Piattaforma Dottorati

FAQ - Frequently Asked Questions

General information 3

I already have a Delphi students' account, but my credentials are not recognized by the Dottorati system. Do I need to register a new account? 3

What is the expected process for confirming my application submission, including receiving a payment confirmation email? 3

What resources are available to help me understand and complete the application, including clarification on document requirements, program-specific information, and interpretation of research project guidelines? 3

Where can I find information about PhD programs, requirements, and courses, including lists of available programs and descriptions? 3

What can I do if I'm having trouble accessing my account or need help recovering my login credentials, including resetting my password or obtaining my Fiscal Code details? 4

Enrollment and application 5

Can I modify my application and its related documents after it has been submitted? 5

What is the status of my PhD application, and how can I confirm that it has been successfully submitted? 5

What can I do if I'm experiencing technical issues or errors while trying to complete and submit my application? 5

What is the process for submitting a PhD application, and where can I find additional information or resources to help me complete it? 6

What information and documents are required to complete my application? 6

What can I do if I experience issues with uploading documents or files when submitting a request? 6

What if I need to make changes or submit a new application? Can I receive a refund if I previously paid an incorrect fee, or how can I proceed with the revised application and payment? 6

Payment and billing 7

How do I make a payment for the PhD program, including the application fee, and where can I find additional guidance or support? 7

What should I do with my payment receipt and how will I know that my payment has been confirmed? 7
Can I re-align, reattach, or request a refund for a previous payment in relation to a changed or cancelled request? 7
What payment methods are accepted for paying application fees? 7
How do I access and print my application fee payment form? 7
Document upload and certificates 8
What types of letters of reference (e.g., recommendation or reference letters) do I need to upload directly through the application portal when applying for a doctoral program, and can referees send their letters directly via email instead? 8
What information should I provide and clarify about the documents to be uploaded with my Ph.D. application, and how do I confirm their correctness? 8
What steps can I take if I need to modify or remove previously uploaded documents related to my PhD application? 8
How do I upload my academic documents, including my abstract (if requested) and any other required materials, as part of my application to a doctorate program? 8
Do I need to reapply or reupload documents, such as certificates or certifications, when submitting proof of academic records or language skills? ... 9
What should I do with my document submission, and what are the acceptable formats? 9
Can I modify or update my submitted files, including correcting errors and integrating additional documents, after requesting a title acquisition? 9

General information

I already have a Delphi students' account, but my credentials are not recognized by the Dottorati system. Do I need to register a new account?

Yes, your Delphi students' account is not valid for PhD applications. You can register a new account at https://dottorati.delphi.uniroma2.it/, please follow the user's guide present at ManualePresentazioneCandidatura

What is the expected process for confirming my application submission, including receiving a payment confirmation email?

After completing both the application process (the pdf summary is available and downloadable) and the payment, there is nothing more to do on your part. No confirmation is expected, but you are advised to store the payment receipt for future reference.

What resources are available to help me understand and complete the application, including clarification on document requirements, program-specific information, and interpretation of research project guidelines?

To understand and complete the application, including clarification on document requirements, program-specific information, and interpretation of research project guidelines, we recommend consulting he webpage dedicated to the 41st cycle, the user's manual at https://dottorati.delphi.uniroma2.it/piattaformaDottorati/pdf/ManualePresentazioneCandidatura.pdf, directly with the Coordinator of your specific PhD Program. The Coordinator can provide variable program-specific information that may be different from one program to another.

Where can I find information about PhD programs, requirements, and courses, including lists of available programs and descriptions?

To find information about PhD programs, requirements, and courses, including lists of available programs and descriptions, visit the webpage dedicated to the 41st cycle. There, you will find the complete list of active PhD programs, along with their description sheets providing the full list of requirements and available positions with or without a scholarship. Additionally, the application page allows you to view the PhD programs and access the call for applications and guide on how to submit an application.

What can I do if I'm having trouble accessing my account or need help recovering my login credentials, including resetting my password or obtaining my Fiscal Code details?

If you're having trouble accessing your account or need help recovering your login credentials, you can try retrieving your password by clicking on the "Retrive Password" option. If this doesn't work, please check your email's spam folder in case it was filtered there.

Enrollment and application

Can I modify my application and its related documents after it has been submitted?

No, the application and its related documents cannot be modified once they have been submitted. If you need to make changes, you should cancel your request and re-present it from scratch. This includes deleting the current application and submitting a new one with any necessary updates or corrections. If you've already paid for the original submission, a new payment receipt will be generated, and if applicable, old payments may need to be aligned with the new request by e-mailing the old receipt to totem-support@uniroma2.it. Please note that any changes made may affect the processing of your request.

What is the status of my PhD application, and how can I confirm that it has been successfully submitted?

To confirm whether an application for a PhD program has been successfully submitted and received by our office, please ensure all required documents are uploaded, payment is made (if applicable), and generate the application form. You can also check the "My applications" section or refer to the application tracking system to verify the submission status of your application. If you are concerned about your application status, you may need to wait for a submission confirmation email, which may take some time to be sent out.

What can I do if I'm experiencing technical issues or errors while trying to complete and submit my application?

If you're experiencing technical issues or errors while trying to complete and submit your application, please try restarting the application process. By any means, AVOID using automatic translation services (like the one included in your browser), click on the English flag present in the web pages of the application platform instead. If the issue persists, contact our support team at totem-support@uniroma2.it for assistance on how to proceed and ensure successful submission of your application. Be sure to explain the problem clearly and attach a screenshot of the error messages. Our team is working to resolve any reported issues and will provide guidance on how to overcome any technical difficulties that may arise during the submission process.

