



**Access and accreditation procedure  
to the online services of the portal**

**[www.cliclavoroveneto.it](http://www.cliclavoroveneto.it)**

**USER MANUAL**

Version 5.1

Date: 03/01/2024



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## 1. Introduction

This manual describes the procedure for requesting access to the on line services of the portal [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it) in compliance with the provisions of Art. 24 paragraph 4 of the "[Simplifications Decree](#)" (Decree-Law no. 76 of 16 July 2020, converted into Law no. 120 of 11th September 2020), which requires Public Administrations, as from 1 October 2021, to allow access to the web services provided to users exclusively through the so called SPID (*Sistema Pubblico di Identità Digitale*), CIE (*Carta di Identità Elettronica*), and/or CNS (*Carta Nazionale dei Servizi*) authentication systems, and in addition the European eIDAS (*Electronic Identification, Authentication and Trust Services*) standard.

The so mentioned procedure consists of the following steps:

- Authentication via SPID level 2, CIE, CNS or eIDAS: the login credentials previously issued by registering to the portal (username and password) can no longer be used, with the exception of specific user categories that can use the 'Reserved Access' button. In case of authentication via eIDAS, users are also asked to enter their personal tax code, and some other personal data.
- Completion, at first access, of the personal profile with additional data such as contact details, residence, etc.
- Enabling one's own credential by signing a specific Service Agreement (shortly in Italian as *AdS*) by the Legal Representative or his/her appointee ('Authorised Person')
- Possible enabling of other users, called *delegates*, by the Master user to whom the Service Agreement is assigned.

Each *AdS* allows access to only one specific application or possibly to a pool of applications that are homogeneous in terms of functionality and user base. An account may subscribe to more than one *AdS*.

The *AdS* represents the procedure through which a SPID/CIE/CNS/eIDAS account become authorised to access a specific application; exceptions to this rule are certain applications that do not require an *AdS* subscription and are accessible by any SPID/CIE/CNS/eIDAS holder user. This procedure is described in detail later in the manual.

In the past, accounts were identified in databases by their username (e.g. *mario.rossi*), which in turn was matched to their personal tax code. With SPID/CIE/CNS the username usually coincides with the tax code. It may happen that in some cases the old login is still displayed instead of the tax code.

For operating guides and other information material on the specific applications, please refer to: [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it) and <https://www.cliclavoroveneto.it/normativa-e-manuali>.

To access any online procedure on the cliclavoroveneto.it portal it is mandatory for users the Italian tax code ('codice fiscale')

To ensure the proper functioning of the applications, it is necessary to frequently clear cookies and temporary Internet files (cache).

Clearing is performed by simultaneously pressing the keys CTRL + SHIFT + CANCEL on the keyboard, with any type of browser, and then choosing the time period on which to apply the clearing.

## 2. List of services

The online applications managed and integrated on the ClicLavoro Veneto portal are listed as follows:

Name and description of the application	URL	Requires AdS
<b>Portal Access and Service Agreement</b> Instructions for accessing ClicLavoro Veneto and the portal's digital services using SPID, CIE, CNS, eIDAS authentication method. Signing of the Service Agreement to access specific portal applications	<a href="https://www.cliclavoroveneto.it/accordo-servizio">https://www.cliclavoroveneto.it/accordo-servizio</a>	no
<b>Access to documents - SILV</b> Formal request for "Access to the Veneto Labour Information System (SILV) Acts".	<a href="https://www.cliclavoroveneto.it/accesso-agli-atti-silv">https://www.cliclavoroveneto.it/accesso-agli-atti-silv</a>	no
<b>SIA (Accreditation Information System)</b> Submission and management of applications for accreditation to the employment services of the Veneto Region.	<a href="https://www.cliclavoroveneto.it/accreditamentosl-sia">https://www.cliclavoroveneto.it/accreditamentosl-sia</a>	yes
<b>Regional training in apprenticeship</b> Training courses catalog in apprenticeship for employers and their advisors	<a href="https://www.cliclavoroveneto.it/adempimenti-formazione-regionale">https://www.cliclavoroveneto.it/adempimenti-formazione-regionale</a>	yes
<b>AGFA</b> Back office management for the planning, management and delivery of training modules (courses) for apprentices	<a href="https://www.cliclavoroveneto.it/apprendistato-agfa">https://www.cliclavoroveneto.it/apprendistato-agfa</a>	yes
<b>ARS (formerly AROF)/ Aris/ SopraLaMedia</b> Regional School Registry (formerly Regional Compulsory Education Registry) available for schools and training organisations for the management of compulsory education drop-out	<a href="https://www.cliclavoroveneto.it/anagrafe-regionale-studenti-ars">https://www.cliclavoroveneto.it/anagrafe-regionale-studenti-ars</a>	yes
<b>Targeted Placement - Regional Disability Fund</b> Active policy measures of the Veneto Region for people with disabilities	<a href="https://www.cliclavoroveneto.it/bandi-frd">https://www.cliclavoroveneto.it/bandi-frd</a>	yes (except VEO)
<b>OPAL catalog</b> The search engine that allows finding all active policy opportunities available in Veneto	<a href="https://www.cliclavoroveneto.it/catalogo-opal">https://www.cliclavoroveneto.it/catalogo-opal</a>	yes (backoffice)
<b>Online PES Office for Employers (recruitment purposes) – CPI Online Aziende</b> Service reserved for companies and intermediaries seeking personnel. It allows the request for support to the PES Office for the search and pre-selection of candidates	<a href="https://www.cliclavoroveneto.it/cpi-aziende">https://www.cliclavoroveneto.it/cpi-aziende</a>	no
<b>Online PES Office for Jobseekers – CPI Online.</b> The so-called "CPI Online" is the ClicLavoro Veneto service that allows jobseekers to carry out practices and procedures directly from their device.	<a href="https://www.cliclavoroveneto.it/appcpi">https://www.cliclavoroveneto.it/appcpi</a>	yes

<p><b>Vacancy research</b> This tool allows jobseekers to find the available job offers that match their skills, aspirations or availability. Jobseekers can upload their CVs and submit their applications</p>	<p><a href="https://www.cliclavoroveneto.it/offerte-di-lavoro-new">https://www.cliclavoroveneto.it/offerte-di-lavoro-new</a></p>	no
<p><b>Placement management for persons with disabilities (GEDI)</b> This tool allows employers and consultants to complete online practices and procedures for disabled persons employment under the Law no. 68/99.</p>	<p><a href="https://www.cliclavoroveneto.it/collocamento-mirato">https://www.cliclavoroveneto.it/collocamento-mirato</a></p>	yes
<p><b>Subsidies for companies</b> Submission of grant applications for the payment of wages of employees of the companies based in Veneto most affected by the Covid-19 emergency. Reserved for self-employed workers and companies with 1 to 49 employees</p>	<p><a href="https://www.cliclavoroveneto.it/contributi-imprese">https://www.cliclavoroveneto.it/contributi-imprese</a></p>	no
<p><b>Youth Guarantee</b> Under 29 jobseekers can sign up for the Youth Guarantee Program, the initiative whose goal is finding a valid job or training offer within four months for NEET people (not in Education, Employment or Training)</p>	<p><a href="https://www.cliclavoroveneto.it/garanzia-giovani">https://www.cliclavoroveneto.it/garanzia-giovani</a></p>	no
<p><b>Active policy management (IDO)</b> IDO (acronym for Incontro Domanda Offerta - Supply-Demand Matching) is the software platform available to Veneto operators of public and private employment services for the digital management of pre-selection activities and access to the so called "Active Policies"</p>	<p><a href="https://www.cliclavoroveneto.it/gestionale-ido">https://www.cliclavoroveneto.it/gestionale-ido</a></p>	yes
<p><b>Mandatory Communications (CoVeneto)</b> The flow related to employment relationships (mandatory digital communications sent by companies about their workers)</p>	<p><a href="https://www.cliclavoroveneto.it/comunicazioni-obbligatorie">https://www.cliclavoroveneto.it/comunicazioni-obbligatorie</a></p>	yes
<p><b>Regional Directory of Professional Standards (RSSP)</b> A search engine for professional profiles, skills, knowledge, etc. about professions employed in the Veneto labour market.</p>	<p><a href="https://rrsp.cliclavoroveneto.it/">https://rrsp.cliclavoroveneto.it/</a></p>	Yes (backoffice)
<p><b>Complete your CV</b> This tool allows jobseekers to complete their Curriculum Vitae on ClicLavoro Veneto, ClicLavoro Nazionale and Eures: the search engine allows companies to look for staff directly or through their intermediaries.</p>	<p><a href="https://www.cliclavoroveneto.it/appcpi">https://www.cliclavoroveneto.it/appcpi</a></p>	no
<p><b>Secondary education (SopralaMedia)</b> The search engine allows finding secondary schools and Vocational Training Centres (CFP) in Veneto.</p>	<p><a href="https://www.cliclavoroveneto.it/istruzione-secondaria">https://www.cliclavoroveneto.it/istruzione-secondaria</a></p>	no
<p><b>Mobility in the Public Administration - Art 34a</b> Service that allows Public Administration bodies to find information on the mobility of civil servants, registration procedures and verification of personnel on the availability list</p>	<p><a href="https://www.cliclavoroveneto.it/mobilita-nella-pa-art34bis">https://www.cliclavoroveneto.it/mobilita-nella-pa-art34bis</a></p>	no

<p><b>University educational offer</b> Database of courses offered by universities, conservatoires, academies and high schools for language mediators</p>	<p><a href="https://www.cliclavoroveneto.it/offerta-formativa-universitaria">https://www.cliclavoroveneto.it/offerta-formativa-universitaria</a></p>	no
<p><b>Training projects for traineeships (Co Veneto)</b> This tool allows traineeship promoters and hosts to upload training projects for traineeships</p>	<p><a href="https://www.cliclavoroveneto.it/comunicazioni-obbligatorie">https://www.cliclavoroveneto.it/comunicazioni-obbligatorie</a></p>	yes
<p><b>Social Information System (SILS)</b> SILS is the Unified Labour and Social Information System that the Veneto Region created in Veneto for a concrete and effective cooperation between Labour Services and Social Services at regional level</p>	<p><a href="https://www.cliclavoroveneto.it/sils">https://www.cliclavoroveneto.it/sils</a></p>	yes
<p><b>Professional Training and Operators Space</b> An area dedicated to vocational training and education operators, where measures, information, FAQs and materials on calls for tenders and operational tools are available for free consultation</p>	<p><a href="https://supportoformazione.regione.veneto.it">https://supportoformazione.regione.veneto.it</a></p>	no
<p><b>Univeneto</b> The service allows operators of universities and other higher education organisations to update the training offers presented on the portal</p>	<p><a href="https://www.cliclavoroveneto.it/univeneto-informazioni">https://www.cliclavoroveneto.it/univeneto-informazioni</a></p>	no
<p><b>Public Administration Audits</b> Service enabling Public Administration bodies to consult all regional information data relating to the labor market (unemployment and mobility lists, company workforce and Mandatory Communications, personal data and attendance data of students in compulsory education)</p>	<p><a href="https://www.cliclavoroveneto.it/verifiche-pubblica-amministrazione">https://www.cliclavoroveneto.it/verifiche-pubblica-amministrazione</a></p>	yes (Public Administrations only)

### 3. Type of users

The users of the IT services provided by Veneto Lavoro belong to one of the listed categories. The table above specifies, for each application integrated on the portal, whether the presence of AdS is necessary or not.

#### 3.1 Simple-users

Users provided with SPID/CIE/CNS/eIDAS, and no AdS, that can access a limited number of applications integrated in the portal [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it).

#### 3.2 Legal Representatives or Managers ('Master Users')

The Legal Representative of companies, consultancy firms, institutions, schools, etc., or a suitable Manager thereof, can log in via SPID/CIE/CNS/eIDAS to the portal and sign the Service Agreement. They are called 'Master Users' and can authorise, under their own responsibility, their employees to log in as delegated users. The Master User and his/her delegates access the specific application enabled by the subscribed AdS. The same Master account may subscribe to more than one AdS.

