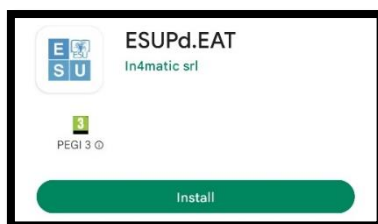


# HOW TO ACCESS THE CANTEEN SERVICE WITH THE ESUPd.EAT APP

**Academic Year 2022 - 2023**

If it is your first time using the ESUPd.EAT app, you will need two devices (e.g. a smartphone and a PC, a tablet, another smartphone) connected to the Internet for the app association.

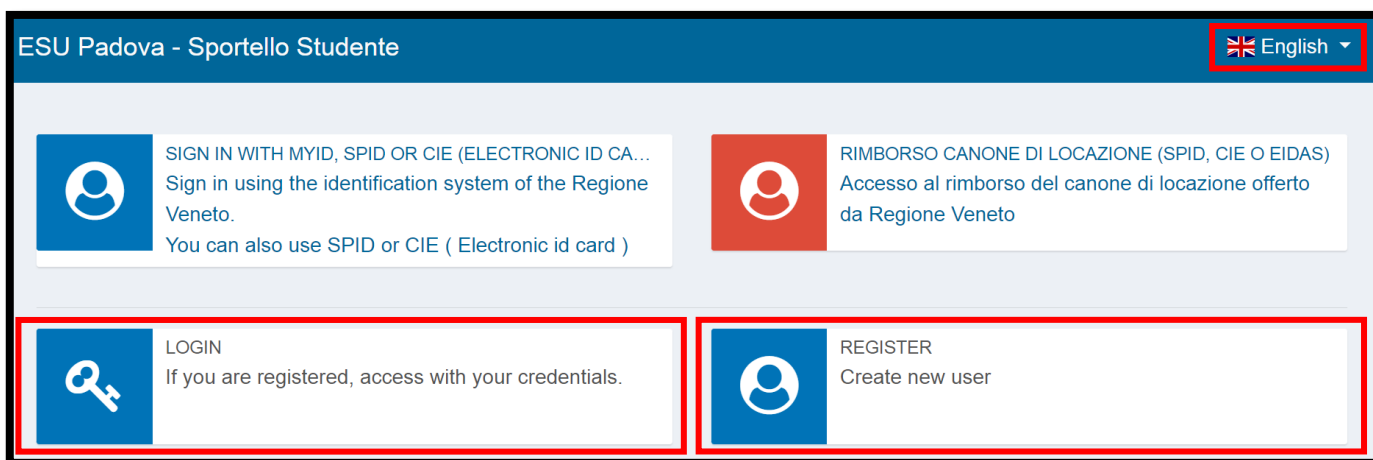
**STEP 1:** Download and **install the ESUPd.EAT app** from your app store.



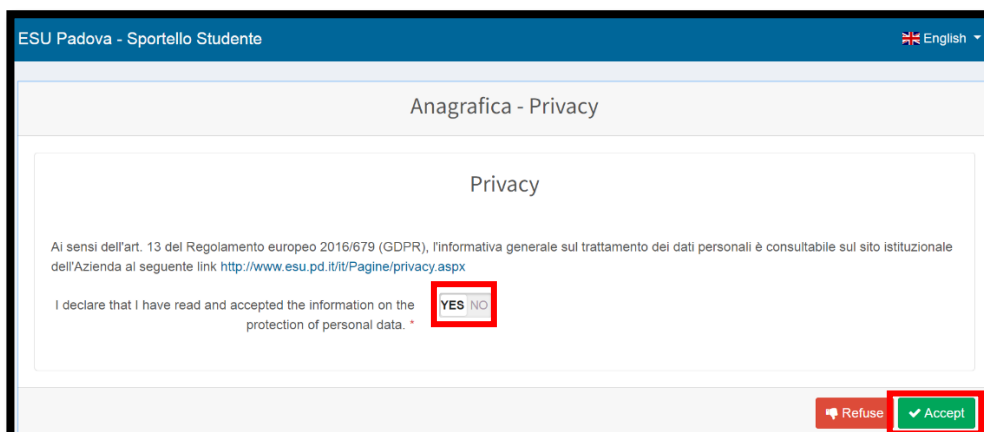
**STEP 2:** In the other device (PC, tablet, other smartphone), go to the **Student Dashboard** at <https://myesupd.dirittoallostudio.it/> and click on **Register – Create new user**.

