

INTERNATIONAL WELCOME DESK

Orientation Day

September, 15
2026





International Welcome Desk

The International Welcome Desk (IWD) is a support service for international students arriving in Verona.

The International Welcome Desk provides free assistance and acts as a reference point for students who need help with bureaucratic, logistical, and practical issues related to living and studying in Verona.

We work alongside the University's International Offices to ensure a smooth and well-informed start to the Erasmus experience.

All services are free of charge.



Our services

By downloading the IWD Mobile app and registering, you gain access to four categories of services:

**Accommodation
Services**

**General Information
Services**

**Immigration
Services**

Welcoming Services



Download App



How to access our services

Register, upload your documents, and enter your details.

Verification may take up to 48 hours.

When your profile is confirmed, you'll receive a notification.

Make sure you enable notifications!



! Important! !

You cannot apply for our services until your profile has been verified.



Welcoming Services

In this section, you can find:



1. Codice Fiscale Request

Follow these steps to request your Codice Fiscale:

- 1 choose among: visa-exempt, visa, residence permit (only non-EU)
- 2 write your home country address
- 3 upload the document (only residence permit and visa)
- 4 receive a confirmation notification

Available Services



Accommodation Services ▼

General Information Services ▼

Immigration Services ▼

Welcoming Services ▼

Requested Services (2) ▼



Other services available in this section include:

- Health insurance information (private and national health insurance)
- Revolut bank account

General Information Services

In this section, you can find:

What you may find interesting

- Bank account information
- Public transport information
- Telephone SIM card information
- Wi-Fi contracts information

Available Services



Accommodation Services ▼

General Information Services ▼

Immigration Services ▼

Welcoming Services ▼

Requested Services (2) ▼



Accommodation Services

In this section, you can find:

Understanding and managing your accommodation in Verona.

Some questions and considerations to keep in mind:

- Is your housing contract longer than your stay?
- Notify the landlord about the apartment's condition within 10 days
- Preferably, pay by bank transfer for rent, bills, and the security deposit.
If you pay cash, always ask for a receipt
- Is your contract registered? (only private apartments)

Our goal is to help students make informed, safe housing choices, prevent misunderstandings with landlords, and ensure a smooth, stress-free stay in Verona.

Available Services



Accommodation Services

Long Term Accommodation Information

Official online private accommodation
service



Proof of Accommodation Certificate Request

Service for requesting a Proof of
Accommodation Certificate



Short Term Accommodation Information



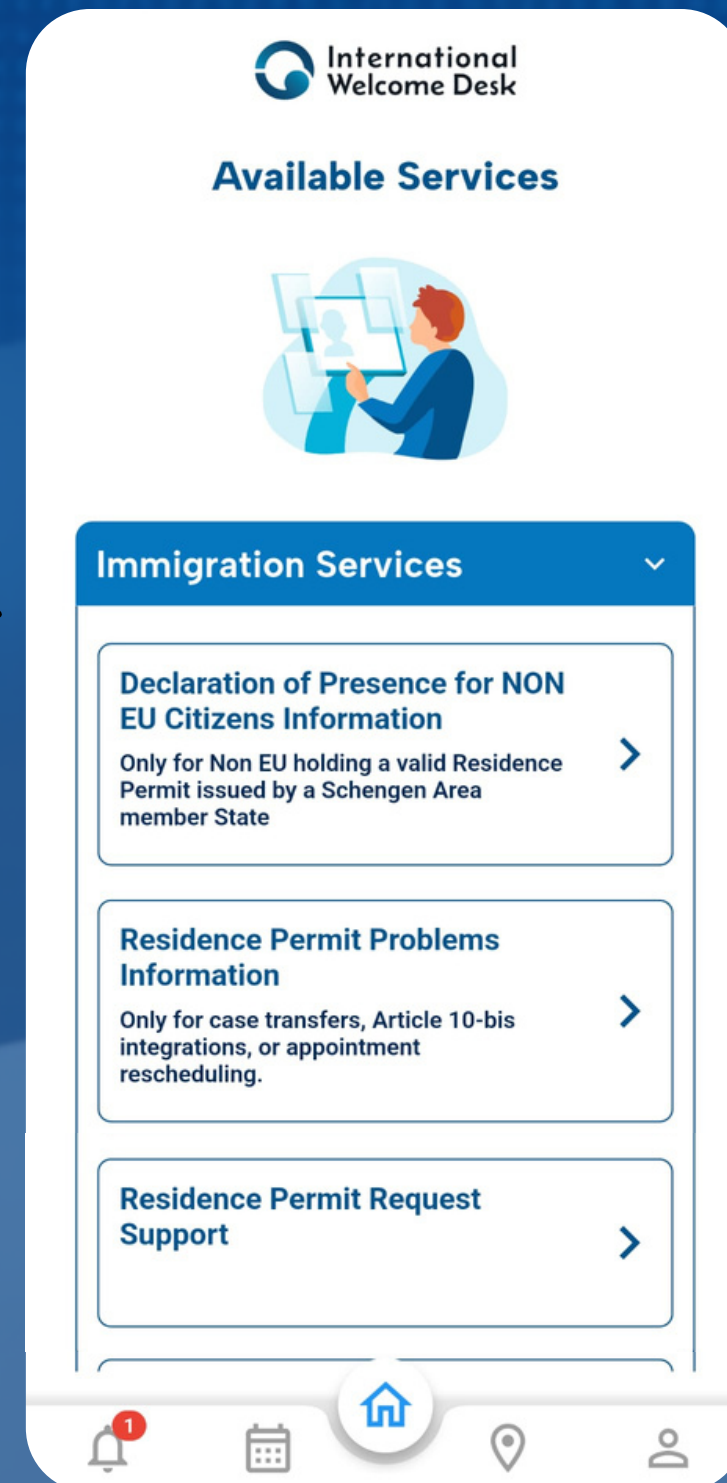
Immigration Services

Available Services

Declaration of presence

for non-EU students holding a valid residence permit issued by another EU country.

Book an appointment on the IWD app if you need help filling out the Declaration of Presence form.



Residence permit application
for non-EU students holding a Visa

Book an appointment on the IWD app

Thank you for your attention!

Contact Us  

 WhatsApp: +39 327 000 6543

 Phone: +39 045 800 3198

IWD app – communication section

 Visit us at Via Campofiore 19 /A

Opening Hours:

Monday to Friday, 09:30 AM – 1:00 PM