#### 3.3 Delegated Users

They usually correspond to the operational staff interacting with the IT applications. They must

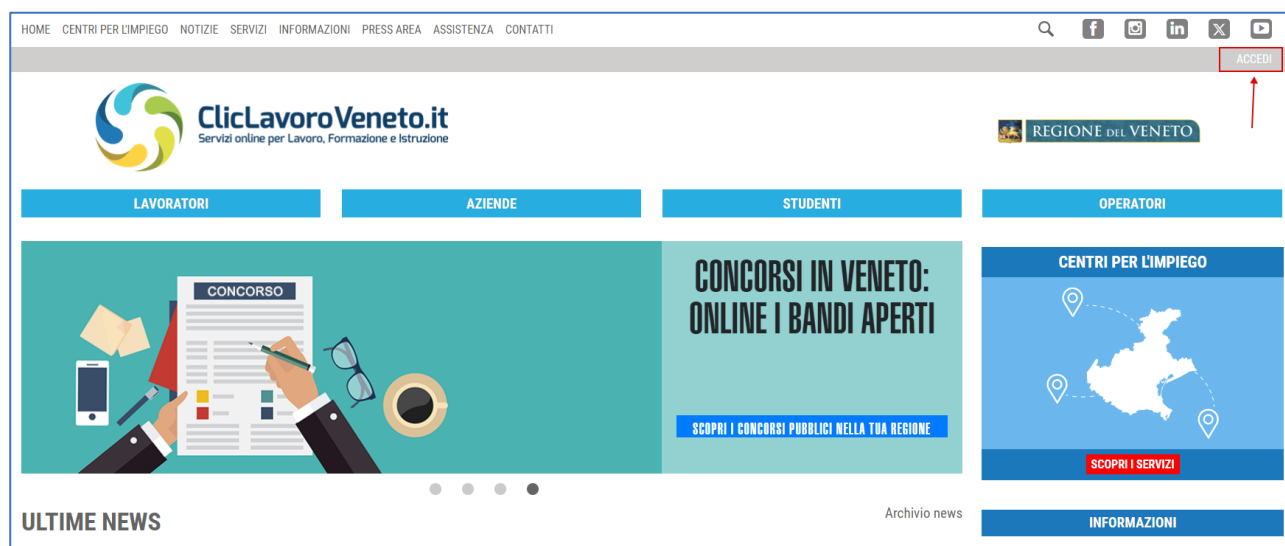
have SPID/CIE/CNS/eIDAS credentials and are enabled by the legal representative or Manager responsible for the AdS.

#### 4. Authentication modes (SPID/CIE/CNS/eIDAS)

By clicking on the 'LOGIN' button, located in the top right-hand corner of the grey bar on the homepage of the portal [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it), users can access the private area of the portal (MyDesk) that lists the applications enabled through the AdS. It is also possible to enter the direct url of the individual application service, shown in the table above, into the browser.

Users are then redirected to a page that allows to choose the authentication method from among SPID/CIE/CNS/eIDAS. Some particular user categories can log in in traditional mode by clicking on 'Reserved Access' (Accesso Riservato).

By selecting 'Log in with SPID/CIE/CNS/eIDAS', users are redirected to the regional 'MyID' portal page, which allows users to choose among the various authentication channels available, and in the case of SPID acts as a gateway to the relevant personal identity service providers (Identity Providers).







Accedi ai servizi online di ClicLavoro Veneto



**Entra con SPID CIE CNS EIDAS**

**Per accedere ai servizi online del portale web ClicLavoro Veneto è necessario utilizzare credenziali SPID di secondo livello, CIE, CNS oppure EIDAS.**

Se non sei già in possesso dello SPID richiedilo ad uno dei gestori autorizzati. Per informazioni: [www.spid.gov.it](http://www.spid.gov.it) e [www.cartaidentita.interno.gov.it](http://www.cartaidentita.interno.gov.it).

Per attivare la CNS: [salute.regione.veneto.it/info/informazioni/carta-nazionale-dei-servizi](http://salute.regione.veneto.it/info/informazioni/carta-nazionale-dei-servizi)

L'accesso tramite utilizzo delle credenziali assegnate dai Centri per l'Impiego è ancora possibile per alcune categorie riservate di utenti cliccando sul pulsante "Accesso riservato".

Per accedere alle applicazioni rivolte ad aziende ed enti pubblici e privati è necessario sottoscrivere l'Accordo di Servizio da parte dell'utente master, con eventuale attivazione di utenze delegate, come descritto [qui](#).

Per garantire il corretto funzionamento degli applicativi è necessario eseguire molto spesso la pulizia dei cookie e dei file temporanei internet (cache).





La pulizia si esegue premendo contemporaneamente sulla tastiera i tasti CTRL + SHIFT + CANC (sistemi Windows) oppure CMD + SHIFT + CANC (sistemi Apple). La combinazione di tastiera funziona su qualunque browser (Chrome, Firefox, Edge, Safari, ecc.).

[Accesso riservato](#)

[Nota informativa privacy](#)



Regione del Veneto

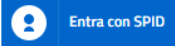
**myID** Il sistema federato di identificazione della Regione Del Veneto Seguici su    

## Accedi

**Stai per accedere a Cliclavoro Veneto**  
Utilizza la tua identità digitale per accedere ai servizi della Pubblica Amministrazione regionale

### SPID


Accedi con SPID, il sistema Pubblico di Identità Digitale

 **Entra con SPID**

[Come attivare SPID](#)

### CIE

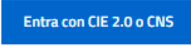
Accedi con Carta d'Identità Elettronica

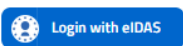
 **Entra con CIE**

[Come richiedere CIE](#)

### Altre utenze

In alternativa puoi utilizzare le seguenti modalità

 **Entra con CIE 2.0 o CNS**

 **Login with eIDAS**

The first time you log in, you will see a '*Privacy Notice*' that you must explicitly accept.

GLOSSARIO

Il «**dato personale**» è qualsiasi informazione riguardante una persona fisica identificata o identificabile («**interessato**»); si considera identificabile la persona fisica che può essere identificata, direttamente o indirettamente, con particolare riferimento a un identificativo come il nome, un numero di identificazione, dati relativi all'ubicazione, un identificativo online o a uno o più elementi caratteristici della sua identità fisica, fisiologica, genetica, psichica, economica, culturale o sociale.

Il «**trattamento**» è qualsiasi operazione o insieme di operazioni, compiute con o senza l'ausilio di processi automatizzati applicate a dati personali, quali la raccolta, la registrazione, l'organizzazione, la strutturazione, la conservazione, l'adattamento, la modifica, l'estrazione, la consultazione, l'uso, la comunicazione mediante trasmissione, la diffusione, la messa a disposizione, il raffronto, l'interconnessione, la limitazione, la cancellazione, la distruzione.

Il «**Titolare del trattamento**» è la persona giuridica che, singolarmente o insieme ad altri, determina le finalità e i mezzi del trattamento di dati personali.

Il «**Responsabile del Trattamento**» è la persona fisica o giuridica che tratta i dati personali per conto del Titolare del trattamento.

Il «**consenso**» dell'interessato è la manifestazione di volontà libera, specifica, informata e inequivocabile dell'interessato, con la quale lo stesso manifesta il proprio assenso, mediante dichiarazione o azione positiva inequivocabile, affinché i dati personali che lo riguardano siano oggetto di trattamento.

La «**profilazione**» è il trattamento con mezzi informatici e automatizzati consistente nell'utilizzo di tali dati personali per valutare determinati aspetti personali o relativi al rendimento professionale, la situazione economica, le preferenze personali, gli interessi, l'affidabilità nei pagamenti, il comportamento, l'ubicazione o gli spostamenti della persona fisica.


[Conferma presa visione »](#)

#### 4.1 Authentication via SPID (level 2)

Once the 'SPID' authentication option has been selected, the user proceeds to choose the service

provider, then enters the first-level credentials (username and password) and finally performs second-level authentication in the manner provided by the chosen IdP (OTP via SMS, app, etc.). A final interface allows the user to send the calling profile data from the SPID Identity Provider to the calling application (Service Provider), namely MyID/ClicLavoro Veneto.

Richiesta di accesso di livello SPID 2 da  
Regione del Veneto

 I seguenti dati stanno per essere inviati al fornitore dei servizi

Provincia di nascita

Data di nascita

Indirizzo di posta elettronica

Cognome

Codice fiscale

Sesso

Numero di telefono mobile

Nome

Luogo di nascita

Codice identificativo

In case of first access, see also section 5

#### **4.2 Authentication via CIE**

To use the CIE 3.0, users must have (alternatively)

- a smartphone running Android 6.0 or higher, or iOS 13 or higher, equipped with NFC technology with the CielD application installed.
- contactless smartcard reader connected to a computer running Windows, Mac or Linux, with correctly configured CIE software installed.

In case of first access, see also section 5

#### **4.3 Authentication via CNS**

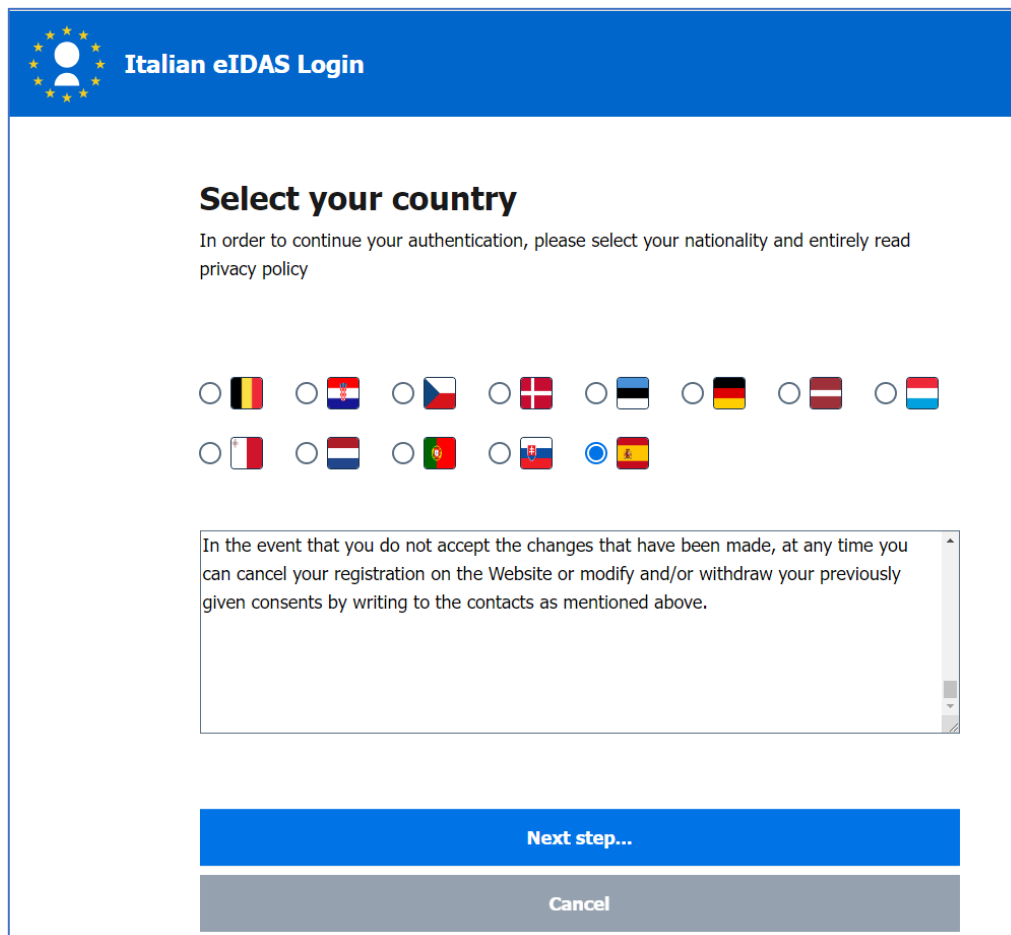
In order to use the TS-CNS (Tessera Sanitaria - Carta Nazionale dei Servizi) to access on line services, it is necessary to activate the card's microchip by going to one of the authorised counters and using a special reading device. Further information for Veneto resident users:

<https://salute.regione.veneto.it/info/informazioni/carta-nazionale-dei-servizi>

In case of first access, see also section 5

#### 4.4 Authentication via eIDAS

After choosing the eIDAS option, users select their nationality on a dedicated page, by proper flag. Users need then to scroll and read through the privacy policy and move forward by selecting the “Next step ...” button.



The next page takes the users to the page of the specific authentication provider for the chosen state.

In case of first access, see also section 5

### 5. First access to the system

In the case of first access to Cliclavoro Veneto portal with SPID/CIE/CNS/eIDAS, the following situations may occur:

#### 5.1 New User (unknown)

If the user's tax code is unknown within the portal database, the system will ask him/her (only the first time) to complete his/her personal profile by entering some extra data.



HOME CENTRI PER L'IMPIEGO NOTIZIE SERVIZI INFORMAZIONI PRESS AREA ASSISTENZA CONTATTI

 **ClicLavoroVeneto.it**  
Servizi online per Lavoro, Formazione e Istruzione

**IL TUO PROFILO** I TUOI SERVIZI

### Modifica dati Profilo

I dati verranno trattati nel rispetto del d.lgs 196/03 come da [informativa resa ai sensi dell' art 13 del d.lgs 196/03](#) che La invitiamo a visionare. I campi obbligatori sono evidenziati.

