

# PoliSolicita: new Technical Support Contact

PoliPapers joins communication channel of Universitat Politècnica de València through UPVcontact platform (PoliSolicita).

This system requires identification for both UPV users and external users.

## Access from PoliPapers

At platform footer



And at ABOUT-> Contact -> Support Contact



## Access to system

If person accessing platform is an active member of UPV and is connected to UPV Intranet, application takes its credentials automatically and allows access without requesting any additional identification.

If person accessing is not connected to UPV Intranet, a screen appears with two buttons: "Access with UPV key" and "Access with UPV[Contact] key":

### Access selection

Access with UPV key:

- If you are student or employee or alumni.
- If have UPV key but do not belong to these communities, identifying yourself as External.

UPV [contact]

Access with UPV[contact] key:

- If you are ex-student or ex-employee without UPV email or you do not have a UPV key.

Access with UPV key

Access with UPV[contact] key

**UPV Members** must use "Access with UPV key" button. This button opens standard connection screen of UPV that allows identification on the Intranet.

The image shows two elements: a button on the left and a form on the right. The button is labeled "Access with UPV key". The form is titled "Member of staff" and contains two input fields: "DNI\*" and "UPVnet key\*", each followed by an "Enter" button.

**UPV non-members** must use "Access with UPV[contact] key" button

Access with UPV[contact] key

This button allows register first time to application, and after registration allows access to platform. This button display UPVcontact user identification screen.

**UPV[contact] user identification**

If you are ex-student or ex-employee without active UPV email, or you do not have a UPV key and you are not registered in the UPV[contact] platform, press "User registration".

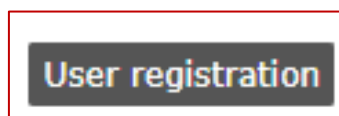
If you are already registered in the UPV[contact] platform, enter your access data.

Email: \*

Password: \*

[Forgot your password?](#)

First time you access application, you must press "User registration" button to register access user. From second access, just enter email and password.



"User registration" button displays registration screen of a new user:

**UPV[contact] user registration**

If you do not have a UPV key, on this screen you can register in the UPV[contact] platform in order to create and consult your communications with the UPV.

Email: \*

Name: \*

Password: \*

Repeat password: \*

Security sentence \*  No soy un robot reCAPTCHA Privacidad - Condiciones

**⊛** The password have to be compound with numbers and letters, and have to be at least 8 caracters.

**⊛** Your personal data will remain included in an automatic file of the Universitat Politècnica of València, that engages to not doing a distinct use of that whereby have been asked, in accordance with the organic law 15/1999 of data protection. It can exert, by writing, the rights of access, rectification, cancellation and, if it proceeds, of opposition, in front of the Service of Rule and Inspection of this University.

You must enter a valid email, full name, a password, validate verification phrase and finally press "Continue" button.

## Request form

Three fields must be filled:

- **Subject (required):** indicate journal title about request.
- **Write here your request (required):** write your request in detail.
- **Attachments (optional):** you can attach any archive (image, document...).

Portal UPV[contact] / poli[Sol·licita]  
5 - Request on PoliPapers (portal of journals published by the UPV)  
Indicate the title of the requested journal, and your role in PoliPapers: editor, author, reviewer, etc.

Raise this request on behalf of

Subject

Write here your request

Indique toda la información relevante para realizar la gestión que solicita.  
Indiqueu tota la informació rellevant per a fer la gestió que sol·liciteu  
Indicate all the relevant information to carry out your request.

Attachments (optional)  
Drag and drop files, paste screenshots, or browse

Create Cancel

After pressing "Create" button, a screen is displayed indicating that it has been received correctly:

Portal UPV[contact] / poli[Sol·licita] / SOL-167  
Revista "....." RECEIVED

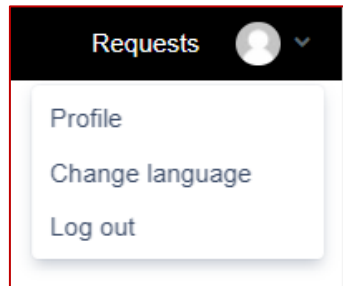
Comment on this request...

Shared with  
Creator

**Details** Just now  
Write here your request  
Pruebas Isabel  
Añadir revisor,.....  
Problema de envío,.....  
Publicación número,.....

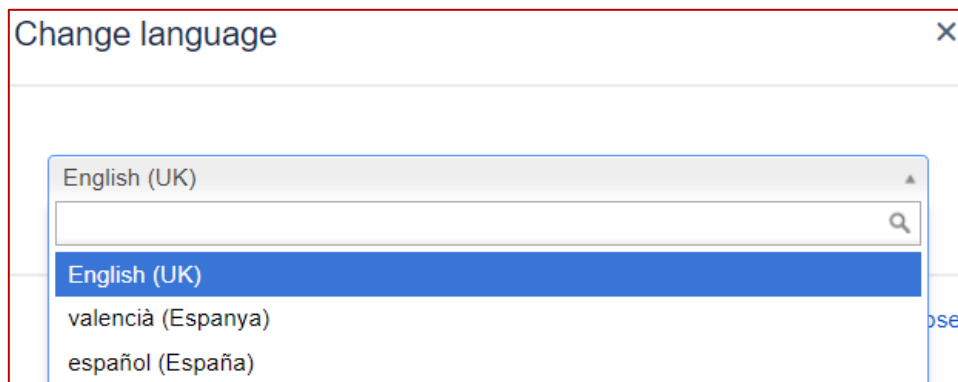
## Change language

On the upper right side of the page, you can access to three options: "Profile", "Change language" and "Log out".



"Change language" option allow selection one of the language available

Selecting one of them and pressing save button, application changes to the chosen language. From that moment, that language will be application language.



More information: System [Help manual](#) (in Spanish)