You can switch the language to English on the top-right of the screen.

If you already have an account on Sportello Studente, click on LOGIN and login using your username (your Italian fiscal code) and the password that you set when registering.



**STEP 3:** **Accept** the privacy policy in order to proceed.



**STEP 4: Fill the form with your personal data.**

**IMPORTANT:** Make sure to enter **all your names and family names**, as they are stated in your ID/passport.

Click on Next.

ESU Padova - Sportello Studente English

**Personal Data** | Address | ID Document | Password | End

Citizenship \* UNITED STATES (Z404)

I have dual citizenship \* YES NO

Do you have a valid Italian identity document or residence permit? \* YES NO

### Personal Data

Surname/Last name \* Doe

Given Name/First Name \* John Richard

Genre \* Male Female

Date of birth \* 01/01/1998

Country of birth \* UNITED STATES (Z404)

Provincia \* Estero/Foreign Country

Comune \* Comune Estero/Foreign Town

Place of birth (for countries other than Italy) \* Boston

I have an Italian Fiscal Code \* YES NO

Italian Fiscal Code \* DOEJNR98A01Z404T

Email \* myemail@email.com

Email confirmation \* myemail@email.com

**Cancel** **Next**


**STEP 5:** Fill the next page of the form with your **address**.

Click on **Next**.


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## Profile




Personal Data




Address



ID Document



Password



End

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### Permanent Address

Country *	<input type="text" value="UNITED STATES (Z404)"/>
Provincia *	<input type="text" value="Estero/Foreign Country"/>
Comune *	<input type="text" value="Comune Estero/Foreign Town"/>
Place *	<input type="text" value="Boston"/>
Address *	<input type="text" value="Main Street"/>
House number *	<input type="text" value="99"/> / <input type="text" value="A"/>
Post Code	<input type="text" value="123456"/>
Phone Number	<input type="text"/>
Mobile Number *	<input type="text" value="+1234567890"/>
The permanent address is also your current address? *	<input checked="" type="radio"/> YES <input type="radio"/> NO

**STEP 6:** Enter the details of your **ID Document** and upload a scan of it.

ESU Padova - Sportello Studente English

## Profile

Personal Data   Address   **ID Document**   Password   End

### ID Document [ UNITED STATES (Z404) ]

ID Document \*

Issued by (Office or Authority) \*

Number \*



Country \*

Date of issue \*

Date of expiry \*

#### Upload ID Document

ID Document

	ID Document	my_passport.pdf
		

**STEP 7:** Choose a **password** that meets the required length and complexity criteria. Type it in the *Password* and in the *Password confirmation* fields. Click on **Next**.

The screenshot shows the 'Profile' section of the ESU Padova - Sportello Studente interface. At the top, there is a blue header with the text 'ESU Padova - Sportello Studente' and a language dropdown set to 'English'. Below the header, a progress bar contains five circular icons: 'Personal Data', 'Address', 'ID Document', 'Password', and 'End'. The 'Password' icon is currently active. Below the progress bar, the 'Password' section is displayed. It includes a light blue box with the following tips for choosing a password:

- must consist of at least 16 alphabetic characters (CAPITAL or small letters), numbers, and special characters (eg. !?^|"€\_\$%&/()=\*[ ] )
- must be different from the 5 previously inserted passwords
- must not contain the first name, last name or code of the user

Below the tips, there are two input fields: 'Password \*' and 'Password Confirmation \*', both containing masked characters. At the bottom of the form, there are three buttons: 'Cancel' (red), 'Previous' (blue), and 'Next' (blue, highlighted with a red border).

**STEP 8:** Once you reach the Confirmation page, click on **Next** to get to **the Student Dashboard (Sportello Studente)**.

