



## Comune di Modena

Settore Educazione e Istruzione

Modena, 02.09.2025

Prot. 342514

To the parents of children who have newly signed up for the school canteen service;

Re: booking meals at your primary school

Dear parents,  
the primary school which will soon be attended by your child has a system in operation which allows to cancel meals via app on smartphones or via a dedicated website.

The system **allows the family to manage the meal booking directly through use of the app or the dedicated web site**: the data relating to the student, including the preferences with respect to the special diet if requested as follows, and the school calendar of the year underway, will be loaded onto the system and the meal will be considered booked for the days on which the canteen service is in operation. **The family must cancel the booking of the meal on the days in which the meal will not be eaten**, including with advance notice (up to 30 days before), and up until the morning itself, by 9.15 am.

To activate the service, follow the steps below:

- 1) download the app "eCivis" from the stores of the Android, iOS and Huawei devices. The new system can be reached via web at the page <https://modena.ecivis.it>
- 2) access the app eCivis using the SPID/CIE credentials and choose **MUNICIPALITY of MODENA** or the portal <https://modena.ecivis.it>. **Access is allowed to the parent, holder of the payment notice**, who can delegate cancellation of the meal to another parent by accessing the specific function on the web portal, on the section "Moduli Online-compila" (Online application-Fill in).
- 3) access the "Bookings" section and cancel the meal, when necessary, from the App or from the web portal.

We remind you that if the child is absent from school due to sudden or programmed circumstances (e.g., illness, strikes, school trip, etc) it is ALWAYS NECESSARY to access the system and CANCEL the meal by 9.15 am. IF THE ABSENCE OF THE STUDENT IS NOT ENTERED INTO THE SYSTEM (BY 9.15 AM ON THE SAME DAY), THE MEAL MUST BE PAID FOR EVEN IF NOT EATEN.

The system will be in operation from the first day on which the canteen service is envisaged and, therefore, **it is necessary to PAY THE UTMOST ATTENTION TO CANCELLATIONS, because the meals that are not cancelled by the time limit (9.15 am) will be invoiced** to the user independently of their actual consumption.

From September, a **help line by e-mail** ([modena@ecivis.it](mailto:modena@ecivis.it)) and phone (059.5967450) will be made available **for any further information regarding the use of the App**, by the company in charge of

### Ufficio Ristorazione

Via Santi, 14 - 41123 Modena

Tel 059.2032768-2032769 e-mail: [ristorazione@comune.modena.it](mailto:ristorazione@comune.modena.it)



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### Settore Educazione e Istruzione

managing the service, for use when required. The service is available from September to June: Monday to Friday, 8.30 am-11.00 am (September and October) or 8.30 am-10.00 am (November to June).

**The above contacts are also available before 9.15 am if, ONLY due to technical hitches, you are unable to cancel meals using the App.**

An instruction manual for using the app and a video tutorial on bookings via web are available on <https://modena.ecivis.it> in the documents section.

### REQUEST FOR SPECIAL DIETS

The request for special diets, for medical, ethical or religious reasons, must be made to the secretarial office of the unified institute of reference through delivery of the specific module filled out, which can be found at the secretarial office of the school or at the page:

[www.comune.modena.it/documenti-e-dati/modulistica/educazione-e-formazione/modulistica-per-genitori/richiesta-di-diete-speciali](http://www.comune.modena.it/documenti-e-dati/modulistica/educazione-e-formazione/modulistica-per-genitori/richiesta-di-diete-speciali)

It will be the secretarial office of the specific unified institute to forward it to the operator of the canteen service.

The Canteen office ([ristorazione@comune.modena.it](mailto:ristorazione@comune.modena.it)) is available for any further clarifications.

Best regards.

Head of the School services Office

Alfredo Pellati

Digitally signed document pursuant to  
Legislative Decree 82/2005 and  
subsequent amendments

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