

GUIDE TO REPORTING PROLONGED ABSENCES WITH SMS

Description of the SMS service for communicating prolonged absences lasting several days

With the SMS system, absences/attendances can also be reported for multiple days,

parents will send an SMS to **4390003351** writing:

numberchild,absent/present,dayFROM-dayTO,month,

if the period of absence exceeds the current month, 2 text messages must be sent

Communication prolonged absence occurring during the month

EXAMPLE

To report the absence of your second child from 1 April to 15 April, the following text message must be sent:

2,NO,1-15,4

if, after reporting the absence, you change your mind or have reported an incorrect period or child, you can send a new SMS to “cancel” the previous one, using the following syntax:

2,SI,1-15,4

Communication prolonged absence over several months

EXAMPLE

to report the absence of your second child from 1 April to 30 June, 3 text messages must be sent:

- first message for the **absences of April 2,NO,1-30,4**
- second message for the **absences of May 2,NO,1-31,5**
- third message for the **absences of June 2,NO,1-30,6**

if, after reporting the absence, you change your mind or have reported an incorrect period or child, you can send a new SMS to “cancel” the previous one, using the following syntax:

2,SI,1-30,4 2,SI,1-31,5 2,SI,1-30,6

The system will respond with an E-MAIL containing the outcome of the positive report or reporting any problems (report outside permitted hours, etc.); please also check your SPAM folder.

ATTENTION:

IN THE EVENT OF INCORRECT OR UNREGISTERED NUMBERS, NO E-MAIL WILL BE SENT.

To support this, **until 31/12/2024** only in the event of incorrect or unregistered numbers will an SMS be sent to notify the user that the communication was unsuccessful.

From 01/01/2025, if the e-mail is not received, the SMS will no longer be sent and it will therefore be necessary to resend the SMS to communicate the absence, using the correct number.

It is necessary to try again until you receive the confirmation e-mail; if the problem persists, the user will need to verify the number with the Municipal meal office.

A new number for communication will be active from the following day.