



UNIVERSITÀ DEGLI STUDI DI NAPOLI
FEDERICO II

SAFE • UNINA

Support and assistance for Erasmus and international students

Emergency protocols and key contacts



If you are an Erasmus or international student at the University of Naples, this guide is for you. Here you will find key contacts and procedures to follow in the event of an emergency. They may also be useful to you in your everyday life.

Such an emergency may include, but is not limited to:

- **A medical/health emergency, either physical or mental**
- **Immediate or perceived danger to your person**
- **Administrative problems and/or difficulties with paperwork**
- **General need for support**

Studying in a new country can be an extraordinary challenge. Making sure you feel safe and comfortable in Naples is of fundamental importance for academic and personal success. This guide may be referenced for any need as you acclimate to your new home!

**SAFE - UNINA is your point of reference.
Stay informed. Stay prepared. Stay safe.**

This guide will accompany you throughout your academic experience at the University of Naples. Within it you will find practical information, clear instructions and useful advice for a safe and productive stay. While it is an incredible opportunity, moving to a new university is not without challenges. However, you are not alone in facing them.

SAFE UNINA is here for this: helping you to have the safest, most comfortable, and best experience possible.

Useful Numbers

In case of emergency



When in Italy, the following numbers may be called 24 hours a day:

European Emergency Number (NUE): 112

Through this number you may be referred to the necessary secondary departments: police, carabinieri, fire brigade, emergency medical services.

Health emergency: 118

Free, 24 hour service for accidents, illnesses or other situations of immediate danger.

If you do not speak Italian, communicate in English; the operators will do their best to assist you.



Communication with the university

The goal of the University of Naples is to accompany and support you for the duration of your stay. We know that this incredible experience can also be overwhelming.

Our goal is to listen, respond, and support you for its entirety.

Before your arrival

- Read through this entire document and reach out with questions
- Register through IWD
- Request codice fiscale
- Contact for questions about housing

Things to do upon your arrival

As an Erasmus student:

- **Activate your UNINA email account**

a. The pin and password are provided by the CSI office via the personal email you provided.

- **Activate your Italian phone number**

a. Communicate this number to the Erasmus Office

- **Communicate an emergency contact, either a friend or family member**

- **Health insurance: obtain the 'Tessera Sanitaria' or the 'TEAM Tessera Europa'**



Download + activate the MyUnina app

May be accessed with your UNINA email credentials.

The MyUnina app is the official channel for:

- **Notifications about emergency situations**
(such as health emergencies or earthquakes)
- **Extraordinary communications**
(In case of evacuation, cancellation of class, etc)



To ask more
specific questions, contact:

internationalunina@unina.it

Student support services

Are you a student with a disability or Learning Disorder?

You have the right to personalized support and learning tools. Just ask. We are ready to support you.

Do you feel stressed or overwhelmed?

Let's talk about it. Our psychological support services are free & available for your use.

Have you experienced harassment or discrimination?

Speak up. Say something. We are here to listen and to protect you.

Are you struggling to adapt to the language, the culture or the country?

You don't have to do it alone. We offer initiatives to help integrate you and build your support network.

Do you have need of medical assistance?

Ask for support: we will help you to obtain fast and effective service.

You are not alone.

You're here to be a student, to grow, to live a new experience.

We are here to make that experience safe and enjoyable, with support and guidance through the SInAPSI center and the services offered by the CUG.





SInAPSI office: for students with disabilities or learning disorders

Are you a student with a disability or Learning Disorder?

You have access to dedicated support services through the SInAPSI Center.

Write to the following email:

accoglienza.sinapsi@unina.it

We advise you to contact the SInAPSI center several months before your arrival to organize the necessary support as efficiently as possible.

For more information, check out our website:

https://www.sinapsi.unina.it/home_sinapsi

SInAPSI services for psychological consulting

Are you experiencing psychological or emotional stress?

You may contact the Counseling services (CPSU) offered by the SInAPSI center.

To book a free consultation, write to:

cpsu.sinapsi@unina.it

Services are entirely confidential and offered in both English and Italian.

Note that these services are not for psychiatric emergencies. In the case of an emergency, contact health services (call 118).

Asking for help is a sign of strength, not weakness.





SInAPSI: international initiatives for student wellness

Are you interested in better acclimating to the city?

You may participate in the SInAPSI international initiatives dedicated to promoting student wellness, via

- Student workshops
- Group courses
- Community sharing

If you would like to propose an initiative of your own,
please write to:

international.sinapsi@unina.it



CUG Service

Have you experienced discrimination, stalking, harassment or assault?

Speak up.

You may receive support from the dedicated and confidential services offered by the CUG by writing to the following address:

sportello.ascolto@unina.it

You will be listened to with attention and respect.



Health emergencies

Do you know what to do if you have need of medical assistance?

In a health emergency, acting quickly is of paramount importance.

In an emergency:

- Call **118**
- Or proceed to the nearest emergency room

Do you need specialized assistance?

For non urgent medical visits (cardiologist, gynecologist, dermatologist, ophthalmologist): **you may request assistance through the university.**

Write to:

coies.aou@unina.it

A point of contact will organize a visit for you at the university hospital. If necessary, linguistic support may also be provided.

When you attend your medical appointment, **remember to bring:**

- Health insurance card
- Identity document
- Prove of enrollment at the university

Having your documentation with you will avoid delays and ensure the most efficient experience possible.



Emergencies in extraordinary situations

What to do in case of earthquakes, volcanic eruptions or other high-risk situations.

Even in the most unexpected events, staying prepared makes a difference. Stay informed. Stay calm. Follow official guidelines.

Seismic emergencies or volcanic eruptions

BEFORE

- Activate the IT-Alert app on your phone.
- Inform yourself of the dedicated evacuation plan according to the university building you attend.
- Find the nearest meeting point.

Prepare a small emergency kit (copy of documents, flashlight, essential medicines).

Staying prepared reduces risk.

DURING

Stay calm and protect yourself.

If inside:

- **Stay under a solid table or near a stable wall**
- **Stay far from glass, windows, or objects that may fall.**

If outside:

- Stay away from buildings, trees and power lines.
- Proceed to the nearest open + safe space.

AFTER

Follow the instructions on the MyUniNA + IT-Alert apps

- Do not enter buildings until officially permitted
- Trust only official channels for information
- Do not spread unverified information



Personal safety and economic/administrative emergencies

Have you been robbed or misplaced important documentation?

Act quickly:

- Block all credit/debit cards
- File a report at the police or carabinieri station
- If you are an international student, contact your consulate or embassy

Have you been a victim of fraud, threats or other at-risk situations?

You don't have to deal with it alone:

- Contact the police or carabinieri
- If you are an international student, contact your consulate or embassy

Safety comes first

Are you dealing with housing-related issues?

Ask for support:

contact the international welcome desk:

internationalwelcomedesk@unina.it



For more information:

<https://www.international.unina.it/welcome>

Solutions are out there. Speak up. Prepare. Inform. Act.

In every situation, SAFE UNINA will help you understand what to do.



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Erasmus+ and International Mobility Office

Address: Main campus, Corso Umberto I, 40 - Napoli

Email: [**_international@unina.it**](mailto:_international@unina.it)

PEC: [**_international@pec.unina.it**](mailto:_international@pec.unina.it)

Hours of operation:

Monday, Wednesday and Friday
from 09.00-12.00

Tuesday and Thursday
from 09.00-12.00 and 14.30-16.30



For official updates: [**www.unina.it**](http://www.unina.it)

For official updates: [**www.international.unina.it**](http://www.international.unina.it)

Stay tuned



Stay safe