



Città di Legnano

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

SETTORE 3 SERVIZI ALLA PERSONA
SERVIZIO PUBBLICA ISTRUZIONE E SERVIZI PER L'INFANZIA

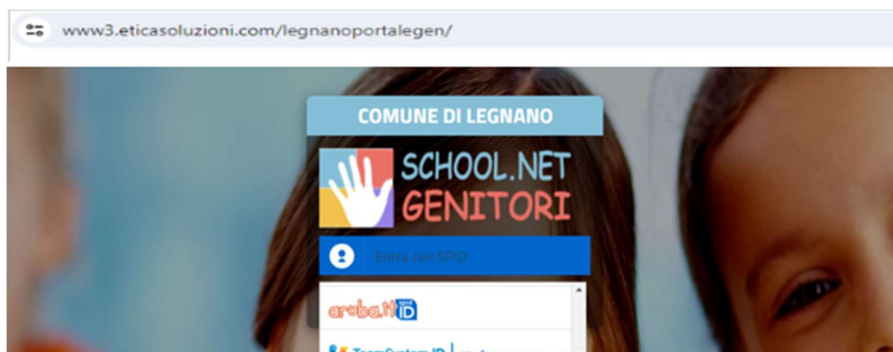
Piazza San Magno 9
tel. 0331/471561 / 566/ 572 e-mail: istruzione.amministrazione@comune.legnano.mi.it
PEC: comune.legnano@certlegalmail.it

To the Parents/Guardians/Foster Parents
of pupils enrolled in the School Catering Service

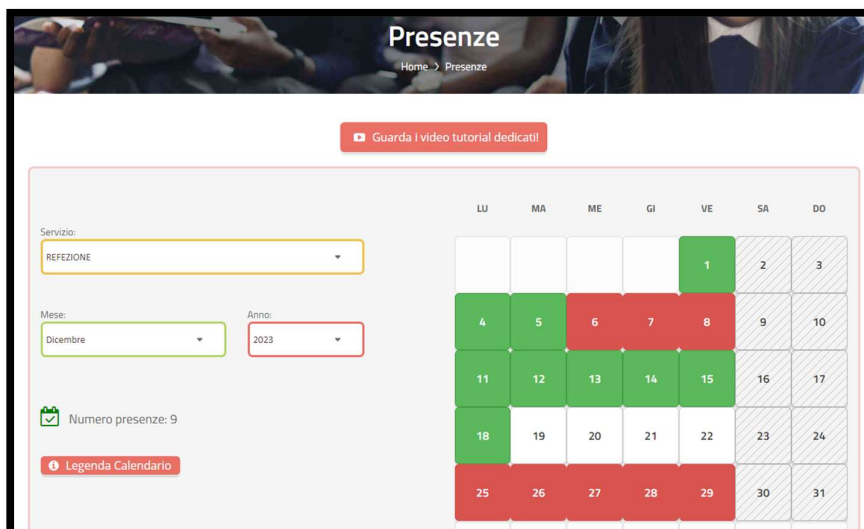
SUBJECT: Information notice on the School Catering Service for the 2026/2027 school year for STATE SCHOOLS

1. HOW ATTENDANCE AT THE CANTEEN IS RECORDED

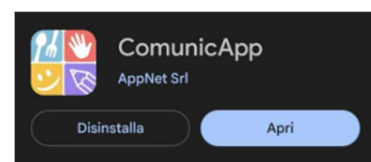
- a. Your child's attendance will not be recorded at school through roll call.
- b. Your child will automatically be considered present for the catering service.
- c. **The parent/guardian must report any absence** using one of the following methods:
 - i. the new Parents Web Portal,
 - ii. the COMUNICAPP app,
 - iii. or telephone contact.
- d. **The absence must be reported**
 1. no later than 9:00 a.m. on the day of service. If using the app or Parents Portal, cancellation may also be made well in advance. If made by phone, cancellation may be submitted from the day before the expected absence and, at the latest, by 9:00 a.m. on the day of absence.
- e. **Meals may be cancelled**
 - I. through the new Parents Web Portal, by accessing with SPID/CIE <https://www3.eticasoluzioni.com/legnanoportalegen/>
 - II. through the COMUNICAPP app, available for Android and Apple iOS devices;
 - III. or by calling 0294757575.



From the main menu, select the **ATTENDANCE** module. Once the relevant date has been selected, the functions for **meal cancellation and plain meal booking** will be proposed. Dates with a **RED** background are not available as they are classified as **CATERING SERVICE NOT PROVIDED**.



