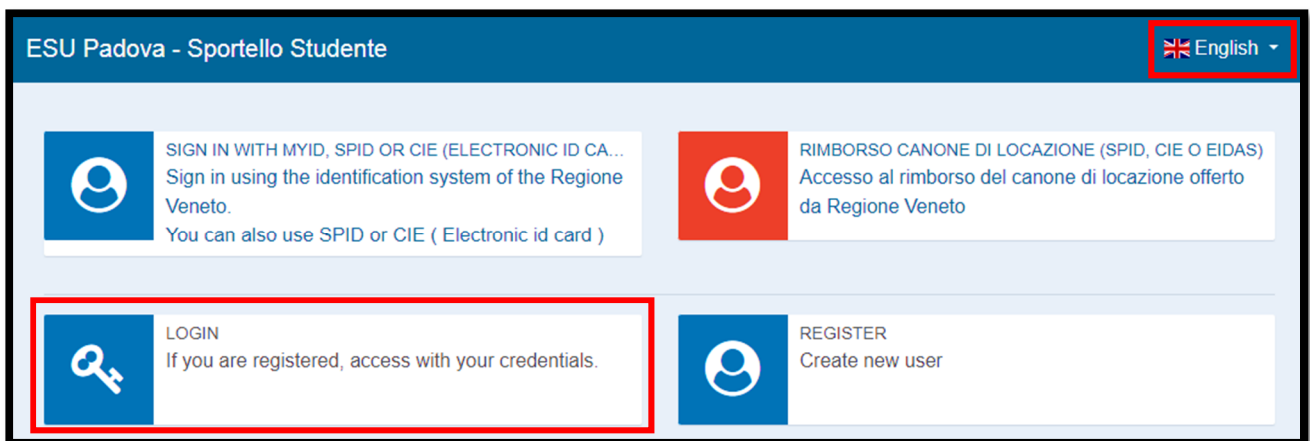


## HOW TO BOOK THE MEAL WITH THE ESUPd.EAT APP

**IMPORTANT:** The meal booking is valid only at the following canteens:

- **Self Service Casa Toniolo in Conegliano;**
- **Azienda Ospedale Università Padova** (*access reserved to students of the School of Medicine*)
- **Treviso Hospital** (*access reserved to students of the School of Medicine*)
- **Cittadella Hospital** (*access reserved to students of the School of Medicine*)
- **Schiavonia di Monselice Hospital** (*access reserved to students of the School of Medicine*)

1. Follow the **guide** and the **tutorial video** on the ESU website at the Canteen Service webpage to setup the ESUPd.EAT app: <https://www.esu.pd.it/en/food-service/#access-to-food-services>
2. Check your **meal fare** and the **balance** of your borsellino elettronico (smart cash):
  - Login on the Student Dashboard <https://myesupd.dirittoallostudio.it> with your username (i.e. your fiscal code) and your password.



