

CieID - QUICK GUIDE

CieID is the free app for accessing the electronic school register and all online services of the Italian public administration. This guide is intended for users who have an electronic identity card (CIE), know the card's PIN and PUK, and have a phone with NFC technology.

STANDARD PROCEDURE

Before you start: make sure NFC is enabled on your smartphone

1) INSTALL CieID: Download and open the CieID app on your smartphone.

2) REGISTER YOUR CIE: Start the procedure for registering your Electronic Identity Card.

3) ENTER THE PIN: Enter the full 8-digit PIN.

4) READ THE CIE: Hold the card against the back of the smartphone, near the NFC antenna. Keep the CIE still until the reading is complete.

5) ACTIVATION COMPLETE: The CIE is now linked to the smartphone and can be used to access services that offer "Entra con CIE" ("Log in with CIE").

Tip: if the phone does not read the card, try moving it slowly over the back of the smartphone: the position of the NFC antenna varies depending on the model.

FAQ - IF SOMETHING DOES NOT WORK

- **I lost my PIN, but I have the PUK**

You do not need to request a new CIE. Open CieID → "Unlock card" ("Sblocca carta"), enter the 8-digit PUK and follow the procedure to set a new PIN.

- **I lost my PUK**

You can try to recover it directly through CieID if you provided the Municipality with a mobile phone number or an e-mail address.

In CieID select "PUK recovery" ("Recupero PUK"), read the CIE via NFC and enter the requested information. The procedure includes a security waiting period before the recovery can be completed.

- **I lost both my PIN and PUK**

The PUK can be recovered through the CieID procedure if contact details associated with the CIE are available.

If it cannot be recovered, contact any Municipality for assistance and to have the codes reissued.

- **My smartphone does not have NFC**

You can still use the CIE through level 1 and level 2 CIE credentials (by entering the code manually), which allow access to online services using username/password and a second authentication factor.

- **I blocked my PIN**

After 3 consecutive incorrect attempts, the PIN is blocked. Use the PUK through CieID's "Unlock card" ("Sblocca carta") function to set a new PIN.

- **I do not remember which e-mail address or phone number I provided**

If you cannot complete PUK recovery online, contact any Municipality to update your contact details and receive assistance.

- **I cannot read the CIE with my phone**

Check that:

- NFC is enabled;
- the CIE is positioned correctly against the back of the phone;
- the card remains still during reading;
- the phone does not have a particularly thick case or one containing metal elements.

If necessary, try different positions on the back of the smartphone.

REMEMBER

PIN = 8 digits → needed to use the CIE.

PUK = 8 digits → mainly used to unlock/reset the PIN.

The first 4 digits of the PIN and PUK are provided when the CIE is requested; the last 4 digits are shown in the documentation delivered with the card.

Official assistance: For procedures, updates and assistance, consult the official Electronic Identity Card portal.