NEW METHODS FOR BOOKING MEALS IN THE SCHOOL CANTEEN SERVICE

Starting from the 2024-2025 school year, the **App/Web** will be the only system for **canceling** meals in the canteen service.

- ## HOW DOES IT WORK?

The new system allows families to directly manage meal bookings through a smartphone application or a dedicated website. The data related to the student, including meal preferences and the current year's calendar, will already be loaded into the system, and meals will be considered booked for all school days. **Families simply need to cancel the meal reservation on days they do not wish to use the service**, up to 15 days in advance, and as late as the morning of the day itself, by 9:30 AM.

- ## WHERE CAN I FIND THE APP?

The eCivis application will be downloadable from the Android and iOS app stores. The new system can also be accessed via the website at https://sassuolo.ecivis.it

1. Access the eCivis app and select the MUNICIPALITY of SASSUOLO, or go to the portal https://sassuolo.ecivis.it;
2. Log in using SPID/CIE credentials (access is only possible via SPID or CIE);
3. Go to the "Bookings" section and cancel the meal when necessary, either through the app or the web portal.

Access to the reserved area can only be made by the parent named on the payment notice, using SPID/CIE (Electronic Identity Card).

- ## I HAVE PROBLEMS WITH THE APP, WHO CAN HELP ME?

A telephone assistance service has been set up by Dussmann, the company managing the service, for any needs. You can reach them at 3346295587 from 2:00 PM to 4:00 PM, Monday to Friday, or via email at dietistasassuolo01@dussmann.it.

A manual with instructions for using the app and a video tutorial on web booking are available on the website https://sassuolo.ecivis.it in the documents section, as well as on the municipality's website https://www.comune.sassuolo.mo.it/servizi/educazione-e-formazione/approfondimenti/nuova-modalita-di-prenotazione-pasti-mensa-scolastica.

- ## CAN I DELEGATE THE OTHER PARENT TO USE THE APP?

The other parent can also be delegated to cancel meals by filling out the appropriate online form on the portal or by requesting assistance via email at dietistasassuolo01@dussmann.it.

- ## IN CASE OF PLANNED OR UNPLANNED ABSENCES FROM SCHOOL, WHO CANCELS THE MEALS?

In case of the child's absence from school due to unforeseen or planned circumstances (e.g., illness, quarantine, strikes, trips, any school closure...), it is **ALWAYS NECESSARY** to access the system and **CANCEL the meal by 9:30 AM**. **If there is a temporary service interruption with the app, the cancellation can still be made by 9:30 AM via email to** dietistasassuolo01@dussmann.it.

- ## WHAT HAPPENS IF I FORGET TO CANCEL THE MEAL?

MEALS THAT ARE NOT CANCELED BY THE DEADLINE (9:30 AM) WILL BE CHARGED to the user regardless of actual consumption.

- ## HOW DO I REGISTER FOR THE CANTEEN SERVICE?

Students who have not yet registered for the catering service must complete the registration in order for the application/website to be operational. **This can be done by accessing the portal** https://portale-sassuolo.entranext.it/home in the **SERVIZI SCOLASTICI/ NUOVA RICHIESTA/ ISCRIZIONI** section. For students already registered for the catering service: the application/website is already active with the data currently used for billing. **IT IS NOT NECESSARY TO REAPPLY FOR REGISTRATION**.

- ## HOW TO WITHDRAW FROM THE CANTEEN SERVICE

If you are no longer interested in using the canteen service, withdrawal must be done exclusively online on the Entranext portal: https://portale-sassuolo.entranext.it/home.

By selecting the relevant day, it is possible to set the absence or the white meal, as shown in the video: **https://youtu.be/C_nKCLTj3j8**

APP eCivis

La soluzione online per la gestione delle prenotazioni pasti

Applicazione mobile per Android e iOS

Download dell'applicazione

The eCivis application is present on the Play Store and Apple Store

https://play.google.com/store/apps/details?id=project.ecivis.webapp&hl=it

https://apps.apple.com/us/app/id1530906328

https://appgallery.huawei.com/#/app/C1029128

The parent to whom the payment slips are registered must log in.

Accesso alla APP

Access with FEDERA to the app (SPID, CIE, or CNS).

By choosing, for example, SPID with your provider, you can proceed with the login.

Gestione prenotazioni

By selecting the "Reservations" option in the menu, the students who use the canteen and who are linked to