ESU Padova - Sportello Studente English

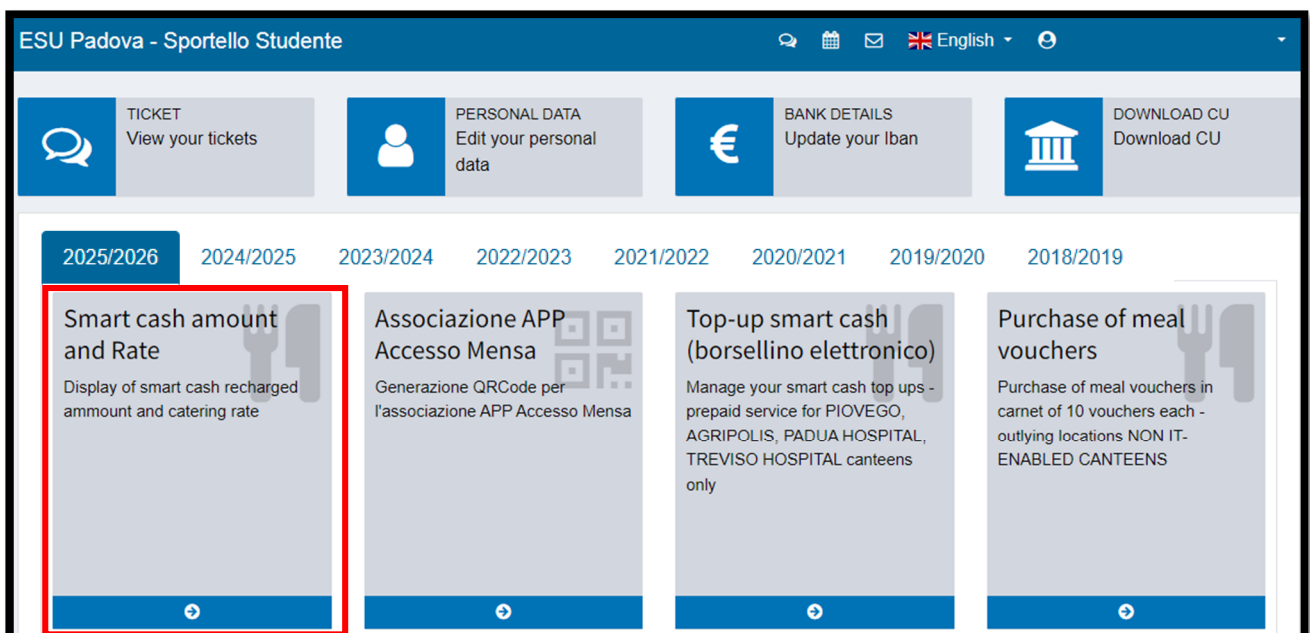
**SIGN IN WITH MYID, SPID OR CIE (ELECTRONIC ID CARD)**  
Sign in using the identification system of the Regione Veneto.  
You can also use SPID or CIE ( Electronic id card )

**RIMBORSO CANONE DI LOCAZIONE (SPID, CIE O EIDAS)**  
Accesso al rimborso del canone di locazione offerto da Regione Veneto

**LOGIN**  
If you are registered, access with your credentials.

**REGISTER**  
Create new user

- Click on the box **“Smart cash amount and rate”**



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**TICKET**  
View your tickets

**PERSONAL DATA**  
Edit your personal data

**BANK DETAILS**  
Update your Iban

**DOWNLOAD CU**  
Download CU

2025/2026
2024/2025
2023/2024
2022/2023
2021/2022
2020/2021
2019/2020
2018/2019

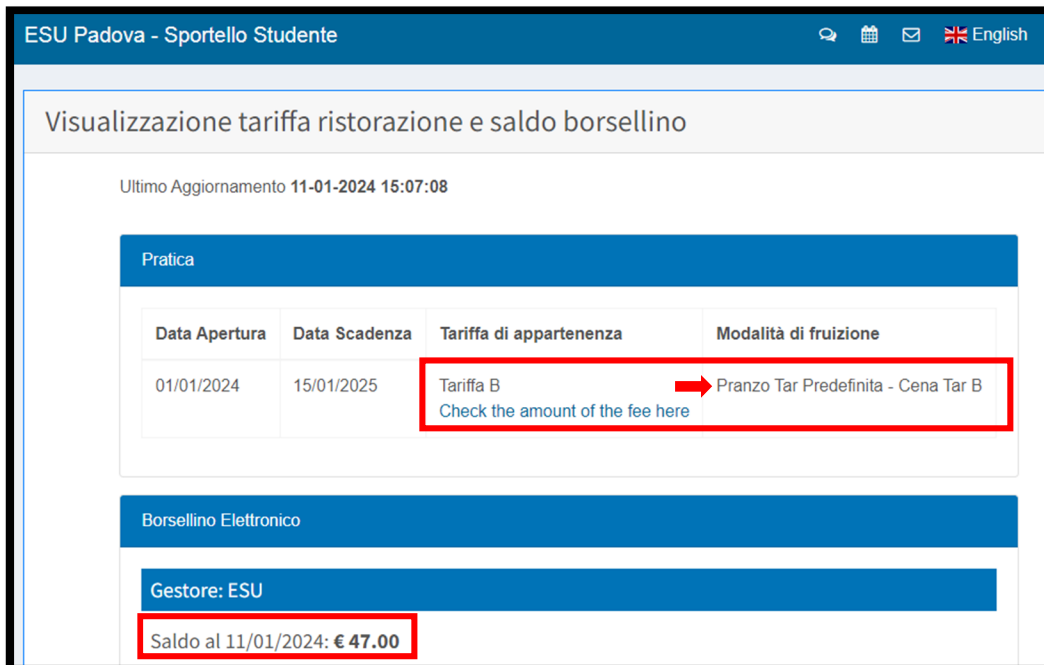
**Smart cash amount and Rate**  
Display of smart cash recharged amount and catering rate

