



Città di Legnano

Piazza San Magno, 9  
20025 Legnano (MI)  
CF e PI 00807960158

**SETTORE ATTIVITA' EDUCATIVE E SOCIALI  
SERVIZIO ISTRUZIONE E SERVIZI EDUCATIVI**

Piazza San Magno 9  
tel. 0331/471561/ 568 / 566/ 572 e-mail: [istruzione.amministrazione@comune.legnano.mi.it](mailto:istruzione.amministrazione@comune.legnano.mi.it)  
PEC: [comune.legnano@cert.legalmail.it](mailto:comune.legnano@cert.legalmail.it)

To the Parents/Guardians/Foster Parents  
of minors registered  
with the School Meals Service

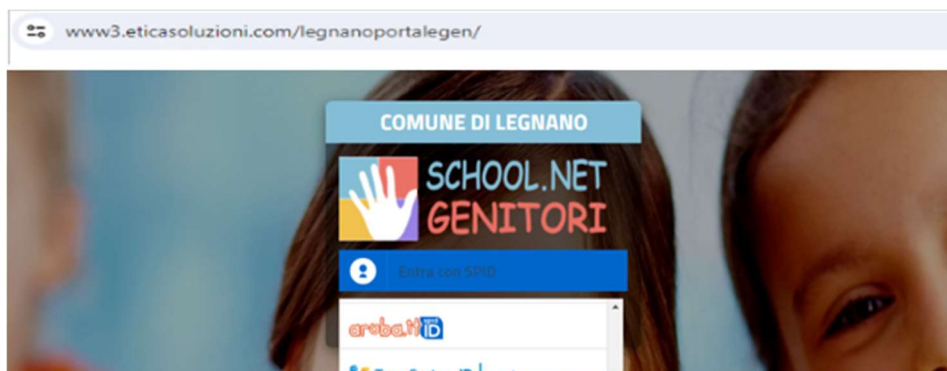
**RE: Information School Meals Service 2024 / 2025 – SCUOLE STATALI**

The school meals service has been entrusted to the new service manager, Società Sodexo Italia S.p.A., which won the tender procedure, from 1 January 2024.

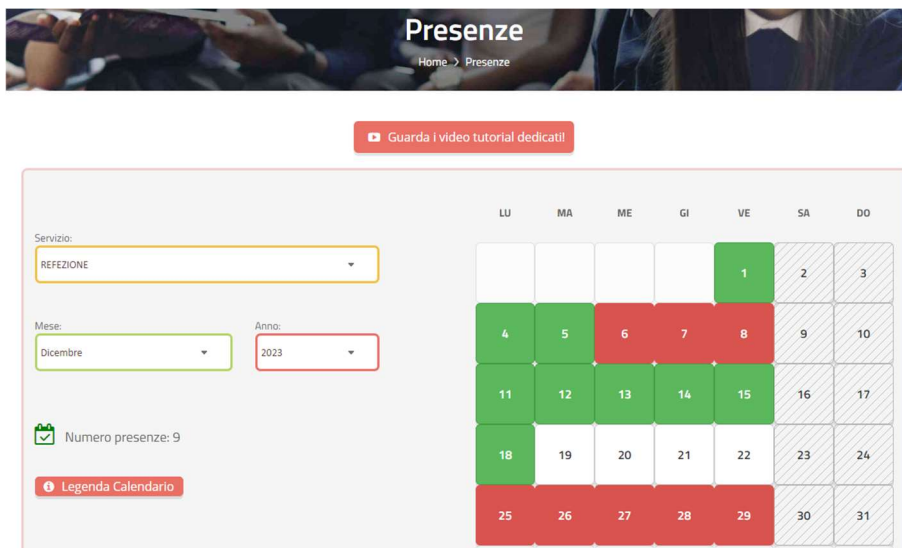
We therefore ask that you take note of the following.

