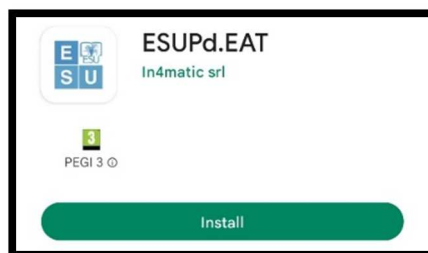


HOW TO ACCESS THE CANTEEN SERVICE WITH THE ESUPd.EAT APP

Follow this step by step guide to learn how to register to the canteen service.

Please make sure to be enrolled at the University of Padova and that all due payments (e.g. enrollment fees) are paid before registering.

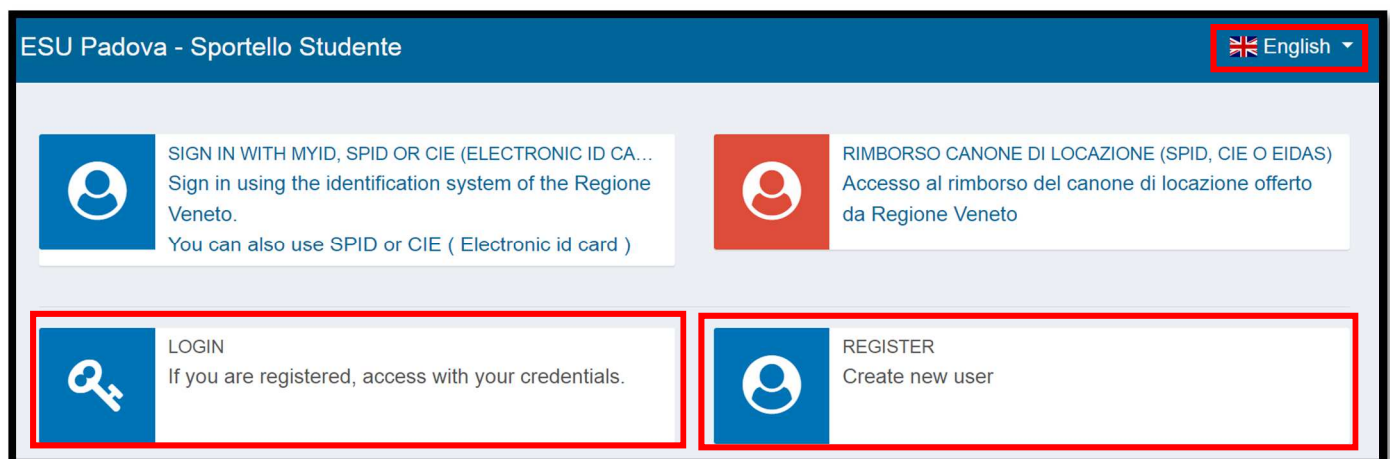
STEP 1: Download and install on your device (smartphone) the ESUPd.EAT app from your app store.



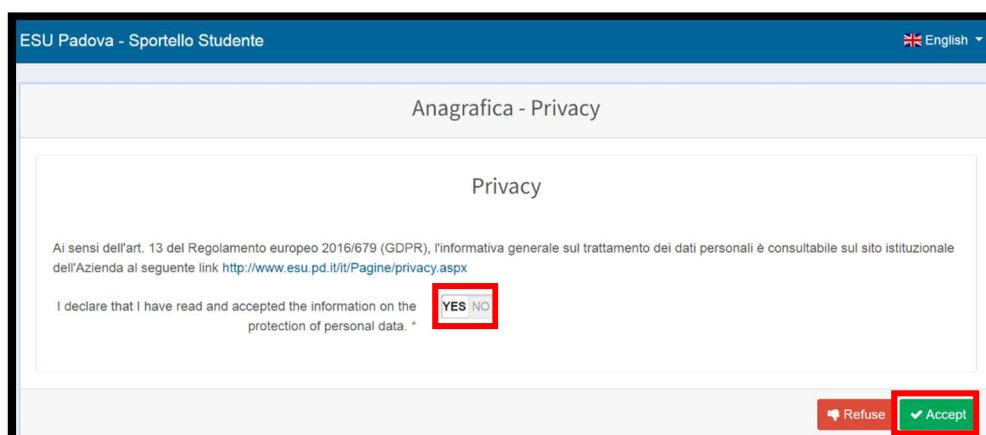
STEP 2: Go to the **Student Dashboard** at <https://myesupd.dirittoallostudio.it> and click on **Register – Create new user**.

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

If you already have an account on Sportello Studente (for instance, you previously applied for accommodation), then you do not need to register again. Click on LOGIN and log in using your username (your Italian fiscal code) and the password that you set when you registered.



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 * DOJNR98A01Z404T

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**.