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

**Top-up smart cash (borsellino elettronico)**  
Manage your smart cash top ups - prepaid service for PIOVEGO, AGRIPOLIS, PADUA HOSPITAL, TREVISO HOSPITAL canteens only

**Purchase of meal vouchers**  
Purchase of meal vouchers in carnet of 10 vouchers each - outlying locations NON IT-ENABLED CANTEENS

- Check your **fare**, the **price of your meal** and make sure to have **enough balance** to cover the price of the meal.



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Visualizzazione tariffa ristorazione e saldo borsellino

Ultimo Aggiornamento 11-01-2024 15:07:08

Data Apertura	Data Scadenza	Tariffa di appartenenza	Modalità di fruizione
01/01/2024	15/01/2025	Tariffa B Check the amount of the fee here	Pranzo Tar Predefinita - Cena Tar B

Borsellino Elettronico

Gestore: ESU

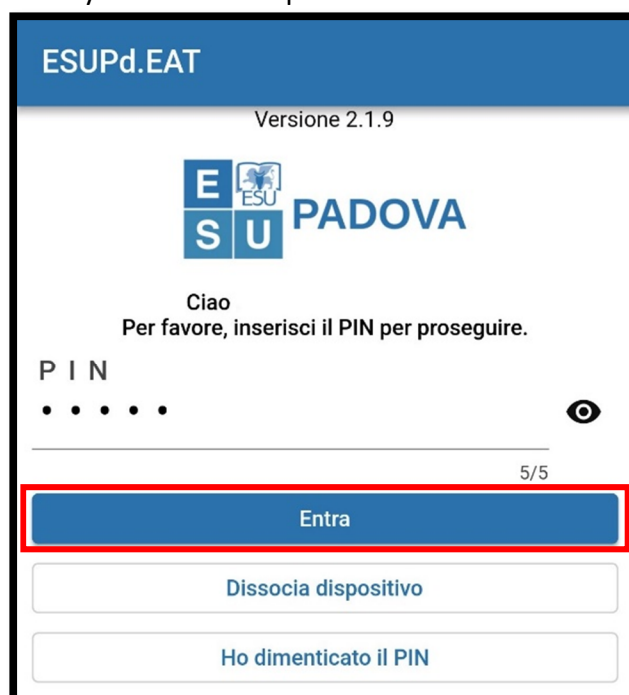
Saldo al 11/01/2024: € 47.00

If the balance of the borsellino elettronico (smart cash) is lower than the price of the meal, it will not be possible to buy the meal.

Follow the guide on the ESU website to top up the balance of the borsellino elettronico (smart cash).


Notice: it may take up to 24 hours for the top up to be credited in the borsellino elettronico (smart cash) balance.

3. Open the **ESUPd.EAT app**, enter your **PIN** and tap on **Entra**:



ESUPd.EAT

Versione 2.1.9



Ciao  
Per favore, inserisci il PIN per proseguire.

