank desk you have chosen from the list to make the payment, or to a tobacco shop equipped with a working Sisal Pay or Lottomatica service system, remember to specify that you want to pay by PagoPa.

### **Should I send the payment receipt to the students' office (*segreteria*) as proof of payment?**

No, through the PagoPa system any payment is automatically recorded by our IT system by 11.59pm on the same day when the payment is made.

**Is it possible to pay at the post office?**

It is not possible to pay at the post office desk using the payment notice, but it is possible to pay online following these indications: *paga on line > bonifico bancario > Intesa Sanpaolo > procedi con il pagamento*

When you get to this point, you can choose among 4 options:

- paying by credit card
- paying by MasterPass (selecting Bancoposta, I am paying by postepay)
- charge on a bank account (only for Intesa SanpaoloGroup account holders)
- payment by MyBank.