

To the Parents/Guardians/Foster Parents
of minors enrolled
in the School Meals Service

MEALS SERVICE A.Y. 2026/2027 AT SCHOOLS IN THE MUNICIPALITY OF RHO

REGISTRATION / RENEWAL

In order to take advantage of the school meals service, it is **MANDATORY** to **REGISTER ON-LINE** and only after that will you be given the CREDENTIALS FOR LOGGING IN TO THE WEB PORTAL for parents (code and password).

IMPORTANT: for those who have already used the service and already have credentials, it is MANDATORY to **RENEW THE ON-LINE REGISTRATION**.

If you have not yet registered/renewed, you can view the **INSTRUCTIONS FLYER** in the NEWS section of the parent portal by going to <https://www4.eticasoluzioni.com/rhoportalegn>.

In the event of non-enrolment or non-renewal, the child will not be able to use the school meals service and therefore will not have access to the canteen.

CANTEEN ATTENDANCE SYSTEM

From September 2025, as per the school calendar, through which the start of the service will be announced, the meal will be booked automatically for each day of the scheduled return to school.

It is the responsibility of the parent, guardian or foster parent of the child enrolled in the school meals service to notify of any absence and non-eating of the meal, as described below.

This will make it possible to optimise the procedures for attendance tracking and thus have a rapid and reliable correspondence with the meals actually requested and eaten.

We therefore ask you to please follow the instructions below and proceed with the **cancellation** whenever your child does not use the canteen service. Otherwise, your child's meal will be booked and will be charged for each day your child is expected to return to school.

- The presence of your child(ren) in the canteen will no longer be recorded at school (through the teacher's roll call)
- Your child **will automatically be registered as being present in the canteen every day** the service is provided
- **Any absence must be reported by the parent/guardian/foster parent** using one of the following methods:
 1. Via the Parent Web Portal
 2. Via APP (COMUNICAPP)
 3. By telephone call
- **Notification of absence from the service must be made:**
 - From 6 p.m. on the previous day
 - Until 9.30 a.m. on the day of serviceFor example: if the child will not go to the canteen on October 12nd, you can send the notification starting from 6 p.m. of October 11st until 9.30 a.m. on October 12nd;

- It is also possible to cancel the meal or several meals well in advance, e.g. at the beginning of the month it will already be possible to plan which days the child will be present and which days he/she will not use the service

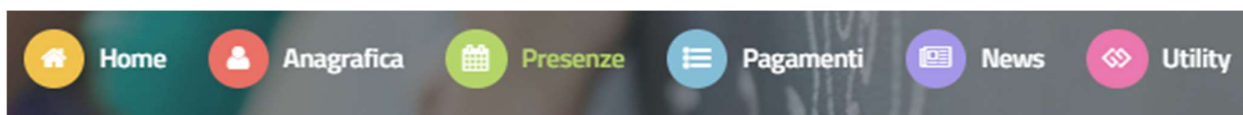
HOW TO CANCEL THE MEAL

1. Via PARENT WEB PORTAL:

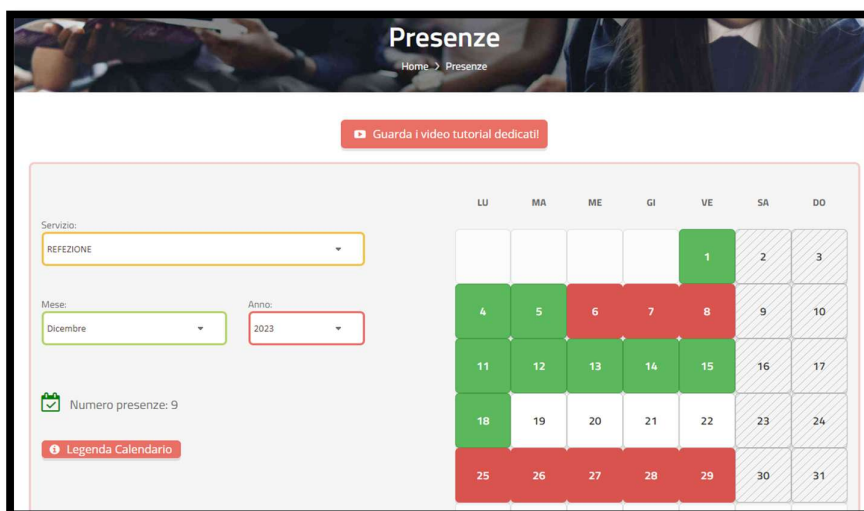
Access the link: <https://www4.eticasoluzioni.com/rhoportalegen>