- iv. Meal cancellation via the **“COMUNICAPP” APP**: The “COMUNICAPP” app is available from the Play Store for Android devices and from the Apple Store for Apple iOS devices. Once the application has been installed, search for and **select the municipality to connect to, “LEGNANO”, then log in using SPID / CIE**. To cancel the meal or book a plain meal, simply click on the “Cancel” image or on the “Plain meal” button. If you intend to cancel several days or set up a schedule, the “Calendar” section is available.



Meal cancellation by **TELEPHONE**: By calling **0294757575**, the automated answering service will guide you through the process of reporting the absence.

The guided voice will be multilingual. Specifically, the parent may select:

1. Italian
2. Other languages

By pressing number 2 – other languages, the voice will propose, in the native language, selecting one of the following languages:

1. English
2. Arabic
3. Chinese
4. Italian

Once the language has been selected, follow the guided voice to carry out the desired operation.

Telephone cancellation made by calling **0294757575** is free of charge if made from a landline. Otherwise, it may be subject to charges, depending on your tariff plan. The number indicated is the **ONLY** number to call for **TELEPHONE CANCELLATIONS**. Calls to other numbers will not be taken into consideration.

1. Then, using the telephone keypad, enter the **10-digit CANCELLATION CODE** that was communicated to you and that you can also find in the user **PERSONAL DATA** section on the Parents Portal or on the App.
2. The system will check the validity of the request and will communicate, through a voice synthesizer, the child's name for confirmation.
3. Choose the cancellation option, the plain meal request option, or the option to cancel a cancellation that may have been previously submitted.



b. **Please note for TELEPHONE CANCELLATION:**

- i. **Meal cancellation calls must be made NO LATER than 9:00 a.m. on the day of the absence itself. Otherwise, the meal will be charged;**

Example: if on 12 January the child will not use the canteen service, the cancellation may also be made on 11 January but NO LATER than 9:00 a.m. on 12 January. If the cancellation is made after 9:00 a.m., the meal will be cancelled for the following day (therefore, in this example, 13 January).

- ii. Please remember to report absences not only for illnesses or outings scheduled by the family, but also for changes to the school calendar, for example:
 1. Strikes;
 2. School trips;
 3. Other extraordinary suspensions that prevent the provision of the canteen service.

IMPORTANT CLARIFICATION FOR CANCELLATION

Please note that, in the event of:

- permanent suspension from the service, for example due to transfer to a school outside the Municipality;
 - scheduled and/or prolonged suspension from the service lasting at least two consecutive weeks;
- the School Catering Service desk of the Municipality of Legnano must be informed in the following ways:
- by sending an e-mail to legnanoristorazione.fms.it@sodexo.com
 - by going to the Municipality of Legnano, Education Service/Sodexo desk - Piazza San Magno, 9 - on the following days and times: Tuesday to Friday from 9:00 a.m. to 1:00 p.m. and Thursday from 3:00 p.m. to 5:00 p.m.

If such communications are not provided, meals will be charged.

2. FUNCTIONS OF THE NEW PARENTS WEB PORTAL

a. Through the **NEW WEB PORTAL**, users will be able to monitor their accounting status relating to meals consumed and payments made for the catering service, as well as access the news and communications section. Access must be made by connecting to the link: <https://www3.eticasoluzioni.com/legnanoportalegen>

b. Access is only through SPID and CIE.

The main functions are as follows:



Personal data: section dedicated to personal data. It is possible to check and update the data relating to the mobile phone number and e-mail address in order to automatically receive any communications.



Attendance: section dedicated to viewing charged meals.



Payments: section where users can monitor their accounting status, make online payments through the PAGO-PA payment system, print 730 tax return and company welfare statements, and extract their account statement.



News: section dedicated to communications and notifications.



Utility: area dedicated to the “Contact us” section, which allows assistance requests to be submitted.

For any information requests, you may contact:

- the **Contact us** section of the new Parents Web Portal;
- the free telephone number 800 363 203 on TUE/THU from 2:00 p.m. to 3:30 p.m. and WED from 9:00 a.m. to 12:00 p.m.;
- the Education Service – Piazza S. Magno, 9 on the following days and times: Tuesday to Friday from 9:00 a.m. to 1:00 p.m. and Thursday from 3:00 p.m. to 5:00 p.m. – In August, public opening hours may vary. Telephone: 0331/471573

IL SERVIZIO PUBBLICA ISTRUZIONE E
SERVIZI PER L'INFANZIA

Legnano, Juin 2026