P I N

• • • • •

5/5

Entra

Dissocia dispositivo

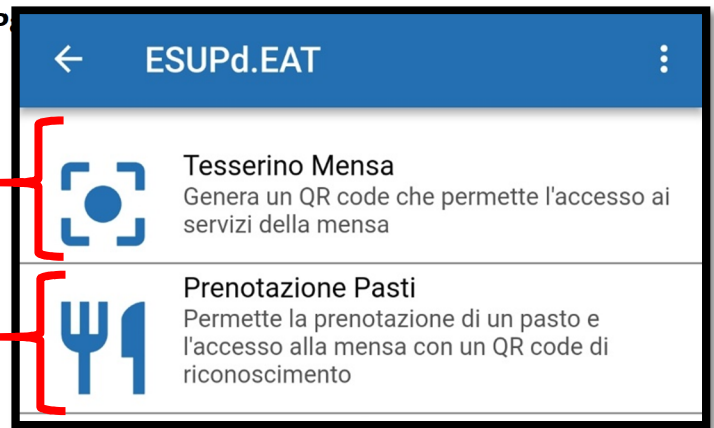
Ho dimenticato il PIN

To access the canteens

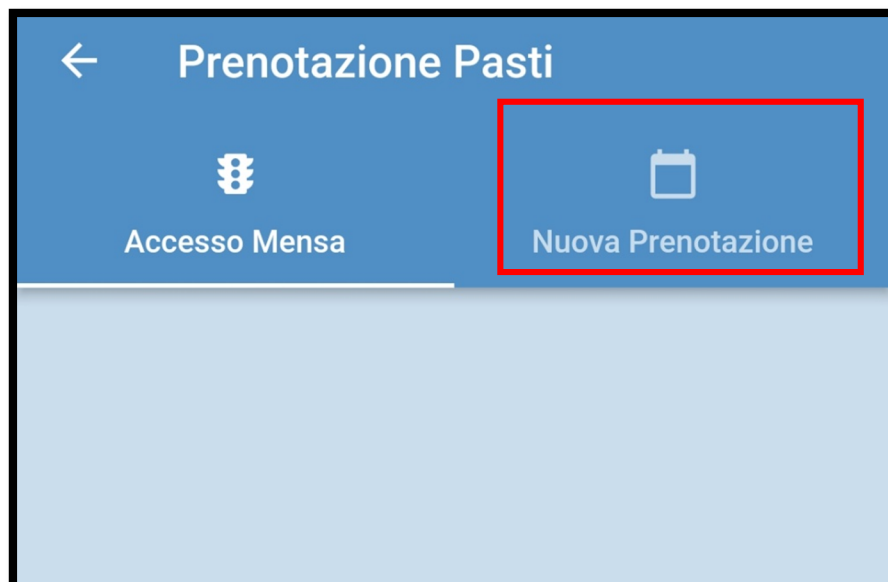
- **Nord Piovego, Agripolis, Murialdo, Pio X, Casa del Fanciullo, Vicenza, Rovigo CENSER:** tap on **Tesserino Mensa**, scan the QR code at the cashier desk, pay and collect your meal.
- **University Hospital of Padua** (access reserved to students of the School of Medicine and Surgery): tap on **Prenotazione Pasti**
- **Treviso Hospital** (access reserved to students of the School of Medicine and Surgery): tap on **Prenotazione Pasti**
- **Cittadella Hospital** (access reserved to students of the School of Medicine and Surgery): tap on **Prenotazione Pasti**
- **Schiavonia di Monselice Hospital** (access reserved to students of the School of Medicine and Surgery): tap on **Prenotazione Pasti**

Tap on **Tesserino mensa** for these canteens:  
**Nord Piovego, Agripolis, Murialdo,  
Pio X, Casa del Fanciullo, Vicenza, Rovigo Censer.**

Tap on **Prenotazione Pasti** for the canteens at the  
**University Hospital in Padua, Treviso Hospital,  
Cittadella Hospital, Schiavonia di Monselice  
Hospital**