ESU Padova - Sportello Studente English ▾


Profile


Personal Data


Address


ID Document


Password


End

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? *


YES 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 *	<input type="text" value="PASSPORT"/>
Issued by (Office or Authority) *	<input type="text" value="Ente Estero"/>
Number *	<input type="text" value="0123456789"/>
Country *	<input type="text" value="UNITED STATES (Z404)"/>
Date of issue *	<input type="text" value="01/01/2020"/>
Date of expiry *	<input type="text" value="31/12/2030"/>

Upload ID Document

ID Document

	ID Document	my_passport.pdf
		

CancelPreviousNext

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 menu set to 'English'. Below the header, the 'Profile' section contains a progress indicator with five steps: 'Personal Data', 'Address', 'ID Document', 'Password', and 'End'. The 'Password' step is currently active, indicated by a blue circle with a key icon. Below the progress indicator, there is a 'Password' section with a light blue box containing 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', and '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 text (dots). At the bottom of the page, 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 indicator now shows four steps: 'Personal Data', 'Address', 'ID Document', and 'End', all of which are completed, indicated by blue circles with checkmarks. Below the progress indicator, there is a light blue box containing the message: 'Your data has been forwarded. Press Next to access Sportello online'. At the bottom of the page, there is a single button: 'Next' (blue, highlighted with a red border).

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

ESU Padova - Sportello Studente

TICKET
View your tickets

PERSONAL DATA
Edit your personal data

BANK DETAILS
Update your Iban

DOWNLOAD CU
Download CU

2024/2025 2023/2024 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 **“Si”** to confirm.

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

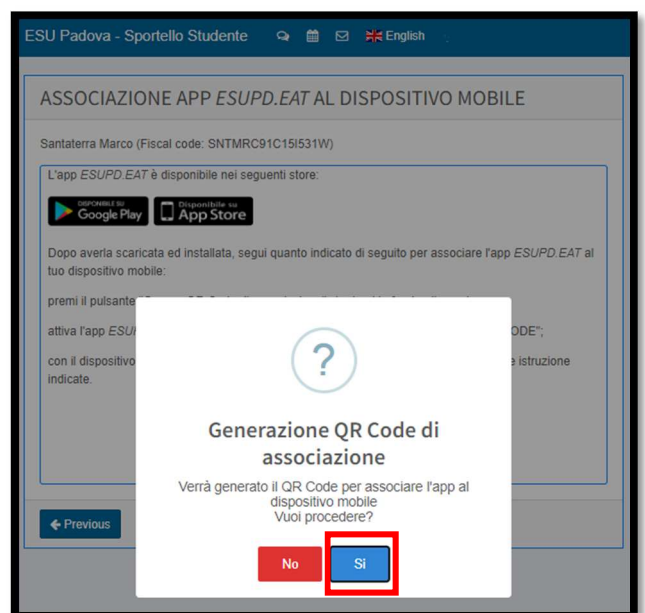
Make sure that the ESUPd.EAT app is open in the background. If not, open the ESUPd.EAT app and then go back to the browser.

Tap on **“Clicca per associare l’applicazione”** under the QR code.

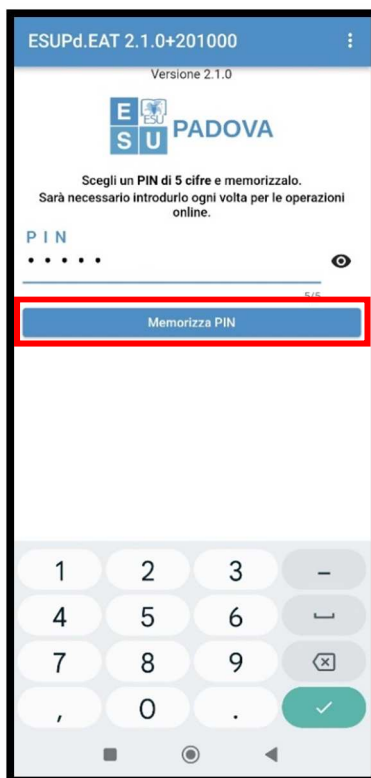
IMPORTANT: On the first access, our account is activated automatically but **such process may take from 2 to 72 hours**. In case the message **“Utente non abilitato al servizio”** appears, try again after some hours, your account is being updated.

Make sure that you registered with all your names and family names, as they are in your ID/passport. If some names are missing, from the homepage of Sportello Studente click on Personal Data – Edit your personal data, type all your names and update the fiscal code.

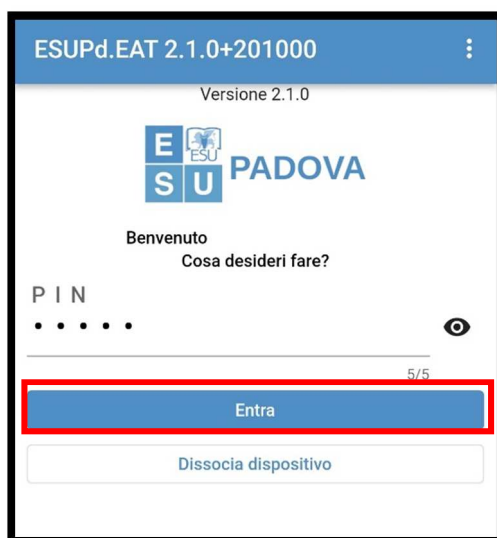
If you still find the same error message after more than 72 hours, send a ticket from Sportello Studente for a manual review of your account.



STEP 10: 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 14: The ESUPd.EAT app on your smartphone is now associated with your ESU account. Enter the PIN and tap on **Entra**:



STEP 15: Tap on **TESSERINO MENSA**:



STEP 16: 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. Therefore you cannot use screenshots of the **tesserino mensa**.

In case the **tesserino mensa** from the app cannot be scanned, turn on the Internet data on your smartphone and/or increase the brightness of the screen.

For support requests, open a support ticket on the Student Dashboard (Sportello Studente) or send an e-mail to ristorazione@esu.pd.it.