**1. NEW METHODS OF COLLECTING CANTEEN PRESENCES**

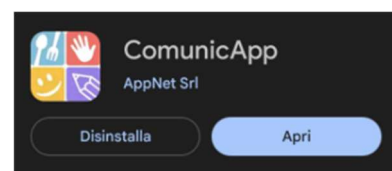
- a. The presence of your children will not be collected at school (with roll call);
- b. Your child **will automatically be registered as present at the school meals service**;
- c. **Any absence must be reported by the parent/guardian** using one of the following modes:
  - i.  the new Genitori Web portal;
  - ii.  the APP (called COMUNICAPP);
  - iii.  phone contact.
- d. **Notification of absence from the service must be made:**
  - i. Starting from 6 pm the day before;
  - ii. Until 9 am of the day of service;
  - iii. For example: if the child will not go to the canteen on 12 January 2024, you can send the notification starting from 6 pm on 11 January until 9 am on 12 January;
- e. **How can I cancel the meal? In the following ways:**
  - i. Access the link <https://www3.eticasoluzioni.com/legnanoportalegen/> of the **NEW GENITORI WEB PORTAL** with SPID / CIE



Select the PRESENCES form (PRESENZE) on the main menu. After selecting the date in question, the **meal cancellation and plain meal booking** functions will be presented. The dates with RED background are not available since they are classified as SCHOOL MEALS SERVICE NOT PROVIDED.



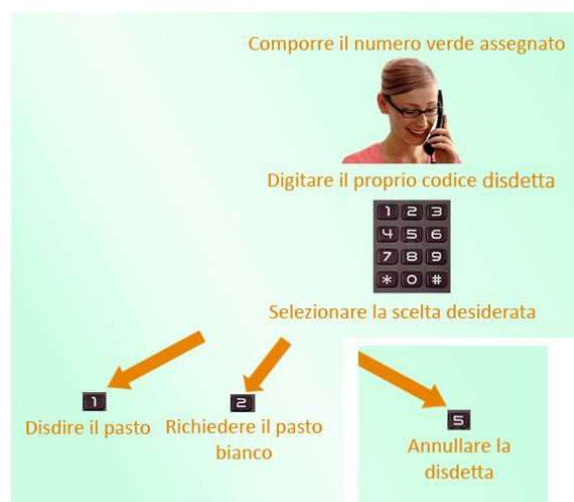
- ii. Cancellation of meals using the **“COMUNICAPP” APP**: The “COMUNICAPP” app is available in PlayStore for Android devices and in AppleStore for Apple Ios devices. Once the app is installed, search and **select the municipality “LEGNANO” to connect to, then access with SPID / CIE.**



To cancel the meal or to book a plain meal, simply click on the image “Disdici” (Cancel) or on the button “Pasto bianco” (Plain meal). If you plan to cancel multiple days or to schedule, the section “Calendario” (Calendar) is available.

- iii. Cancellation of meals using the **PHONE MODE**: By calling the free-phone number **800913629** (or **0240042747** against payment), **the automatic responder will guide you through the absence reporting process.**

1. Using the phone's keyboard, **type the CODE DISDETTA (CANCEL)**
2. The system checks the validity of the request and communicates the child's name by voice synthesizer for confirmation.
3. Choose the disdetta (cancel) or pasto bianco (plain meal) request option or the cancel cancellation you may have previously communicated.



f. **Please note:**

- i. **The meal cancellation calls must be made during the hours specified. Otherwise, the meal will be charged;**
- ii. It is necessary that you remember to report absences not only due to illness or exits scheduled by the family, but also due to changes in the school calendar, for example:
  1. Union strikes;
  2. School trips;
  3. Other extraordinary interruptions preventing the canteen service to be provided.

## 2. NEW GENITORI WEB PORTAL FUNCTIONS

- a. You will be able to monitor your accounting situation concerning the meals had and the payments made for the school meals service, in addition to being able to access the news and communications section, using the **NEW WEB PORTAL**. You can access only by using the link: <https://www3.eticasoluzioni.com/legnanoportalegen>
- b. **Access takes place only using SPID / CIE.**

The main functions are the following:



**Anagrafica (Personal data details):** section for personal data. You can check and update the data relating to your mobile phone number and email address to automatically receive future communications.



**Presenze (Presences):** section that displays the meals charged.



**Pagamenti (Payments):** section in which you can monitor your accounting situation, make payments online using the PAGO-PA payments node, print 730 tax returns and Company Welfare statements and extrapolate your statement of account.



**News:** section containing communications and notifications.



**Utility:** area dedicated to the “Contact Us” section, which lets you send requests for support.

**You can contact the following for any requests of information you may have:**

- in the **contattaci (contact us)** section of the new Genitori Web portal;
- at the free-phone number 800 363 203 TUES/THURS 2-3:30 PM and WED 9 AM – NOON
- at the education Service - Piazza S. Magno, 9 on the following days and times: from Tuesday to Friday from 9 am to 1 pm and Thursday from 3:30 to 6 pm - The hours when open to the public may undergo changes in the month of August. Phone: 0331/471573

With kind regards,