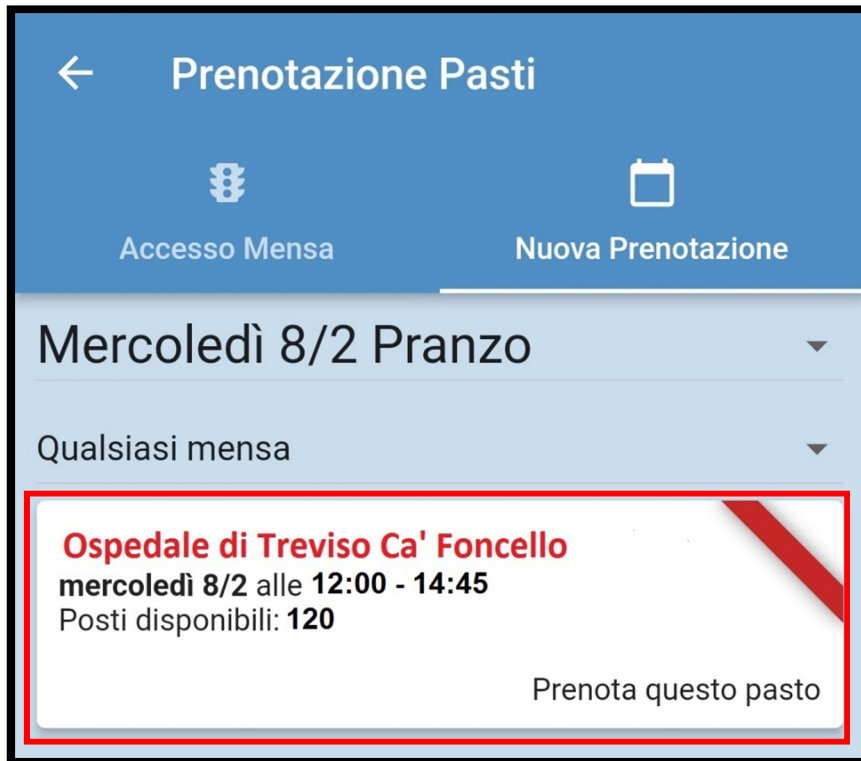
4. Tap on **Nuova Prenotazione**



5. Tap on the canteen where you are going to buy the meal:

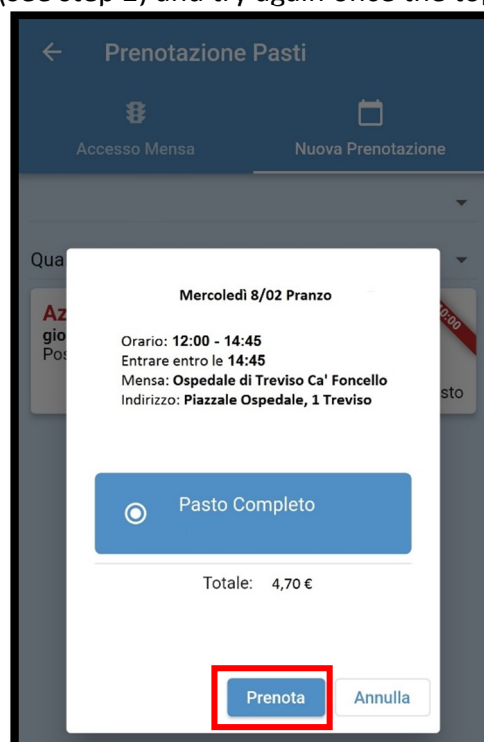
**Azienda Ospedale Università Padova or Ospedale di Treviso Ca' Foncello or Cittadella Hospital or Schiavonia di Monselice Hospital.**

Notice: you can only buy a meal for the current day.



6. Tap on the canteen and tap on **Prenota** to confirm the selection.

Notice: if the balance on your borsellino elettronico (smart cash) is insufficient to cover the price of the meal, the message "*Saldo insufficiente*" will appear and it will not be possible to buy the meal. Top up the balance (see step 2) and try again once the top up has been credited.



7. Tap on **Accesso Mensa** to see your booked meal.

During the opening times of the canteen, you will see a QR code.

Scan the QR code at the cashier and use the printed ticket to collect your meal.



The QR code keeps changing in order to prevent falsification, fraud and illicit use.

Therefore, **screenshots and/or photos of the QR code will not be valid.**

Please be reminded that each user is entitled to have **only one lunch per day.**

**The QR code generated by the ESUPd.EAT app is strictly personal.**

**It cannot be shared, given, borrowed, sold, given to other people.**

**The price of the meal will be subtract from the balance of the borsellino elettronico (smart cash).**

You can cancel your meal, before scanning the QR code at the cashier, by tapping on *“cancella prenotazione”*.

Cancellation is not possible after the QR code has been scanned by the cashier.

If you don't scan the QR code, the meal will be cancelled automatically after the canteen's closing time.

The price of the meal that has not been scanned and collected will be returned to the borsellino elettronico (smart cash) in 24 hours.

For support requests, open a support ticket from the Homepage of the Student Dashboard (<https://myesupd.dirittoallostudio.it>).