#### Dati personali

Nome

Cognome

Codice fiscale

Sesso

Users must give consent for the processing of personal data, then clic on Save.

**Privacy**

**accenso** al trattamento dei dati per le finalità e con le modalità previste nell' **informativa ai sensi dell' art. 13 del dlgs 196/03** che dichiaro di aver visionato. \*

[Accedi all'informativa](#)

**Salva**

At the end of the procedure, the following courtesy message appears:

**IL TUO PROFILO** I TUOI SERVIZI

### Modifica dati Profilo

Operazione eseguita con successo


I tuoi dati sono stati modificati


## 5.2 **User already registered on ClicLavoro Veneto**

Users who have a valid and active legacy account created before 01/03/2021, combined with their personal tax code, when log in to the portal form the first time, are offered the following options.

Note: For users from the eIDAS channel, this is unlikely to occur.

Scegli come procedere

 **Abbina account**

 **Crea nuovo account**

Gentile utente è stata rilevata la presenza di un account attivo sul portale ClicLavoro Veneto per il codice fiscale XYZXYZ01A01X000X. E' necessario pertanto scegliere una delle seguenti azioni:

- **Abbina account** (scelta consigliata) Dovrai inserire la password abbinata alla tua login per mantenere invariato il tuo contesto operativo pregresso (AdS e utenti delegati, elenco Comunicazioni Obbligatorie già trasmesse, ecc). In caso di necessità potrai reimpostare la tua password cliccando l'apposito link che scatenerà l'invio di una mail di recupero.
- **Crea nuovo account**: In questo caso verrà creato un nuovo utente, disabilitando l'account pregresso. Tutto il contesto operativo preesistente (AdS, delegati, elenco CO, ecc) verrà rimosso o reso inaccessibile. Proseguire con questa scelta solo se consapevoli delle conseguenze.

### 5.2.1 Pairing with previous account (recommended choice)


In this case, the new SPID/CIE/CNS/eIDAS account is logically matched to the previous account in order to keep all the previous operational context unchanged (AdS and delegated users, list of Mandatory Communications already transmitted, etc.).

An interface will appear, only on first access, asking users to enter their old username and password. the forgotten password may be recovered by accessing <https://www.cliclavoroveneto.it/recupera-password>. A service e-mail will be sent to the e-mail account preset in the user profile. If this e-mail does not arrive, please contact the support service.

Inserisci la password

Userid

Password

 **Verifica Password**

Gentile utente, è stata rilevata la presenza di un account attivo sul portale ClicLavoro Veneto per il codice fiscale . Trattandosi del primo accesso attraverso SPID si prega di procedere con la conferma delle proprie credenziali " del portale ClicLavoro Veneto. I successivi accessi non richiederanno questa ulteriore conferma.

**Se non ricordi la password puoi utilizzare il seguente [LINK](#). Ti verrà inviata una email con la procedura per il reset della password**

## 5.2.2 Creating a new account

To create a new profile, without previous service agreements and delegated users, and set up a new operating environment, users may select the 'create new account' button.

Please note: With this option, the pre-existing active account on the portal will be closed. AdS and authorisations as delegated user will be removed, any previous data will no longer be accessible.

## 6. Intranet - Mydesk

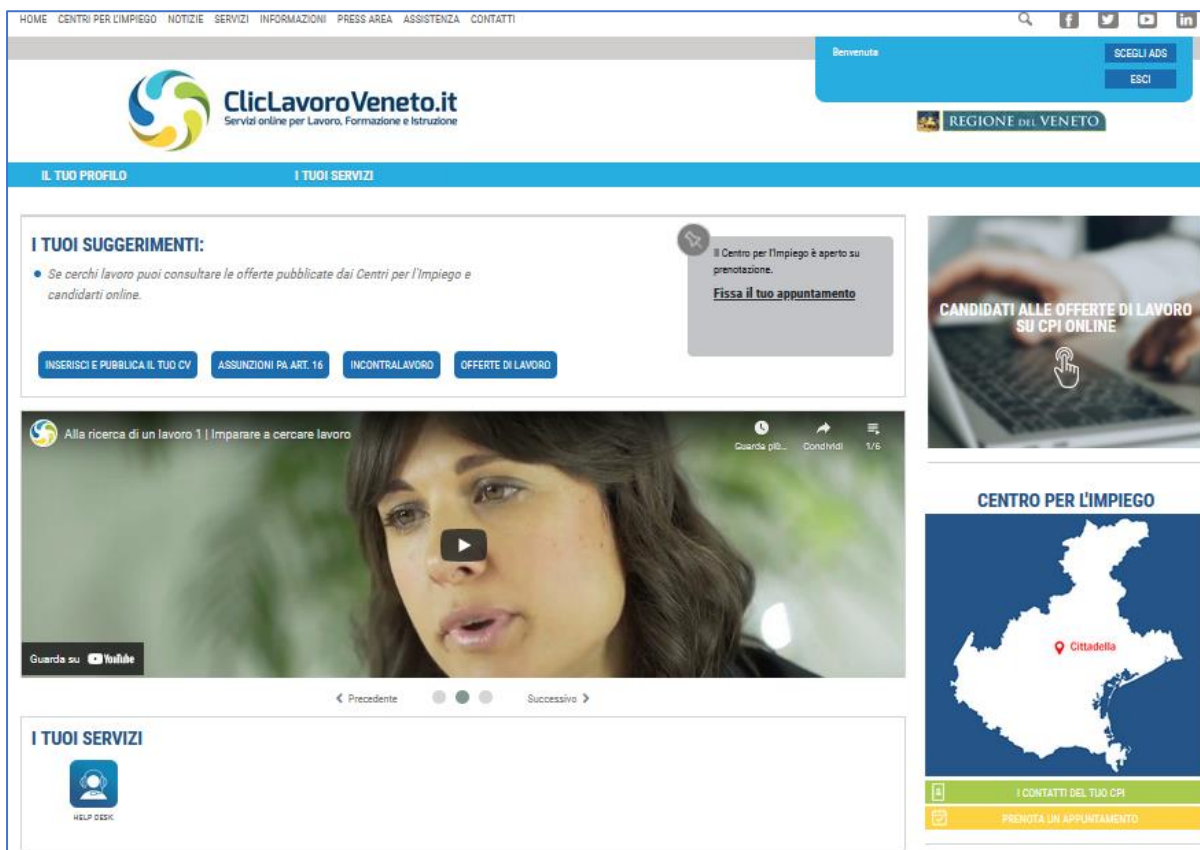
As described in the previous chapter, after the authentication process, the user will be automatically redirected to the intranet, or 'My Desk', of the portal, which allows him/her to:

- access the various application services (link 'YOUR SERVICES')
- modify their profile data limited to those not inherited from SPID/CIE/CNS/eIDAS (Your Profile)
- apply for one or more Service Agreements (Your Profile → Manage Service Agreement)
- switching between profiles (Choose AdS)

The graphic and functional appearance of MyDesk is customised on the basis of the detected user profile:

- Citizen/Jobseeker
- Employer
- NEET (Youth Guarantee)

For example, the structure of “MyDesk” for Jobseekers shown below:



The screenshot displays the user's 'My Desk' dashboard. At the top, there is a navigation bar with links: HOME, CENTRI PER L'IMPIEGO, NOTIZIE, SERVIZI, INFORMAZIONI, PRESS AREA, ASSISTENZA, CONTATTI. The main header features the ClicLavoroVeneto.it logo and a 'Benvenuta' (Welcome) message with 'SCEGLI ADS' and 'ESCI' buttons. Below this, a blue bar indicates 'IL TUO PROFILO' and 'I TUOI SERVIZI'. The main content area is divided into several sections:
 

- I TUOI SUGGERIMENTI:** A section with a tip: 'Se cerchi lavoro puoi consultare le offerte pubblicate dai Centri per l'Impiego e candidarti online.' Below this are buttons for 'INSERISCI E PUBBLICA IL TUO CV', 'ASSUNZIONI PA ART. 16', 'INCONTRALAVORO', and 'OFFERTE DI LAVORO'.
- Il Centro per l'Impiego è aperto su prenotazione.** A notification box with the button 'Fissa il tuo appuntamento'.
- CANDIDATI ALLE OFFERTE DI LAVORO SU CPI ONLINE:** A promotional image showing hands on a keyboard.
- Video Player:** A video player showing a woman's face with a play button. The video title is 'Alla ricerca di un lavoro 1 | Imparare a cercare lavoro'.
- CENTRO PER L'IMPIEGO:** A map of the Veneto region with a red pin indicating 'Cittadella'.
- I TUOI SERVIZI:** A section with a 'HELP DESK' icon.
- Footer:** Buttons for 'I CONTATTI DEL TUO CPI' and 'PRENOTA UN APPUNTAMENTO'.



This interface allows to request the services of the On-line PES Office, completing CVs and examining job offers, etc.

These functions can be selected from the 'Your Profile' menu:

- Edit user profile
- Manage Service Agreement, i.e. creation, renewal, revocation of *AdS* and management of delegated users
- Change *AdS*, i.e. change user/ *AdS* profile among those available

There are three general function keys, always visible: 'Home', 'New *AdS* ', 'exit'.

The layout of MyDesk may change without notice.

## 7. Subscription of new *AdS*

Once the authentication phase is over the Legal Representative or an suitable manager may request to enable his/her account to access a software application (e.g. COVeneto) and to this aim proceed with the signing of the Service Agreement.

From an operational point of view, the Service Agreement does not necessarily have to be signed by the legal representative of the company, consulting firm, school, accredited body or other. Unless otherwise indicated, these cases are possible:

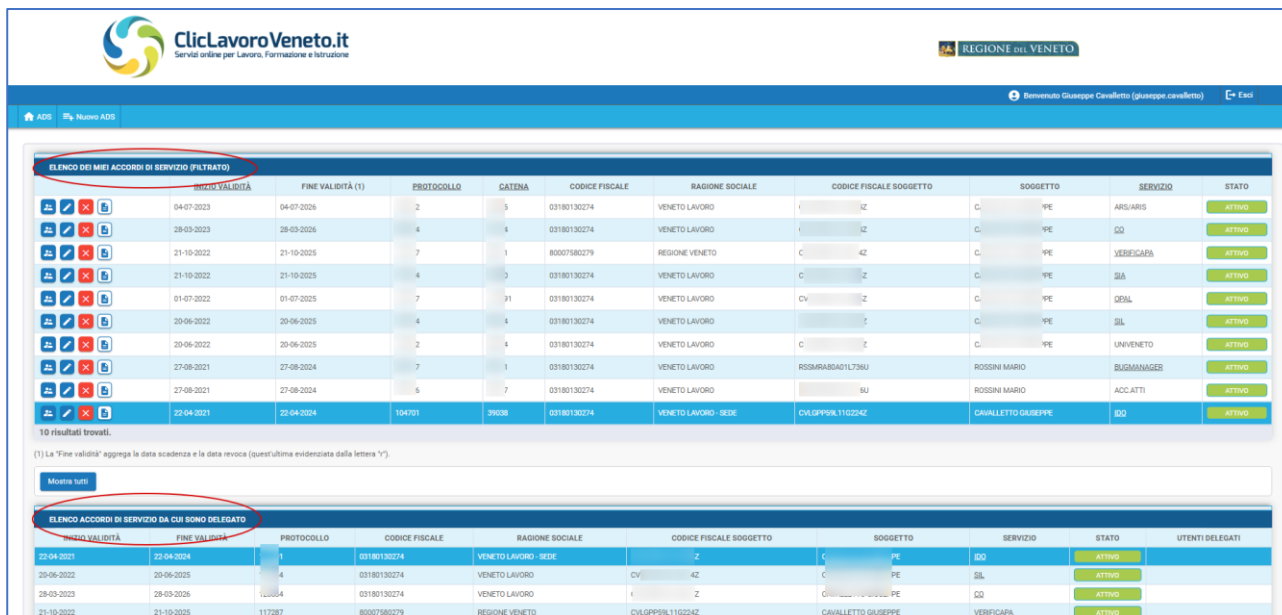
- A manager with executive powers (e.g. personnel director, manager in charge, etc.) logs in with his/her SPID/etc. account, signs the *AdS* by entering his personal data and applies his digital signature.
- An employee of the Legal Representative or person in charge (e.g. secretary, etc.) logs in with his SPID account/etc, signs the *AdS* by entering the Legal Representative's or person in charge's personal data and applying the latter's digital signature.
- The Legal Representative logs in with his/her SPID/etc. account, signs the *AdS* by entering his/her personal data and applies his/her digital signature.

For simplicity's sake, the account used to subscribe to the *AdS* is referred to as the Master Account and is totally autonomous in the management of the *AdS* (renewals, revocations, etc.) and delegated users (creation, deletion, etc.).