What is the process for submitting a PhD application, and where can I find additional information or resources to help me complete it?

To submit your PhD application, register on our platform. Consult the specific course's Scheda di Concorso, follow the guidelines provided in the user manual for presentation of your application.

What information and documents are required to complete my application?

To complete your PhD application, please refer to the application page on our website. Here, you will find all necessary information and guides, including the call for application, application guide, payment guide, and PhD description sheets for each relevant cycle. The application must be submitted through this page, where you can access all required details for a successful submission.

What can I do if I experience issues with uploading documents or files when submitting a request?

If you experience issues with uploading documents or files when submitting a request, refer to the user manual available on the login page for instructions regarding upload modalities. Alternatively, try resolving the issue by following the relevant steps. Additionally, ensure that you complete your request according to guidelines.

What if I need to make changes or submit a new application? Can I receive a refund if I previously paid an incorrect fee, or how can I proceed with the revised application and payment?

If you need to make changes or submit a revised application, you can request a refund for an incorrect initial application fee if accompanied by proof of payment (if eligible). Alternatively, contact us to enable the attachment of payment to your application. To proceed, provide the related receipt to our support team at totem-support@uniroma2.it so they can match the payment with the new application.

Payment and billing

How do I make a payment for the PhD program, including the application fee, and where can I find additional guidance or support?

To make a payment for the PhD program, including the application fee, please refer to the payment guide available at https://delphi.uniroma2.it/totem/pdf/PagoPA_EN_Guide.pdf. This guide provides detailed guidance on the payment process and includes pictures to assist with completing the payment procedure.

What should I do with my payment receipt and how will I know that my payment has been confirmed?

When you complete a payment, save the receipt for future reference if needed. There is no further action required from you; your payment has been successfully processed, and you do not need to take any additional steps or wait for a confirmation message.

Can I re-align, reattach, or request a refund for a previous payment in relation to a changed or cancelled request?

You can re-align, reattach, or request a refund for a previous payment in relation to a changed or cancelled request. If necessary, you may be able to move the payment to a new request or request a refund of the first fee payment (subject to applicability policies). To process your request, please mail any required documentation and information to totem-support@uniroma2.it

What payment methods are accepted for paying application fees?

The application fee can be paid using credit card or PayPal. Payment can only be made via PagoPA service, please refer to the payment guide available at https://delphi.uniroma2.it/totem/pdf/PagoPA_EN_Guide.pdf

How do I access and print my application fee payment form?

After logging in, click on "My applications" -> "View all applications" and choose your application. You will then be able to print your payment form. Additionally, a guide is available here: https://delphi.uniroma2.it/totem/pdf/PagoPA_EN_Guide.pdf

Document upload and certificates

What types of letters of reference (e.g., recommendation or reference letters) do I need to upload directly through the application portal when applying for a doctoral program, and can referees send their letters directly via email instead?

When applying for a doctoral program, you will need to upload letters of reference (also known as recommendation or reference letters) directly through the application portal. You can find instructions on how to proceed with uploading the required documents on the users' manual present on the login page. Please note that there is no alternative way to upload these letters; they must be uploaded in PDF format by the applicant themselves at the time of request submission.

What information should I provide and clarify about the documents to be uploaded with my Ph.D. application, and how do I confirm their correctness?

To confirm the correctness of the documents you plan to upload with your Ph.D. application and clarify any questions about what information to provide, please consult directly with the coordinators of the doctoral courses relevant to your application. As this type of information is variable for each doctoral program, direct communication with the coordinators will ensure that you receive accurate guidance.

What steps can I take if I need to modify or remove previously uploaded documents related to my PhD application?

To modify or remove previously uploaded documents related to your PhD application, please note that it's not possible to delete them entirely. However, you can modify the label of existing documents through the portal. If you need to make changes to an uploaded file, you will need to cancel your original submission and then re-compile a new request, uploading a new file.

How do I upload my academic documents, including my abstract (if requested) and any other required materials, as part of my application to a doctorate program?

To upload your academic documents, including your abstract (if requested) and any other required materials, as part of your application to a doctorate program, you can refer to the pre-uploaded PDF file related to the title of access on our platform. You must then select this file and insert either the auto-certification or certification available on our website. Alternatively, you can use the model of autocertification for bachelor's and master's degrees and linguistic knowledge also available on our application platform. If you need further guidance, please do not hesitate to contact our

support team.

Do I need to reapply or reupload documents, such as certificates or certifications, when submitting proof of academic records or language skills?

When submitting proof of academic records or language skills, you do not need to reapply or reupload documents such as certificates or certifications. You can use any model that contains the same information as the one prepared by the university, or create your own model, and submit it along with your request.

What should I do with my document submission, and what are the acceptable formats?

To ensure your document submission is processed correctly, please upload it directly into the application presented through the Delphi portal. Uploading protected PDF files or submitting documents in any other way may result in your submission not being considered. Note that only letters transmitted via Delphi together with the job application will be taken into account.

Can I modify or update my submitted files, including correcting errors and integrating additional documents, after requesting a title acquisition?

You can modify or update your submitted files by cancelling and re-submitting your request. The system will generate a new payment bill, allowing colleagues to settle with the payment already made if necessary. If you need to integrate additional documents or correct errors, please cancel your current application and re-submit it, then attach the receipt of the old payment to an email sent to totem-support@uniroma2.it for linking purposes.