The screenshot shows the 'Profile' section of the ESU Padova - Sportello Studente interface after the password creation step. The progress bar now shows four active icons: 'Personal Data', 'Address', 'ID Document', and 'End'. The 'End' icon is highlighted with a checkmark. Below the progress bar, a light blue message box states: 'Your data has been forwarded. Press Next to access Sportello online'. At the bottom right, there is a blue 'Next' button, which is highlighted with a red border.

**STEP 9:** Click on the box “Associazione App Accesso Mensa”.

ESU Padova - Sportello Studente English

TICKET  
View your tickets

PERSONAL DATA  
Edit your personal data

€ BANK DETAILS  
Update your Iban

DOWNLOAD CU  
Download CU

2022/2023 2021/2022 2020/2021 2019/2020 2018/2019

Smart cash ammount and Rate  
Display of smart cash recharged ammount and catering rate

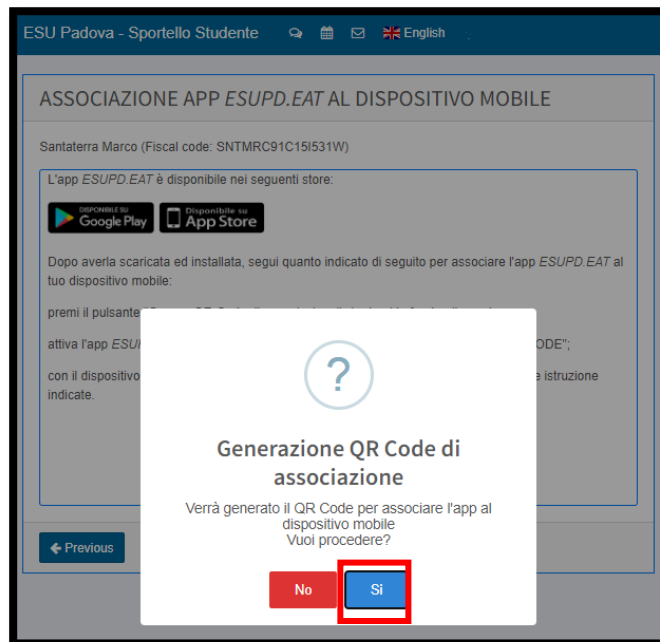
**Associazione APP Accesso Mensa**  
Generazione QRCode per l'associazione APP Accesso Mensa

**STEP 10:** Click on **“Genera QR code di associazione”** and then on **“Sì”** to confirm.

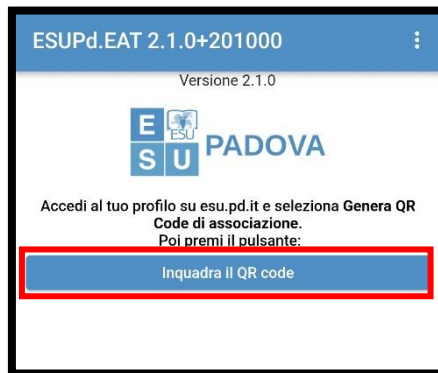
A QR code will be displayed. You may need to scroll down the page to view it entirely.

**IMPORTANT:** In case the message *“Utente non abilitato al servizio”* appears, try again after a while, your account is being updated.

If you still find the same error message after more than two hours, send an email to [dirittoallostudio@esu.pd.it](mailto:dirittoallostudio@esu.pd.it) for a manual review of your account.



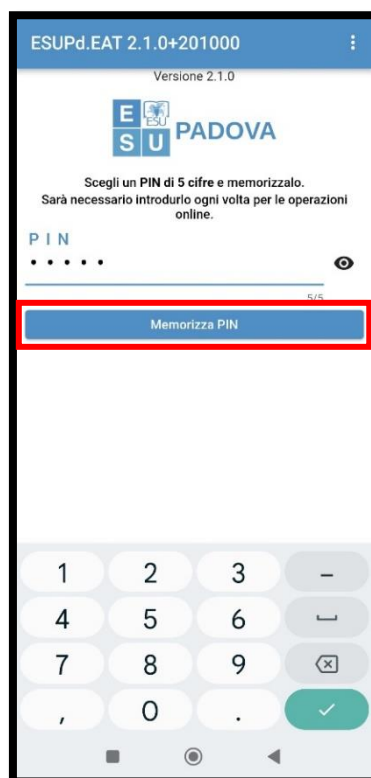
**STEP 11:** On the smartphone, open the **ESUPd.EAT app** and click on **Inquadra il QR code**. Allow access to the camera if prompted so.