Please note that the Master User has the option of defining *special* delegate users with the ability to create and manage other delegate users. In this case, the 'Delegating Delegated User' has access to all delegate functions with the exception of the possibility of adding or removing other delegates. This function remains with the Master User.

To access the home page of the *AdS* management system, simply click on Your profile → Manage Service Agreement





**ELenco DEI MIEI ACCORDI DI SERVIZIO (FILTRATO)**

INDICE/ALLEGATA	FINE VALIDITÀ (1)	PROTOCOLLO	GATENA	CODICE FISCALE	RAZIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO	
	04-07-2023	04-07-2026	2	3	03180130274	VENETO LAVORO	C. PE	ARS/ARS	ATTIVO	
	28-03-2023	28-03-2026	4	4	03180130274	VENETO LAVORO	C. PE	CO	ATTIVO	
	21-10-2022	21-10-2025	7	1	80007580279	REGIONE VENETO	C. PE	VERIFICABE	ATTIVO	
	21-10-2022	21-10-2025	4	0	03180130274	VENETO LAVORO	C. PE	SIA	ATTIVO	
	01-07-2022	01-07-2025	7	11	03180130274	VENETO LAVORO	CV. PE	QESIL	ATTIVO	
	20-06-2022	20-06-2025	4	4	03180130274	VENETO LAVORO	C. PE	SIL	ATTIVO	
	20-06-2022	20-06-2025	2	4	03180130274	VENETO LAVORO	C. PE	UNVENETO	ATTIVO	
	27-08-2021	27-08-2024	7	1	03180130274	VENETO LAVORO	ROSSI MARIO	BUGMANAGES	ATTIVO	
	27-08-2021	27-08-2024	5	7	03180130274	VENETO LAVORO	ROSSI MARIO	ACC.ATTI	ATTIVO	
	22-04-2021	22-04-2024	104701	39038	03180130274	VENETO LAVORO - SEDE	CIVILPP59L110224Z	CAVALLETTO GIUSEPPE	ISQ	ATTIVO

(1) La "Fine validità" aggrega la data scadenza e la data revoca (quest'ultima evidenziata dalla lettera "Y").

Mostra tutti

**ELenco ACCORDI DI SERVIZIO DA CUI SONO DELEGATO**

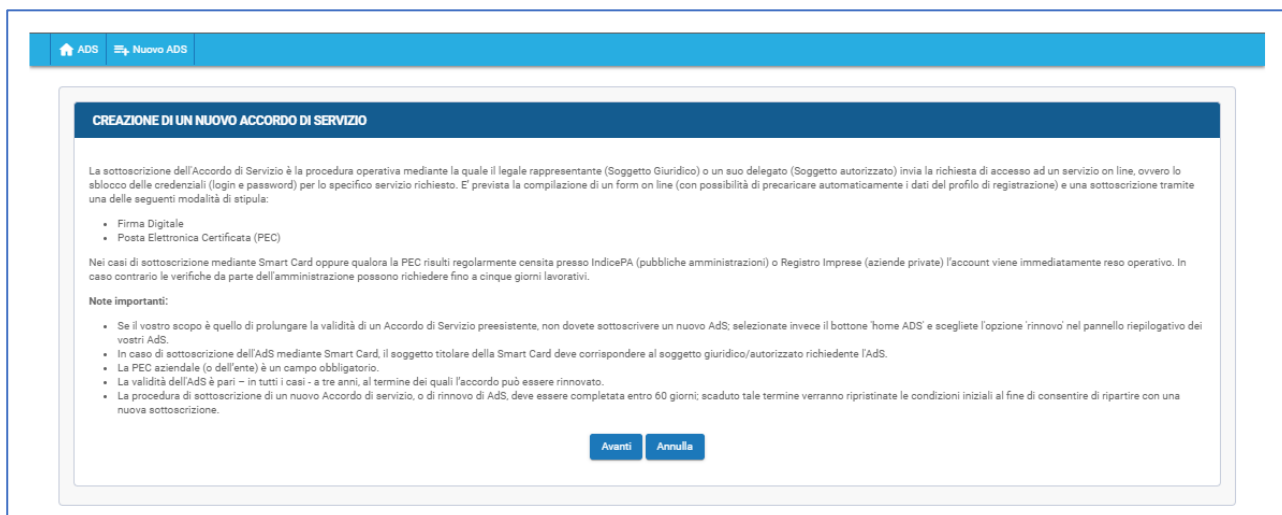
INDICE/ALLEGATA	FINE VALIDITÀ	PROTOCOLLO	CODICE FISCALE	RAZIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO	UTENTI DELEGATI
	22-04-2021	22-04-2024	1	VENETO LAVORO - SEDE	Z	C. PE	ISQ	ATTIVO	
	20-06-2022	20-06-2025	4	VENETO LAVORO	CV. PE	SIL	ATTIVO		
	28-03-2023	28-03-2026	4	VENETO LAVORO	C. PE	CO	ATTIVO		
	21-10-2022	21-10-2025	117287	80007580279	REGIONE VENETO	CIVILPP59L110224Z	CAVALLETTO GIUSEPPE	VERIFICABE	ATTIVO

The upper table (LIST OF MY SERVICE AGREEMENTS - FILTERED) shows the list of AdS already active or being subscribed to, while the lower table (LIST OF SERVICE AGREEMENTS BY WHICH I AM DELEGATED) lists the active delegations on one's own account from third-party Master Accounts.

The 'Show All' button allows users to view any active, expired or revoked AdS.

To subscribe to a new AdS, select the **'New AdS'** button.

An information page appears, reminding that in some cases the operation to be performed is not a new subscription but a renewal or reactivation, and in that case inviting users to discontinue the current procedure.



**CREAZIONE DI UN NUOVO ACCORDO DI SERVIZIO**

La sottoscrizione dell'Accordo di Servizio è la procedura operativa mediante la quale il legale rappresentante (Soggetto Giuridico) o un suo delegato (Soggetto autorizzato) invia la richiesta di accesso ad un servizio on line, ovvero lo sblocco delle credenziali (login e password) per lo specifico servizio richiesto. E' prevista la compilazione di un form on line (con possibilità di precompilare automaticamente i dati del profilo di registrazione) e una sottoscrizione tramite una delle seguenti modalità di stipula:

- Firma Digitale
- Posta Elettronica Certificata (PEC)

Nei casi di sottoscrizione mediante Smart Card oppure qualora la PEC risulti regolarmente censita presso IndicePA (pubbliche amministrazioni) o Registro Imprese (aziende private) l'account viene immediatamente reso operativo. In caso contrario le verifiche da parte dell'amministrazione possono richiedere fino a cinque giorni lavorativi.

**Note importanti:**

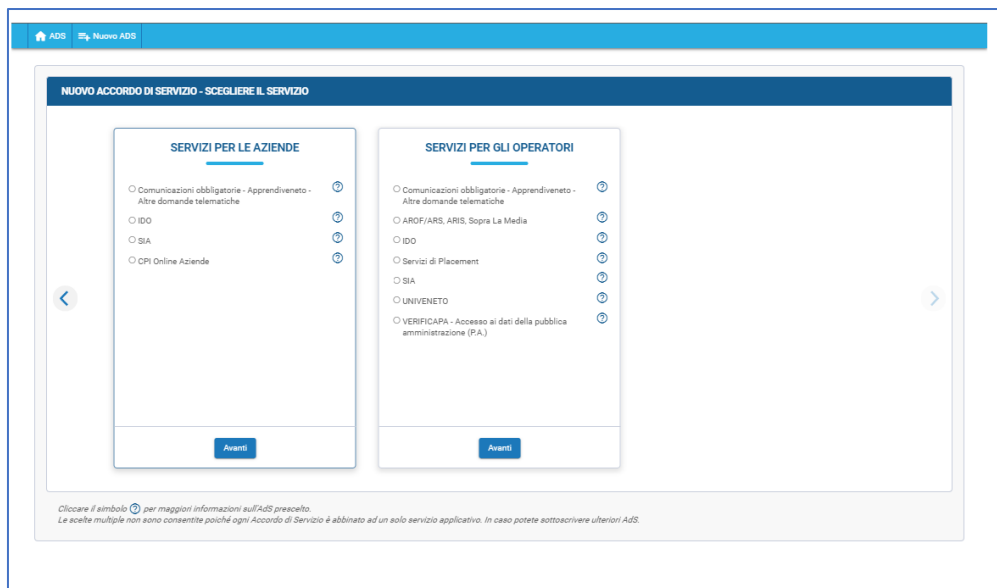
- Se il vostro scopo è quello di prolungare la validità di un Accordo di Servizio preesistente, non dovete sottoscrivere un nuovo AdS; selezionate invece il bottone 'home ADS' e scegliete l'opzione 'rinnovo' nel pannello riapribile dei vostri AdS.
- In caso di sottoscrizione dell'AdS mediante Smart Card, il soggetto titolare della Smart Card deve corrispondere al soggetto giuridico/autorizzato richiedente l'AdS.
- La PEC aziendale (o dell'ente) è un campo obbligatorio.
- La validità dell'AdS è pari - in tutti i casi - a tre anni, al termine dei quali l'accordo può essere rinnovato.
- La procedura di sottoscrizione di un nuovo Accordo di servizio, o di rinnovo di AdS, deve essere completata entro 60 giorni; scaduto tale termine verranno ripristinate le condizioni iniziali al fine di consentire di ripartire con una nuova sottoscrizione.

**Avanti** **Annulla**

After that page, the wizard begins, including three steps:

### 7.1 Choice of service

The required service is entered (with the software application of interest being the service). An information button explains the meaning of each entry in detail.



**NUOVO ACCORDO DI SERVIZIO - SCEGLIERE IL SERVIZIO**

**SERVIZI PER LE AZIENDE**

- Comunicazioni obbligatorie - Apprendiveneo - Altre domande telematiche ⓘ
- IDO ⓘ
- SIA ⓘ
- CPI Online Aziende ⓘ

**Avanti**

**SERVIZI PER GLI OPERATORI**

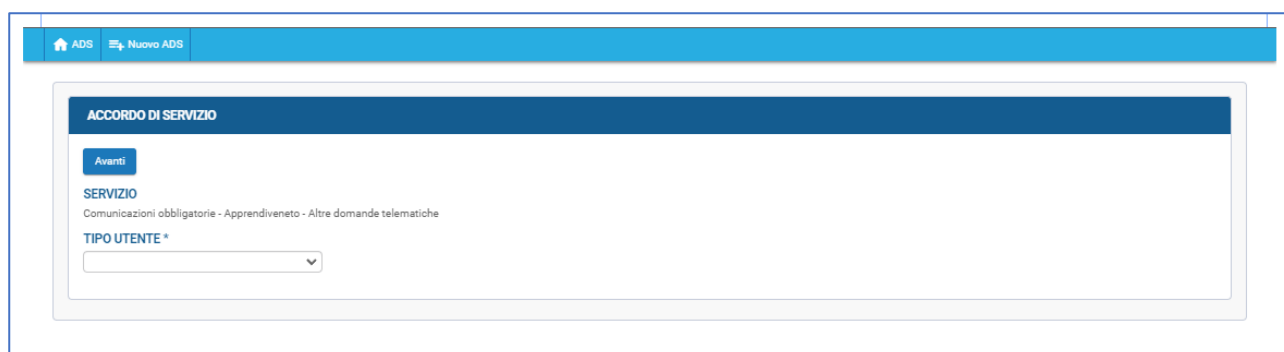
- Comunicazioni obbligatorie - Apprendiveneo - Altre domande telematiche ⓘ
- ARDF/ARS, ARIS, Sopra La Media ⓘ
- IDO ⓘ
- Servizi di Placement ⓘ
- SIA ⓘ
- UNIVENETO ⓘ
- VERIFICAPA - Accesso ai dati della pubblica amministrazione (PA) ⓘ

**Avanti**

Cliccare il simbolo ⓘ per maggiori informazioni sull'ADS prescelto.  
Le scelte multiple non sono consentite poiché ogni Accordo di Servizio è abbinato ad un solo servizio applicativo. In caso potete sottoscrivere ulteriori ADS.

The services in the right-hand column are addressed to Public Administration bodies or bodies accredited by the Veneto Region, those in the left-hand column to companies.

After selecting the “Next” button, an interface appears in which to specify the type of user, e.g. employer, employment consultant, school, etc.



