

EXAMINER USER MANUAL

**Portal registration, User validation and
profile enabling**

Info URL:

<https://www.enac.gov.it/en/air-safety/personnel-certification/examiners>

Service URL:

<https://serviziweb.enac.gov.it/#/lang/en>

1. User registration

- Access the WEB Services Portal serviziweb.enac.gov.it and select the English language from the drop-down menu in the page header.
- Click on the Login item at the top right.

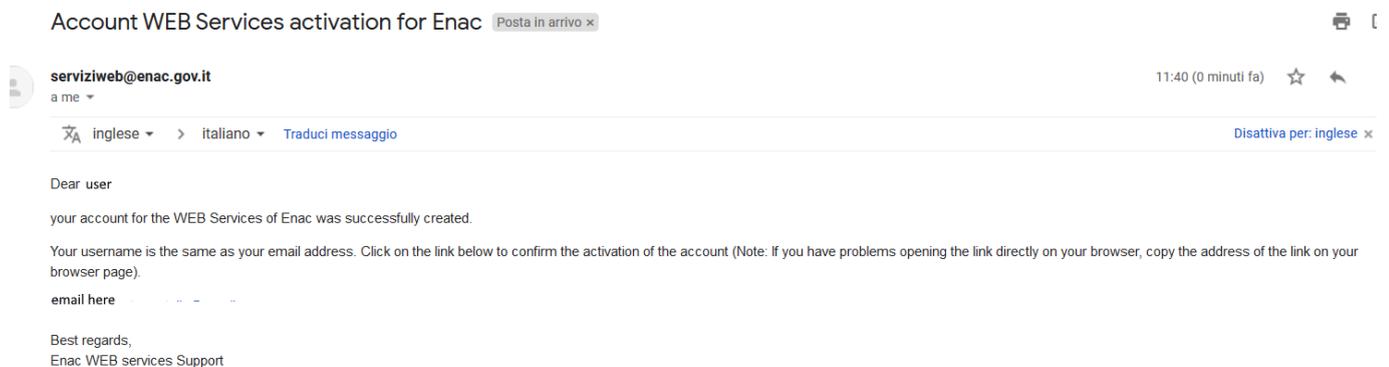
User authentication

Login to use all portal services.

- If you are an Italian citizen, select the Italian language to access the WEB Services Portal and take advantage of the available services.
- If you are not an Italian citizen, **REGISTER YOUR ACCOUNT HERE** → and log in with the credentials you have chosen.

 User/Password

- Click on the REGISTER YOUR ACCOUNT HERE link to enter the registration page and enter the personal data.
 - Fill in all mandatory fields and press the REGISTER button.
 - The Portal sends an email containing the user activation link.
- Then check the mailbox (previously indicated in the registration form - "email" field) to activate the user.



Log in using the email and password indicated during registration.

Home / My Home

- My files**
List of all the requested files
- Assistance**
Assistance requests
- My documents**
List of all sent and received documents
- My payments**
List of all payments

Welcome to your desk, **Mark Cult**

In this personal and private area you can start your online practices, review those currently in progress, have evidence of their progress and communicate with ENAC.

START NEW FILE

COMPLETED FILES

Search in your files [GO TO FILE](#)

My files

Files that need your intervention

Next there is the list of the saved or started files that needs your attention

2. User validation

- Click on the Services menu item, then category Authentication services, User Validation Request online service. Then Create File.



Authentication Services

Following there are all available services for **Authentication Services** category.

Authentication Services

Active Requests

User Validation Request 

- Click on the "Complete online" button to fill in the form. When completing the form, the user is asked to upload a valid identification document ("Copy of Valid identity document": Passport or Other identification document).
 - Complete the compilation of the form; the system creates the pdf associated with the validation application.
 - Download the pdf document and sign it (handwritten or digital signature).
 - Send the file by clicking on the "Complete and proceed" button and wait for the time necessary for it to be processed by ENAC.
 - The user will be informed of the outcome of the case via email and through the change of status of the case on the Portal (from "sent" to "complete").
- o If the outcome is positive, the user receives an email of the type

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Dear user, your validation has been successful.

You can log in to the Online Services Portal <https://serviziweb.enac.gov.it> and take advantage of the services made available by ENAC.

and can proceed with point 3. Enabling the examiner profile.

o If the result is negative, change your profile according to the instructions of ENAC (always sent by email) and try to resubmit the request.

3. Enabling examiner profile

- The user who has been validated by ENAC and who has received a confirmation email, can return to the Portal and click on the Examiner Services service, then Request or Update for Examiner Profile; then click on Create file.



Examiner Services

Following there are all available services for **Examiner Services** category.

Examiner Services

Examiner active services

[Request or Update Examiner profile](#) 

- Fill in the mandatory form by entering the valid flight license (Copy of Flight title) and filling in the mandatory data: Authority country and License name. Once the compilation is complete, the system produces the pdf document associated with the request.
- Send the file and wait for the final outcome from ENAC.
- The user is informed via an email such as:
- Dear user, your request to enable the examiner profile has been accepted. You can log in to the Online Services Portal <https://serviziweb.enac.gov.it> and take advantage of the services made available by ENAC.