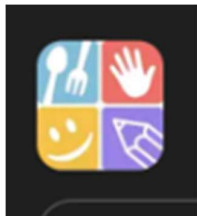
Once you are logged in, the following menu will appear, and you must select **PRESENCES**



Enter the month, year and select the day(s) to be cancelled in the relevant boxes. Once the relevant date has been selected, the **meal cancellation or plain meal booking function** will appear. Dates with a RED background are not available as they are categorised as CANTEEN SERVICE NOT PROVIDED.



2. Via APP: ComunicApp



The “COMUNICAPP” app is available in PlayStore for Android devices and in AppleStore for Apple Ios devices. Once the application is installed, search for and select the municipality to connect to: municipality of RHO

Then log in with your credentials

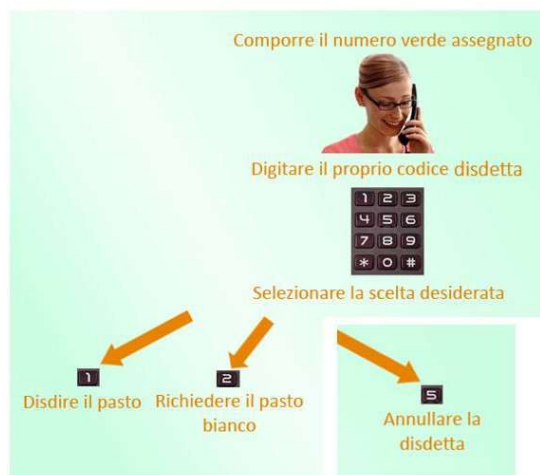
To cancel the meal or to reserve the plain meal, go to the CALENDAR section, choose the day(s) and simply click on one of the options available in the key.



3. By PHONE CALL

By calling the free-phone number from a landline: 0294757575 the automatic responder will guide you through the process of reporting the absence.

- Dial the telephone number above
- Using the telephone keypad, type in the **CANCELLATION CODE** you will be asked for. This code can be found on the parent portal in the PERSONAL DATA DETAILS - USER section (NB: new users will only be able to access the portal and retrieve the CANCELLATION code starting from **September 1st**)
- The system checks the validity of the request and communicates the child’s name through a voice synthesizer for confirmation.
- Choose the disdetta (cancel) or pasto bianco (plain meal) request option or the cancel cancellation you may have previously communicated.



- **IMPORTANT:**
Meal cancellation calls must be made during the hours indicated above, otherwise the meal will be charged, i.e. from 6 p.m. on the previous day until 9.30 a.m. on the day of service. This does not preclude the possibility of reporting the absence well in advance.

One must remember to report absences not only for illnesses or planned family outings, but also for changes in the school calendar, e.g. strikes, school trips, other extraordinary suspensions for which the meal must be cancelled.

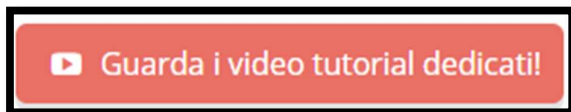
For any further enquiry, you can contact:



Virtual help: By clicking on the button on the parent portal, you may already receive some answers to your questions



Utility: area dedicated to the 'Contact Us' section on the parent portal, which allows you to view other ways to receive assistance.



TUTORIAL VIDEO: a tutorial video that explains the above in detail is available on the parent portal.