**ACCORDO DI SERVIZIO**

**Avanti**

**SERVIZIO**  
Comunicazioni obbligatorie - Apprendiveneo - Altre domande telematiche

**TIPO UTENTE \***

▼

## 7.2 Master Data entry

By clicking on the 'Next' button, data about the Legal Representative or manager and the company/training institution/consultancy firm/etc. must be entered through a dedicated interface





ADS Nuovo ADS

### ACCORDO DI SERVIZIO

#### DATI GENERALI



<b>SERVIZIO</b> Comunicazioni obbligatorie - Apprendiveneto - Altre domande telematiche	<b>TIPO UTENTE</b> Datore di Lavoro
--	--

#### DATI AZIENDA / ENTE

<b>CODICE FISCALE *</b> <input type="text"/>  Riporta i dati del profilo personale utente	<b>RAGIONE SOCIALE *</b> <input type="text"/>
<b>INDIRIZZO *</b> VIA <input type="text"/> <input type="text"/>	<b>CAP</b> <input type="text"/>
<b>COMUNE *</b> <input type="text"/> 	<b>PROVINCIA</b> <input type="text"/>
<b>ISCRIZIONE (TIPO, NUMERO, PROVINCIA) *</b> <input type="text"/> <input type="text"/>	<b>TELEFONO</b> <input type="text"/>
<b>FAX</b> <input type="text"/>	<b>EMAIL *</b> <input type="text"/>
<b>CONFERMA EMAIL *</b> <input type="text"/>	<b>EMAIL CERTIFICATA (PEC) *</b> <input type="text"/> Verificare con attenzione l'accuratezza della PEC inserita
<b>CONFERMA EMAIL CERTIFICATA (PEC) *</b> <input type="text"/>	<b>INDIRIZZO PER COMUNICAZIONI (2)</b> <input type="text"/>

#### DATI SOGGETTO

#### DATI SOGGETTO

<b>NOME *</b> <input type="text"/> 	<b>COGNOME *</b> <input type="text"/>
<b>CODICE FISCALE *</b> <input type="text"/>	<b>COMUNE NASCITA (3)</b> <input type="text"/> 
<b>STATO NASCITA (3)</b> <input type="text"/>	<b>DATA NASCITA</b> <input type="text"/>

#### DOCUMENTO DI RICONOSCIMENTO

<b>TIPO DOCUMENTO</b> <input type="text"/>	<b>NUMERO DOCUMENTO</b> <input type="text"/>
<b>RILASCIATO DA</b> <input type="text"/>	<b>DATA RILASCIO</b> <input type="text"/>

#### PRIVACY/NOTE

<b>CONSENSO PRIVACY *</b> Consenso al trattamento dei dati per le finalità e nelle modalità previste dalla <a href="#">informativa</a> redatta ai sensi dell' art. 13 del dlgs 196/03. <input type="radio"/> Sì <input checked="" type="radio"/> No	<b>NOTA</b> <input type="text"/>
---	-------------------------------------

(1) La valorizzazione del codice IPA è riservata alle pubbliche amministrazioni. Tale codice viene rilasciato da IndicePA (<https://indicepa.gov.it>), Repository Nazionale delle PEC degli Enti della Pubblica Amministrazione. Si consiglia vivamente di inserire una casella PEC, con il relativo codice Ipa, censita su IndicePA, poiché in tal modo l'iter di istruttoria e approvazione del presente AdS risulta alquanto più celere.  
(2) Se diverso dagli indirizzi email/anagrafici sopra indicati  
(3) Obbligatori in alternativa

By clicking on the buttons with the pencil icon next to the personal tax code and company tax code filled, it is possible to preload data from the user account.

It is always possible to fill form fields by hand or change the content of pre-stored fields.

### 7.3 AdS Profiling

Depending on the service on which the AdS is to be activated, a functional button for applying



profiling may appear at the bottom of the privacy/notes section.

### 7.3.1 AdS on COVeneto:

In this case, profiling enables access to three sub-services:

- COveneto (Mandatory Communications) plus Apprenticeship Training Plans
- GEDI (People with disability Management)
- AGFA - Back office management for apprenticeships for the exclusive use of training providers

Please note that access to GEDI and AGFA is conditioned by a second level of profiling, not discussed in this guide.

### 7.3.2 AdS on ARS/ARIS:

ARS (Anagrafe Regionale Scolastica - Regional School Register) users declare for which Veneto municipality or school (more precisely, *Training Body*) he/she works.

'Province' or 'Region' profiles are created and managed by the administrator.

The profile for the 'ARIS' service is always complete, i.e. with all functions enabled.

#### ARS Profile - Municipality

The user chooses the municipality to which he/she belongs:

ACCORDO DI SERVIZIO » PROFILO AROF/ARS ARIS
cancel

**AROF/ARS**

<p><b>TIPO PROFILO</b></p> <p><input checked="" type="radio"/> Comune</p>	<p><b>REGIONE</b></p> <p><input type="text" value="VENETO"/></p>
<p><b>PROVINCIA</b></p> <p><input type="text" value=""/></p>	<p><b>COMUNE</b></p> <p><input type="text" value=""/> <input type="button" value="search"/></p>
<p><b>ISTITUTO / ALTRO ENTE</b></p> <p><input type="text" value=""/></p>	

**ARIS**

**TIPO UTENTE**

**INCARICHI AL TRATTAMENTO DI DATI SENSIBILI PER:**

**ALUNNI CON CITTADINANZA NON ITALIANA**

**ALUNNI ATTRAZIONISTI E NOMADI**

**ALUNNI DISABILI**

#### ARS Profile - Training Body



The user chooses the Training Organisation to which he/she belongs:

PRIVACY/NOTE	
<p><b>CONSENSO PRIVACY *</b></p> <p>Consenso al trattamento dei dati per le finalità e nelle modalità previste dalla <a href="#">informativa</a> redatta ai sensi dell' art. 13 del dlgs 196/03.</p> <p><input checked="" type="radio"/> Si <input type="radio"/> No</p>	<p>NOTA</p> <div style="border: 1px solid #ccc; height: 20px;"></div>
DATI PROFILAZIONE	
<p><a href="#">Imposta Profilo</a></p>	
<p><b>REGIONE</b></p> <p>null</p>	<p><b>PROVINCIA</b></p> <p>null</p>
<p><b>COMUNE</b></p>	<p><b>ISTITUTO</b></p>
<p><b>TIPO UTENTE ARIS</b></p>	<p><b>INCARICHI AL TRATTAMENTO DI DATI SENSIBILI PER</b></p>
<p><b>ALUNNI CON CITTADINANZA NON ITALIANA</b></p> <p>N</p>	<p><b>ALUNNI ATTRAZIONISTI E NOMADI</b></p> <p>N</p>
<p><b>ALUNNI DISABILI</b></p> <p>N</p>	<p><b>RUOLI</b></p>
<p><small>(1) La valorizzazione del codice IPA è riservata alle pubbliche amministrazioni. Tale codice viene rilasciato da IndicePA (<a href="https://indicepa.gov.it">https://indicepa.gov.it</a>), Repository Nazionale delle PEC degli Enti della Pubblica Amministrazione. Si consiglia vivamente di inserire una casella PEC, con il relativo codice IPA, censita su indicePA, poiché in tal modo l'iter di istruttoria e approvazione del presente AdS risulta alquanto più celere.</small></p> <p><small>(2) Se diverso dagli indirizzi email/anagrafici sopra indicati</small></p> <p><small>(3) Obbligatori in alternativa</small></p>	

**ACCORDO DI SERVIZIO » PROFILO AROF/ARS ARIS**
cancel

**AROF/ARS**

**TIPO PROFILO**

Comune  Ente formatore

**REGIONE**

VENETO

**PROVINCIA**

**COMUNE**

**ISTITUTO / ALTRO ENTE**

[search](#)

**ARIS**

**TIPO UTENTE**

Dirigente/Master

**INCARICHI AL TRATTAMENTO DI DATI SENSIBILI PER:**

**ALUNNI CON CITTADINANZA NON ITALIANA**

S

**ALUNNI ATTRAZIONISTI E NOMADI**

S

**ALUNNI DISABILI**

S

[Conferma](#)
[Azzera](#)
[Chiudi](#)

### 7.3.3 AdS on PA Verifications:

Using this tab users can specify which data pertaining to SILV (Sistema Informativo Lavoro Veneto - Veneto Labour Information System) they are interested to access, choosing from the following

items:

- Attending students from the Veneto Region
- Checking the non-employment status of workers
- Workforce per company
- History of Mandatory Communications of a specific jobseeker/worker

All or part of the request will be granted during the preliminary investigation.

**RUOLO**

Studenti frequentanti della Regione Veneto     Verifica condizione non occupazione dei lavoratori  
 Organico lavoratori per Azienda     Storico Comunicazioni Obbligatorie Lavoratore

**DICHIARAZIONE DI APPARTENENZA ALLE FORZE DELL'ORDINE**

Il sottoscrittente Ente dichiara sotto propria responsabilità di far parte delle Forze dell'Ordine (Polizia di Stato, Carabinieri, Guardia di Finanza, Polizia Locale, Vigili del Fuoco, Corpo Forestale, Polizia Penitenziaria, Guardia Costiera, Esercito)

#### 7.4 Anti-duplicate control

At the next step, a check is made for the possible presence of another *AdS* on the same service and the same company tax code. This check may be of the soft (warning) or hard (blocking) type. If such an *AdS* is detected:

- in the case of COVeneto, it is possible to create a new *AdS* or interrupt the procedure to request '*AdS* take over' (if active) or reactivation (if expired)
- with IDO it is possible to have 'implicit takeover'.

ADS
Nuovo ADS

**ATTENZIONE:**  
Il sistema rileva che sei titolare di almeno un Accordo di Servizio su COveneto associato al codice fiscale XXXXXXXXXX

- Se intendi riattivare tale AdS, purché in stato **revocato** o **scaduto**, interrompi la presente procedura guidata, torna tramite tasto "pagina principale" (cassetta) al pannello riepilogativo iniziale e seleziona la voce 'riattiva'. Potrai anche eliminare l'AdS in corso di sottoscrizione.
- Se intendi modificare i dati anagrafici dell'azienda o del titolare (soggetto giuridico o autorizzato) di tale AdS, purché in **stato attivo**, interrompi la presente procedura guidata, torna tramite tasto "pagina principale" (cassetta) al pannello riepilogativo iniziale e seleziona la voce 'innova'. Potrai anche eliminare l'AdS in corso di sottoscrizione.
- Se intendi creare un nuovo AdS, sullo stesso codice fiscale 03180130274, disgiunto dal precedente, seleziona il tasto "Procedi con nuovo AdS" (scelta sconsigliata)

#### 7.5 Subscription of the AdS

As the last step of the procedure, a digital or paper signature is required.



La procedura di sottoscrizione dell'accordo di servizio prevede ora di scegliere in quale modalità effettuare il riconoscimento certo del sottoscrittore:

### SOTTOSCRIZIONE TRAMITE FIRMA DIGITALE

dovrete avere a disposizione:

- smart card di firma digitale del "Soggetto Autorizzato" (legale rappresentante o responsabile delegato) rilasciata da Infocert SpA
- il software di firma digitale "Dike" scaricabile da [www.firma.infocert.it](http://www.firma.infocert.it).

Il sistema vi proporrà di scaricare un file in formato pdf (accordodiservizio.pdf) che dovrete:

- Firmare digitalmente con Dike
- Inviare tramite upload nella versione firmata "accordodiservizio.pdf.p7m"

L'upload del file firmato potrà essere eseguito anche in un secondo tempo. La validità dell'accordo di servizio è pari a 3 anni. Alla scadenza della smart card occorrerà rinnovare l'ads.

### SOTTOSCRIZIONE MEDIANTE POSTA ELETTRONICA CERTIFICATA (PEC)

In questa modalità vi verrà chiesto di inviare tramite upload i seguenti files (da scansionare digitalmente a partire dal relativo cartaceo)

- Accordo di servizio (file: accordodiservizio.pdf) firmato a mano
- Copia della carta di identità del "Soggetto Autorizzato"
- Copia digitalizzata del frontespizio della visura camerale (solo in caso di società iscritta alla CCIAA da meno di un anno o che ha avuto variazioni anagrafiche da meno di un anno)

L'accordo di servizio verrà attivato, sbloccando quindi le credenziali (login e password) per l'accesso ai servizi on line, in un tempo variabile da un minimo di pochi minuti ad un massimo di giorni lavorativi specificato nel manuale di accreditamento scaricabile all'indirizzo <https://www.cliclavoroveneto.it/web/cliclavoro/registrati>. La validità dell'accordo di servizio via PEC è pari a tre anni.