**STEP 12:** Scan the QR code generated on step 10.

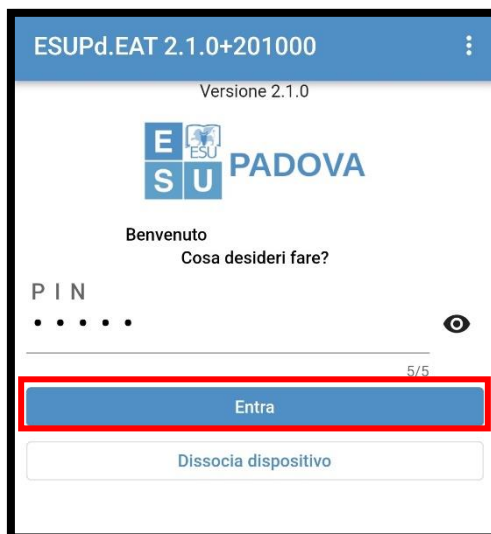


**STEP 14:** On the smartphone, choose a 5-digit PIN. You should remember this PIN because you will need it to use the app. Then tap on **Memorizza PIN**.

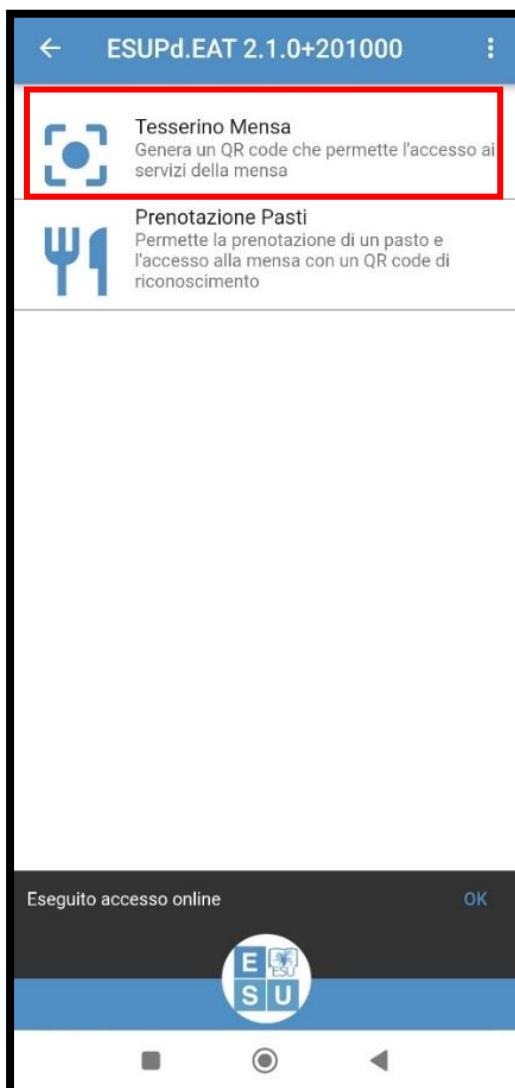




**STEP 15:** The ESUPd.EAT app on your smartphone is now associated with your ESU account.  
**Enter the PIN and tap on Entra:**



**STEP 16:** Tap on **TESSERINO MENSA:**



**STEP 17: Scan the TESSERINO MENSA at the cash desk** when buying your meal in the canteen. The TESSERINO MENSA QR code keeps changing in order to prevent fraud and abuse.

For support requests, open a support ticket on the student dashboard (Sportello Studente) or send an e-mail to [ristorazione@esu.pd.it](mailto:ristorazione@esu.pd.it).