*Si consiglia di procedere nella modalità "Smart Card", qualora siate in possesso dell'apposito dispositivo di firma, poiché in questo modo l'istruttoria di approvazione risulta significativamente più celere.*

### SCELTA DEL TIPO DI SOTTOSCRIZIONE

It is possible to interrupt the subscription process at this stage and resume it later, in which case simply select the 'Arrow' button on the synoptic panel:

ADS Nuovo ADS

### ELENCO DEI MIEI ACCORDI DI SERVIZIO (FILTRATO)

	INIZIO VALIDITÀ	FINE VALIDITÀ (1)	PROTOCOLLO	CATENA	CODICE FISCALE	RAGIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO
	28-09-2021		101496	100900	031			CO		INSERITO
	24-09-2021		101495	100899	031			CO		ATTESA CONVALIDA EMAIL

2 risultati trovati.

(1) La "Fine validità" aggrega la data scadenza e la data revoca (quest'ultima evidenziata dalla lettera "r").

NB: Using the 'Barrel' button, it is also possible to delete what has been done so far.

Continuing with the wizard, the next step concerns the choice of subscription mode. In general, depending on the service chosen (CO, IDO, etc.), several possibilities are possible:

Service	Ads subscription mode
IDO, SCHOOL PLACEMENT	<p>Sending of secret codes (company mode) following the stipulation of a special agreement at the Veneto Lavoro offices. For information, please contact Veneto Lavoro (tel. 041.2919311, e-mail: <a href="mailto:mail.lavoro@venetolavoro.it">mail.lavoro@venetolavoro.it</a>)</p> <p>At the convention, the Legal Representative is given the unlock codes to be used in the subsequent AdS subscription phase.</p>
COVeneto, ARS, VerifichePA, etc.	<ul style="list-style-type: none"> <li>• Digital signature (smart card) or:</li> <li>• Certified Electronic Mail (CEM)</li> </ul>

The temporal validity of the AdS is three years, regardless of how it is signed, and it may be renewed.

Renewal of the AdS, can and must be carried out whenever some changes occur (e.g. due to a change of owner, change of school manager, relocation of premises, etc.).



In the case of signing by digital signature, the smart card used for signing must belong to the person declared in the *AdS* (Legal Representative or manager).

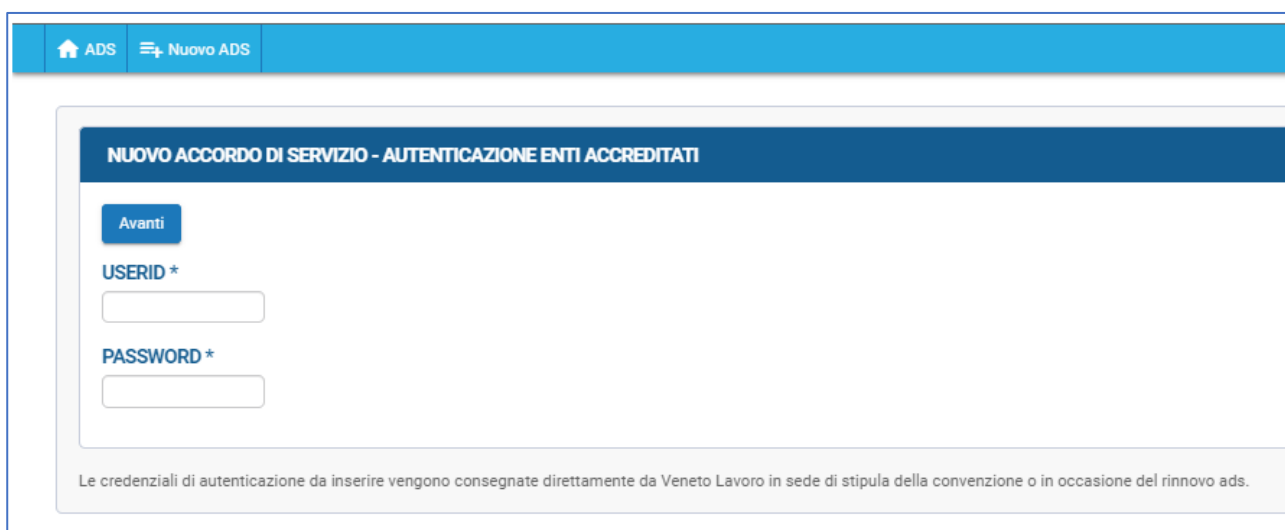
The smart card subscription is immediately active i.e. it does not require manual intervention by the Administration. Spot checks on the authenticity of accesses are regularly carried out.

Signing by PEC may require a preliminary approval process by Veneto Lavoro, which may takes up to 5 working days.

Enabling the *AdS* by the Administration takes up to 5 working days. For this reason, it is highly recommended to sign the *AdS* via Digital signature.

### 7.5.1 New *AdS* subscription via unlock codes

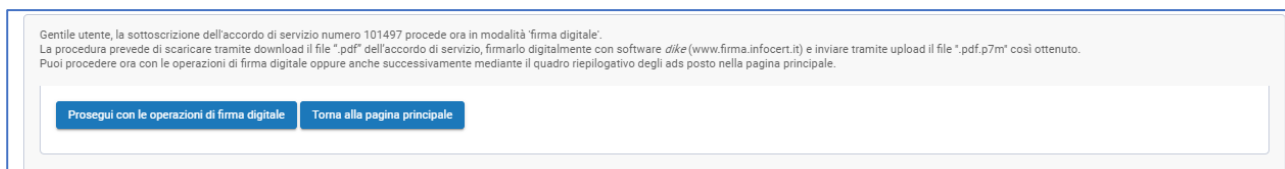
Entering the release codes (IDO, PLACEMENT) is done as in the figure:



As already mentioned, the secrets codes are sent by Veneto Lavoro's after signing the agreement for access to SILV services.

### 7.5.2 Subscription of new *AdS* in Digital Signature mode

By clicking the 'Digital Signature' button, the following page appears:



By clicking on Continue, the following page appears:



ADS Nuovo ADS

**ACCORDO DI SERVIZIO CON PEC**

Download
Avanti

**DATI GENERALI**

<b>DATA ACCORDO DI SERVIZIO</b> 28/09/2021	<b>DATA SCADENZA</b>
<b>PROTOCOLLO</b> 101496	<b>SERVIZIO</b> CO

**DATI AZIENDA / ENTE**

<b>TIPO UTENTE</b> Datore di Lavoro	<b>CODICE FISCALE</b> 03180130274
<b>RAGIONE SOCIALE</b> Veneto Lavoro	<b>INDIRIZZO</b> [REDACTED]
<b>CAP - COMUNE - PROVINCIA</b> 10172 VENEZIA VENEZIA	<b>ISCRIZIONE</b> Altro/Nessuno
<b>TELEFONO</b> 0412919311	<b>FAX</b> 0412919312
<b>EMAIL</b> ppistolato@gmail.com	<b>EMAIL CERTIFICATA (PEC)</b> ppistolato@gmail.com

**DATI SOGGETTO**

<b>NOME E COGNOME</b> [REDACTED]	<b>CODICE FISCALE</b> [REDACTED]
-------------------------------------	-------------------------------------

At this point:

- click on the 'Download' button and download the *service agreement\_<data>.pdf* file containing the application form data
- click on “Next”

Then, **without closing the browser window**, proceed to:

- apply digital signature using special software, for example:
  - DIKE downloadable for free from [www.firma.infocert.it](http://www.firma.infocert.it)
  - ARUBASIGN downloadable for free from <https://www.pec.it/download-software-driver.aspx>) or equivalent
  - NAMIRIAL SIGN, downloadable for free from <https://www.namirial.it/app-per-firma-digitale/>
- apply the digital signature in CADES mode (p7m file) or PADES mode (pdf file)
- upload the signed file via the first 'Browse' button
- **Optionally**, it is possible to send a related document (e.g. the document by which the company Legal Representative authorises a professional to act on his/her behalf)
- accept the declaration of acknowledgement of the annexes

ADS Nuovo ADS

**ACCORDO DI SERVIZIO CON FIRMA DIGITALE - UPLOAD**

Conferma

**FILE FIRMATO**

FILE \* (FORMATO 'P7M' O 'PDF FIRMATO') <sup>(1)</sup>  
 Nessun file selezionato

DOCUMENTO DI DELEGA (OPZIONALE, FORMATO PDF) <sup>(1)</sup>  
 Nessun file selezionato

DICHIARAZIONE DI PRESA VISIONE DEGLI ALLEGATI ALLA RICHIESTA DI ACCESSO AL SERVIZIO E RELATIVA ACCETTAZIONE INTEGRALE DEL CONTENUTO  
 Accetto  Non accetto

Leggi allegato [Comunicazioni obbligatorie](#) - [Apprendiveneto](#) - [Altre domande telematiche](#)

**NOTE**

(1)  
(Max 2 MB)

Finally, click the 'Confirm' button. Access to the chosen service is made available immediately.

### 7.5.3 Subscription of new AdS in PEC mode

By choosing the PEC mode, this page appears:

ADS Nuovo ADS

**ACCORDO DI SERVIZIO CON PEC**

Download Avanti

**DATI GENERALI**

DATA ACCORDO DI SERVIZIO 28/09/2021	DATA SCADENZA
PROTOCOLLO 101496	SERVIZIO CO

**DATI AZIENDA / ENTE**

TIPO UTENTE Datore di Lavoro	CODICE FISCALE 03180130274
RAGIONE SOCIALE Veneto Lavoro	INDIRIZZO [REDACTED]
CAP - COMUNE - PROVINCIA 10172 VENEZIA VENEZIA	ISCRIZIONE Altro/Nessuno
TELEFONO 0412919311	FAX 0412919312
EMAIL ppistolato@gmail.com	EMAIL CERTIFICATA (PEC) ppistolato@gmail.com

**DATI SOGGETTO**

NOME E COGNOME [REDACTED]	CODICE FISCALE [REDACTED]
------------------------------	------------------------------

The following steps need to be taken at this point:

- click the 'Download' button and download the file 'service agreement\_<data>.pdf' with the subscription request



- print the file, sign it with a handwritten signature, digitally scan it and upload it via the first "Browse" button
- Click on "Next"

On the next page two more documents must be uploaded:

- the pdf file just downloaded, hand-signed and digitised
- the copy of the ID (Identity Document)

and declaration of acceptance of the annexes must be flagged

After clicking on Confirmation, a manual preliminary investigation may be activated. In this case the following page will appear:

Then an e-mail containing the validation code will be sent to the user's PEC box:

Dear  
MARIO ROSSI  
ACME SPA



VIA ROMA 1

30170 MESTRE VENICE

Ref: mario rossini (mario.rossi@miamail.it)

to enable the Service Agreement nr 12345, signed on 01/07/2014 for access to the CO service is sufficient:

T) to log in the application of Service Agreements

2) To click on the 'Enable' link in the *AdS* summary box on the main page, at *AdS* no. 12345

3) To complete the following activation parameters:

- *AdS* protocol: 12345


- activation code: ABCDEFGH

More information can be found at [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it).

Best Regards

Cliclavoroveneto.it staff

The text of the email is self-explanatory; Basically, users have to log back into the application and, with regard to the *AdS* being subscribed to, click the 'Enable' button and enter the activation code.

ELENCO DEI MIEI ACCORDI DI SERVIZIO (FILTRATO)										
	INIZIO VALIDITÀ	FINE VALIDITÀ (1)	PROTOCOLLO	CATENA	CODICE FISCALE	RAGIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO
	28-09-2021		101496	100900	03180130274	VENETO LAVORO	PSTPTR66T23L736P	PISTOLATO PIETRO	CO	<b>INVIATO</b>
	24-09-2021		101495	100899					CO	<b>ATTESA CONVALIDA EMAIL</b>

2 risultati trovati.

(1) La "Fine validità" aggrega la data scadenza e la data revoca (quest'ultima evidenziata dalla lettera "r").

**MOSTRA TUTTI**

ADS Nuovo ADS

**ABILITAZIONE**

**Abilita**

**PROTOCOLLO ACCORDO DI SERVIZIO \***

101495

**CODICE DI ABILITAZIONE \***

### Important note

The activation code must be entered within 24 hours, otherwise the *AdS* application will be forfeited.

### 7.6 Timing of activation



Re-subscription and *AdS* renewal procedures must be completed by these deadlines:

1. from the start date of the procedure the submission must be completed within 50 days by uploading the pdf documents (PEC mode) or the digitally signed file (Smart card mode)
2. from the start date of the procedure the procedure must be completed within 60 days by activating the new *AdS*
3. from the date of sending the e-mail with the activation code the activation must be completed within 30 days.

After the expiry of the thresholds referred to in points 1 and 2, the application lapses and must in any case be restarted from the beginning.

Once the threshold in point 3 has expired (if the threshold in point 2 has not also expired), users can either cancel and restart the *AdS* from the beginning or contact the support service to request a resend of the activation code.

## **8. Service Agreement Management**

### **8.1 Renewal of the Service Agreement**

If necessary:

- change the personal data of the Legal Representative or Manager or the data of the registered office of the employer/student/school
- extend the validity of an expiring Service Agreement

the "amendment/renewal" operation of the Service Agreement is carried out.

From an operational point of view, the renewal is an operation entirely similar to subscribing to a new *AdS*, the only difference being that there is no choice of 'service' as this is implicitly pre-set from the previous *AdS*.

In the particular case of renewal of an *AdS* on a 'CO' at the end of the operation, full visibility and operability is maintained over the mandatory communications previously sent.

The synoptic panel on the homepage of the application shows the chain of all the *AdS* that have been subject to renewal, from the first to the current last. These will all be in the revocation status except for the last one signed chronologically.

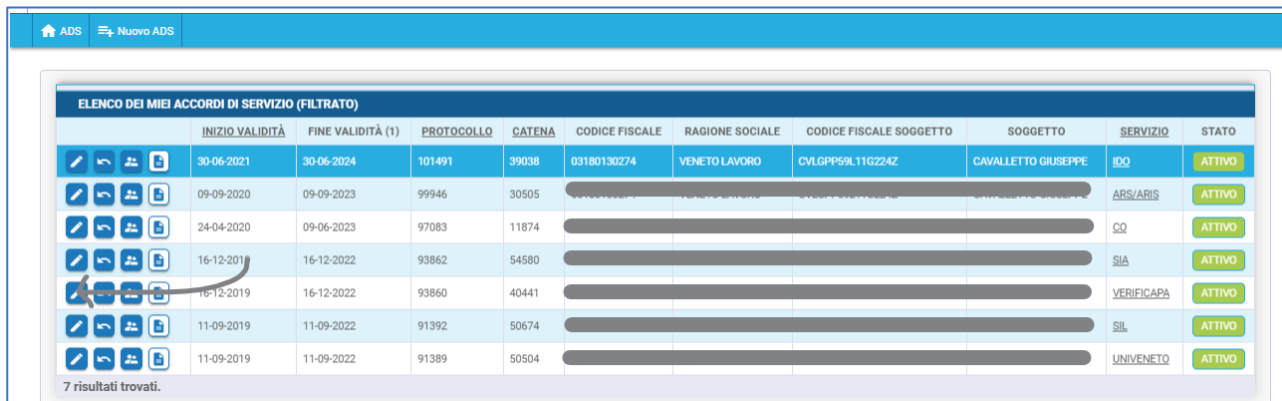
For other application services, such as ARS, VerifichePA, IDO, UNIVENETO, PLACEMENT, the problem of maintaining the previous context does not arise, and the renewal therefore only takes on the value of extending the validity period of the *AdS*.





























The subscription mode in case of renewal for an *AdS* on CO, ARS, VerifichePA, IDO does not necessarily have to be the same as the one used during the first subscription. In the case of an *AdS* on IDO or Placement, on the other hand, the only modality envisaged remains that by means of unlocking codes.

In the data entry form, those of the Legal Representative and company data entered at the time of the first signature are repeated for convenience. These data may be confirmed or modified as circumstances require.



In the synoptic table, the column called 'Chain' helps to identify the AdS that make up the sequence starting with the first subscription and continuing with the various renewals.



	INIZIO VALIDITÀ	FINE VALIDITÀ (1)	PROTOCOLLO	CATENA	CODICE FISCALE	RAGIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO
   	30-06-2021	30-06-2024	101491	39038	03180130274	VENETO LAVORO	CVLGP959L11G224Z	CAVALLETTO GIUSEPPE	IDO	ATTIVO
   	09-09-2020	09-09-2023	99946	30505					ARS/ARIS	ATTIVO
   	24-04-2020	09-06-2023	97083	11874					CQ	ATTIVO
   	16-12-2019	16-12-2022	93862	54580					SIA	ATTIVO
   	16-12-2019	16-12-2022	93860	40441					VERIFICAPA	ATTIVO
   	11-09-2019	11-09-2022	91392	50674					SIL	ATTIVO
   	11-09-2019	11-09-2022	91389	50504					UNIVENETO	ATTIVO


7 risultati trovati.





## 8.2 Revocation of Service Agreement

The **'Revocation'** function makes the revoked online application inaccessible to both the Master User and any delegates.

In the case of COVeneto, for instance, this implies the inaccessibility of online communications sent and the automatic disabling of any linked delegated logins.

To revoke an AdS, simply click on the appropriate button and then confirm by clicking 'revoke'.



   	11-09-2019	11-09-2022	91392	50674
   	11-09-2019	11-09-2022	91389	50504
	28-05-2018	28-05-2021	83422	39038
	18-09-2017	09-09-2020 R	78008	30505



**ACCORDO DI SERVIZIO**

Revoca

**DATI GENERALI**

<b>DATA ACCORDO DI SERVIZIO</b> 11/09/2019	<b>DATA SCADENZA</b> 11/09/2022
<b>PROTOCOLLO</b> 91389	<b>SERVIZIO</b> [REDACTED]

**DATI AZIENDA / ENTE**

<b>TIPO UTENTE</b> Ente della Pubblica Amministrazione	<b>CODICE FISCALE</b> 03180130274
<b>RAGIONE SOCIALE</b> VENETO LAVORO	<b>INDIRIZZO</b> VIA ca marcello 67
<b>CAP - COMUNE - PROVINCIA</b> 30100 VENEZIA VENEZIA	<b>ISCRIZIONE</b> Altro/Nessuno
<b>TELEFONO</b> 0412795682	<b>FAX</b> 0412795948
<b>EMAIL</b> [REDACTED]	<b>EMAIL CERTIFICATA (PEC)</b> [REDACTED]

**DATI SOGGETTO**

<b>NOME E COGNOME</b> [REDACTED]	<b>CODICE FISCALE</b> [REDACTED]
-------------------------------------	-------------------------------------

Si conferma l'avvenuta revoca dell'Accordo di Servizio prot. 91389 sul servizio UNIVENETO sottoscritto in data 11/09/2019 sul Datore di Lavoro/Ente: VENETO LAVORO, codice fiscale 03180130274. E' possibile ripristinare l'accesso al servizio UNIVENETO del portale cliclavoroveneto.it sottoscrivendo un nuovo AdS sullo stesso Datore/Ente nelle stesse modalit .

Le   stata appena inviata una email di promemoria.

Per ulteriori informazioni pu  consultare il sito [www.cliclavoroveneto.it](http://www.cliclavoroveneto.it).

### 8.3 Reactivation of revoked Service Agreement

It is always possible to reactivate a revoked AdS by simply selecting the 'Reactivate' function on the general synoptic panel on the main page.

If the revoked AdS is the last in a chain of renewals, the 'Reactivate' function is made available, as it should be, only for the last one revoked (chronologically).

	11-09-2019	11-09-2022	91392	50674	03180130274	VENETO LAVORO
[REDACTED]	11-09-2019	29-09-2021 R	91389	50504	03180130274	VENETO LAVORO
[REDACTED]	28-05-2018	28-05-2021	83422	39038	03180130274	VENETO LAVORO
[REDACTED]	18-09-2017	09-09-2020 R	78008	30505	03180130274	VENETO LAVORO
[REDACTED]	23-06-2017	09-06-2020 R	75924	11874	03180130274	VENETO LAVORO

### 8.4 Takeover of AdS

In certain circumstances, and typically with reference to the AdS on the COVeneto service, users may need to 'undermine' another login by taking visibility and operation over the mandatory notices sent by the latter, i.e. to create an AdS that takes over from another AdS associated with another login.

The latter will find his/her AdS implicitly 'revoked' without any more visibility of the mandatory communications previously sent.

As mentioned, this is a rather infrequent eventuality which, in order to be made technically possible,



requires a sort of 'pre-enabling' by Veneto Lavoro's IT services. Users interested in activating the possibility of subscribing to AdS in "takeover" mode on their login are invited to contact the assistance service using the methods indicated in the following section <https://www.cliclavoroveneto.it/help-desk>.

The takeover procedure, from an operational point of view, is very similar to that described for the conclusion of a New AdS. The peculiarities are:

- Need for pre-qualification of the new account
- Need to specify the code and date of protocol of the AdS to be taken over
- Need for a final authorisation by the Administration in the course of an otherwise 'manual' enquiry (irrespective of the signature mode)

#### 8.4.1 When to use takeover

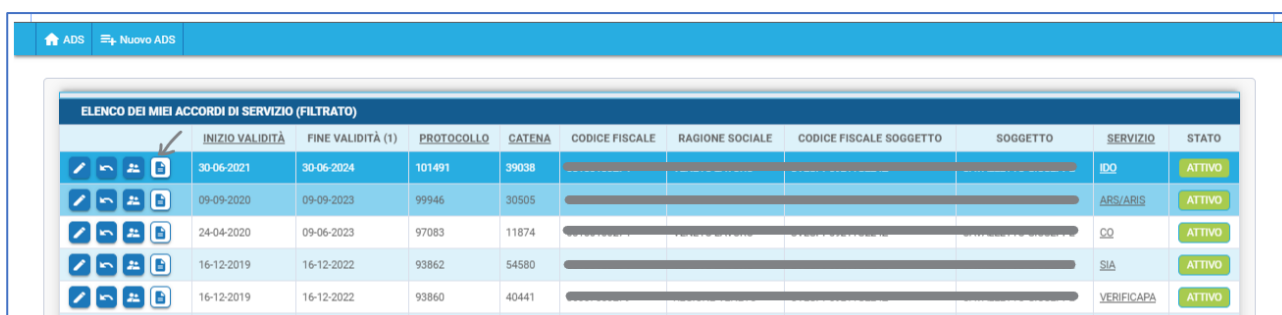
The takeover procedure may be useful in the following cases:
















- Legal Representative of several companies or headmaster of several schools, previously managed through separate logins and separate AdS AdS, who wishes to bring together the entire management under one centralised login
- replacement of the legal representative/school headmaster by another person in the event that the outgoing person has a personal login that is not 'communicated' to the incoming person
- other

Users are urged to use this function only when strictly necessary and aware of the effects.

### 8.5 **Service Agreement printing**

In the synoptic panel there is a button for printing the access request.



	INIZIO VALIDITÀ	FINE VALIDITÀ (1)	PROTOCOLLO	CATENA	CODICE FISCALE	RAGIONE SOCIALE	CODICE FISCALE SOGGETTO	SOGGETTO	SERVIZIO	STATO
  	30-06-2021	30-06-2024	101491	39038					IDQ	ATTIVO
  	09-09-2020	09-09-2023	99946	30505					ARS/ARIS	ATTIVO
  	24-04-2020	09-06-2023	97083	11874					CO	ATTIVO
  	16-12-2019	16-12-2022	93862	54580					SIA	ATTIVO
  	16-12-2019	16-12-2022	93860	40441					VERIFICAPA	ATTIVO

In case of revoked, expired or active AdS, the printout presents information on the status.



## RICHIESTA DI ACCESSO AL SERVIZIO IDO E SOTTOSCRIZIONE DELL'ACCORDO DI SERVIZIO N. 83422

(Accordo di servizio revocato in data 30/06/2021)

La/Il sottoscritta/o Sig.ra/Sig. \_\_\_\_\_ nata/o a \_\_\_\_\_, soggetto autorizzato per la società/ente VENETO LAVORO con sede legale in VENEZIA, VENEZIA, ..., VIA ca' marcello 67, Cod. Fisc. 03180130274

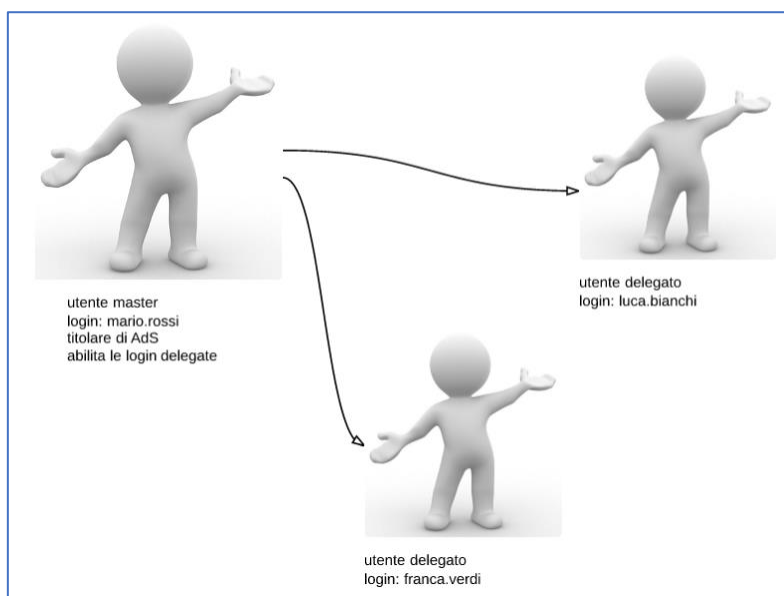
### 9. Delegated users

As already mentioned, users enabled to operate the applications necessarily belong to one of the following profiles:

- Master Users (Legal Representatives or Manager)
- Delegated Users

The Master User sign the request for access with a Service Agreement, and correspond in principle to the Legal Representatives, proprietors, school managers, delegated managers, etc.

The delegated user does not subscribe to any *AdS* and operate under the responsibility of a master (delegating) user who can enable the delegation (possibly with limited rights), disable it, or enable it in time.



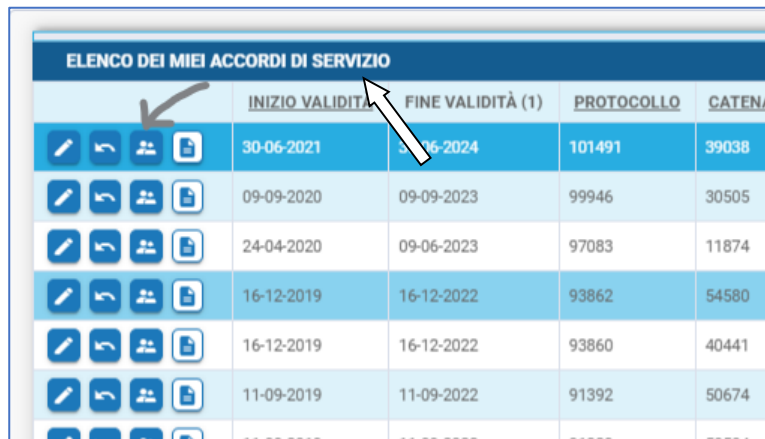
Delegated authorizations allows access to the same application service on which AdS has been stipulated.























Each delegation is only active respectively the corresponding *AdS*. If a master login has several distinct *AdSs* (on the same service or on distinct services), it is possible to selectively enable the delegated user. In other words, a user delegated can only access the operating context oh hos/her own master *AdS*.

A delegated user must have a personal SPID/CIE/CNS/eIDAS account.

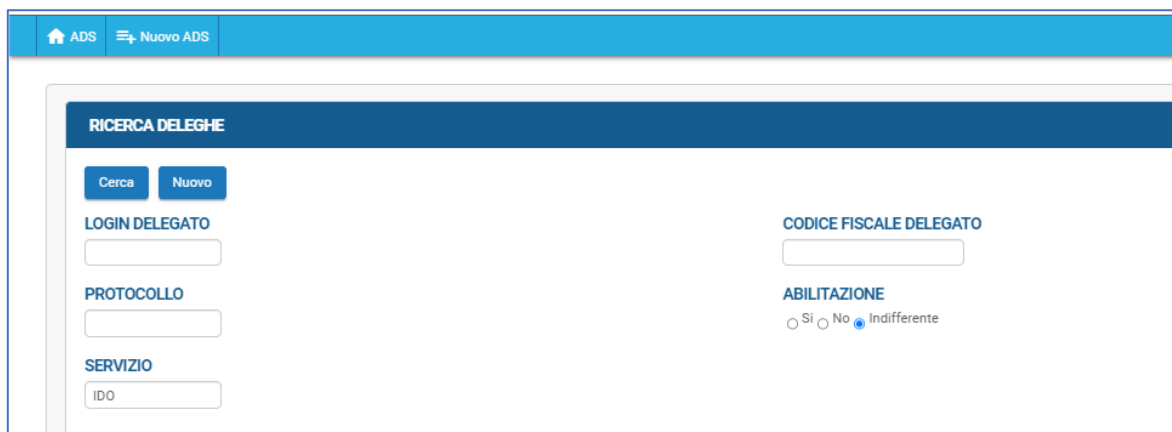
The Master (delegating) then accesses the system ([www.cliclavoroveneto.it/accordo](http://www.cliclavoroveneto.it/accordo)) via his own account and enables the delegated account to operate in the manner and on the terms he determines.

After logging in the synoptic panel from the master user on the main page presents the functional menu 'Delegates' in the column 'Delegated Users':



ELENCO DEI MIEI ACCORDI DI SERVIZIO					
	INIZIO VALIDITÀ	FINE VALIDITÀ (1)	PROTOCOLLO	CATENA	
   	30-06-2021	30-06-2024	101491	39038	
   	09-09-2020	09-09-2023	99946	30505	
   	24-04-2020	09-06-2023	97083	11874	
   	16-12-2019	16-12-2022	93862	54580	
   	16-12-2019	16-12-2022	93860	40441	
   	11-09-2019	11-09-2022	91392	50674	

Select the appropriate button to proceed with the creation of new delegate users or the search of those already configured:



ADS Nuovo ADS

**RICERCA DELEGHE**

Cerca Nuovo

LOGIN DELEGATO

PROTOCOLLO

SERVIZIO

CODICE FISCALE DELEGATO

ABILITAZIONE  
 Si  No  Indifferente

By pressing the 'New' button (**New Delegation**), the system presents the following form:

**DELEGA**

**DATI DELEGA**

<b>LOGIN / CODICE FISCALE DELEGATO *</b> <input type="text"/> <input type="button" value="✎"/>	<b>CODICE FISCALE DELEGATO</b> <input type="text"/>
<b>NOME DELEGATO</b> <input type="text"/>	<b>COGNOME DELEGATO</b> <input type="text"/>
<b>PROTOCOLLO ACCORDO DI SERVIZIO</b> <input type="text" value="101491"/>	<b>DATA INIZIO VALIDITÀ *</b> <input type="text"/>
<b>DATA FINE VALIDITÀ (1)</b> <input type="text"/>	<b>SERVIZIO</b> <input type="text" value="IDO"/>
<b>DELEGATO - DELEGANTE (2)</b> <input type="checkbox"/>	

**NOTE**

(1) Campo facoltativo, valorizzare ad esempio in caso di utente delegato con contratto a tempo determinato. Se il campo non viene valorizzato la delega ha validità illimitata (ovvero fino alla data di scadenza o di revoca dell'Accordo di Servizio).

Nel dubbio lasciare il campo vuoto (sarà sempre possibile revocare o disabilitare la delega anche in futuro)

(2) Attivando questa opzione il titolare dell'Accordo di Servizio attribuisce al presente utente la facoltà di gestire tutte le funzionalità inerenti le deleghe (aggiunta, rimozione, ecc)

La procedura di creazione degli utenti delegati avviene, come riportato nei manuali, in due passi:

1. creazione dell'utente tramite procedura di registrazione: (<https://www.cliclavoroveneto.it/web/cliclavoro/registrati>)
2. abilitazione della delega attraverso la presente maschera applicativa

Operationally, master user enter the delegate's tax code and click on the 'pencil' button on the proper AdS/Application. The system automatically completes the fields on a grey background for appropriate verification. Users then choose the validity period (start date mandatory, end date optional: unlimited validity in case of blank field). It is possible to disable the delegated login by means of a special button, and re-enable it later.

For some subscribed AdS it is possible to profile the delegated user, as described below.

### 9.1 Delegated users profiling on CoVeneto

The following levels of customisation are applicable to delegated users on COs:

#### 9.1.1 Profiling by sub-service

The profile button allows users to choose which of the applications pertaining to the AdS 'CO' to allow access to.

Such applications are:

COVeneto	mandatory communications on labour relations
GEDI	management of practices relating persons with disabilities (Law no 68/99)
AGFA	Back office management of apprenticeship training paths reserved to training organisations and their leaders (*)

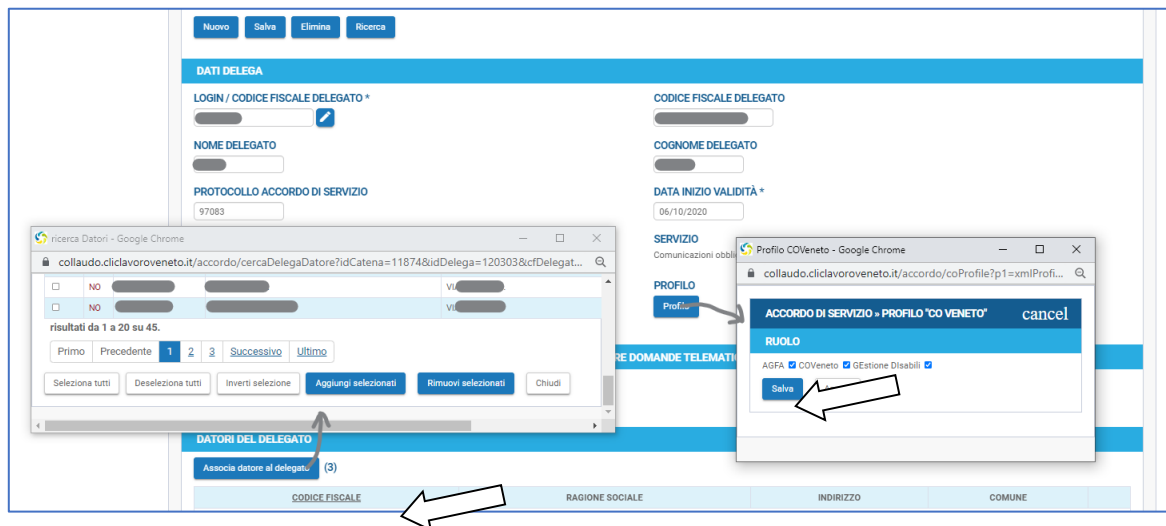
(\*) Access to AGFA and GEDI services is however conditional on other qualifications, which are not examined here. For AGFA it is advisable to contact the relevant partnership leaders and/or the Veneto Region apprenticeship offices.

#### 9.1.2 COVeneto profiling for 'customer' company

Delegate users on AdS CoVeneto normally view and manage mandatory communications sent by delegates and master user relatively to all customer company.



It is possible, using the 'Associate employer to delegate' function, to allow a delegate to access only the list of mandatory communications relevant to certain specific employers (specified by a specific tax code). Briefly, if no association is present, then the delegate user has visibility of all notifications sent by other delegates (of the same Master) and the delegator. If one or more associations are uploaded then read and write visibility will be limited to the employers entered.



By clicking on the 'Associate employer to delegate' button, a mask appears showing all the master data listed in CoVeneto that can be selected (one or more than one).

### 9.1.3 Delegate users profiling on ARS/ARIS/SLM

The "profile" button is used to define the services on which to enable the delegate and the specific profile on Ars/Aris part. SopraLaMedia does not need any role specification.

ACCORDO DI SERVIZIO » PROFILO AROF/ARS ARIS
cancel

**RUOLI**

**RUOLO**

Arof

Aris

Sopra la Media

Pif

Trasporti

Solo dati aggregati

Accesso Centrale Veneto Lavoro

**AROF/ARS**

**REGIONE**

**PROVINCIA**

**COMUNE**

**ISTITUTO / ALTRO ENTE**

**ARIS**

**TIPO UTENTE**

**INCARICHI AL TRATTAMENTO DI DATI SENSIBILI PER:  
 ALUNNI CON CITTADINANZA NON ITALIANA**  
 Si  No

**ALUNNI ATTRAZIONISTI E NOMADI**  
 Si  No

**ALUNNI DISABILI**  
 Si  No



#### 9.1.4 Delegated user profiling on SILL

The AdS operator can configure delegated users with different profiles. Please note, however, that the SILL application is not exposed on the Internet and therefore cannot be reached except by the telematic circuit of the PES Office.

ACCORDO DI SERVIZIO » PROFILO SIL
cancel

**PROFILO SIL**

**ORGANIZZAZIONE**

**RUOLO**

AMMINISTRATORE SIL

OPERATORI

UTENTE SPI

UTENTE CPL

OPERATORI MOBILITA

OPERATORI GEDI

OPERATORI MODIFICA CF

Conferma

Azzera

Chiudi

#### 9.1.5 Delegated user profiling on VerifichePA

The operation is the same as described above: the user loads the delegate's login, confirms it with the pencil key, checks that the delegate's Master data are as expected, sets the delegate start date (mandatory) and end date (optional), sets the application service and confirms it with the save key.

The “Profile” function allows users to set up for delegates some or all of the profiles enabled for the master user, subscriber of the AdS.

ACCORDO DI SERVIZIO » PROFILO “VERIFICHE DELLA PUBBLICA AMMINISTRAZIONE”
cancel

**RUOLO**

Studenti frequentanti della Regione Veneto  Verifica condizione non occupazione dei lavoratori  Organico lavoratori per Azienda

Storico Comunicazioni Obbligatorie Lavoratore

Conferma

Azzera

Chiudi

## 10 Contact Centre and Technical Assistance Service

To receive assistance on all system access issues, please send a ticket or contact the helpline whose details are described at <https://www.cliclavoroveneto.it/help-desk>.