

Guidance on Registering for the Osaka City School Lunch Food Allergy System (via Tsubasa)

① What is the “Osaka City School Lunch Food Allergy System (via Tsubasa)” ?

Osaka City now uses an online system for food allergy applications and menu confirmations instead of the previous paper-based method. Please make sure to register for this system if your child has any allergies.

The Osaka City School Lunch Food Allergy System uses the “Tsubasa School Portal for Parents” for this purpose.

② What you can do with this system

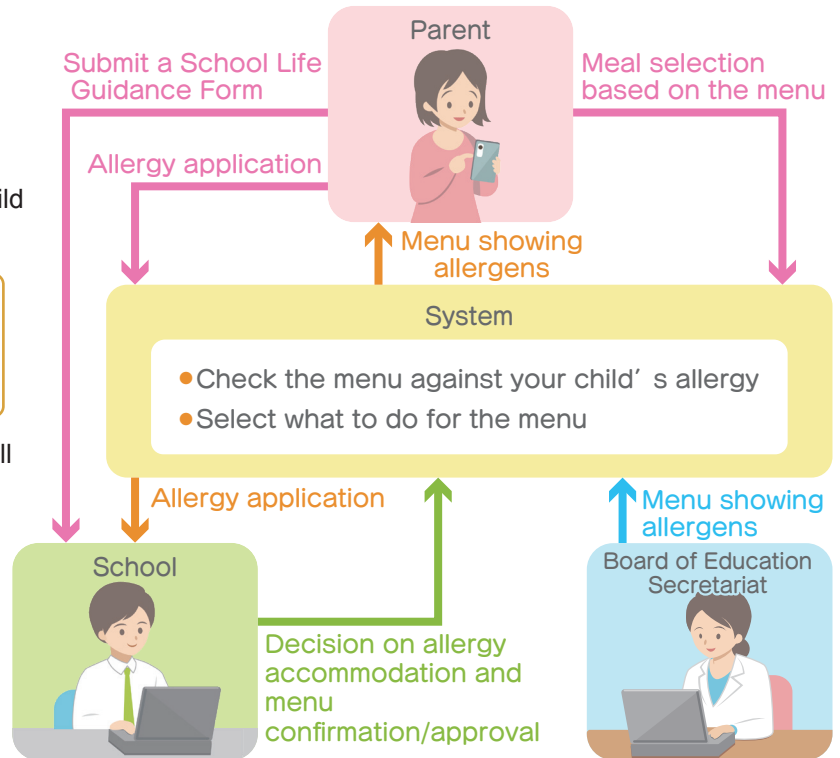
- Apply to register allergy information for your child
- Check daily school menus and ingredients

The allergens you register will be automatically displayed on the menu
(Note: Applies only to the 28 specified allergens of the Japanese food labeling system)

- Register and apply whether or not your child will eat the menu for specific days

System availability (hours)

6 : 00 ~ 24 : 00

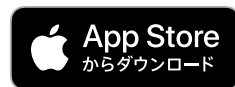


③ How to Register



“Tsubasa School Portal for Parents (保護者ポータルサイト つばさ)”
App Download Page

iOS



Android



Group Code C027014

1. Scan the 2D code with your smartphone and download the “Tsubasa School Portal for Parents (保護者ポータルサイト つばさ)” app.
2. Enter the provided group code and register to use the portal.

For detailed registration instructions, please see “Account Registration (アカウント登録の手順)”.

(Website)



If you won't use the app, you can register online via the Internet (browser).

Use the 2D code on the left or the URL below to access the User Registration page.

※You can also use a computer. ※Certain functions such as push notifications are not available when using the Internet.

User Registration page: https://city-osaka-kyushoku.jp/allergy_check/login

Contact information for Tsubasa School Portal for Parents (for Osaka City users)
Tel: 050-2018-0911 Hours (Weekdays, no Sat/Sun/national holidays 09:00~17:00)
Mail: support@city-osaka-kyushoku.jp

※For food allergy inquiries,
please contact your school directly.

How to Register an Account

STEP 1

Open the downloaded app and tap “New Registration (新規登録)”.

※For web registration, please go to Step 2 in your browser.

STEP 2

Enter your group code “C027014” and tap “Authenticate (認証)”.

STEP 3

Confirm the displayed information and tap “Next (次へ)”.

STEP 4

Confirm the Terms of Use and Privacy Policy and check the Agree box.
Enter your e-mail address and tap “Submit E-mail (メールを送信)”.

STEP 5

Enter the one-time password e-mailed to you and tap “Authenticate (認証)”.

STEP 6

Enter the required information (name of child with allergy, name of school, grade, etc.) and tap “Next (次へ)”.

STEP 7

A confirmation screen will appear. After checking the entered information is correct, tap “Register (登録する)” to complete the registration.

You cannot use the functions only by registering an account. The next step, “Allergy Application (アレルギー申請)” must be also be done.

How to Submit an Allergy Application

STEP 1

Tap “Confirmed (確認しました)”.

STEP 2

Answer the questions and tap the “Confirm Content (内容を確認する)” button.

※Allergens entered in the “Other” section will not be automatically reflected in the menu application.

STEP 3

Check the content of the application and tap “Apply (申込み)”.

Once the school has approved the content of your application, you will be sent an allergy accommodation notice. From this point forward, you will be able to submit your application for each monthly menu.

Monthly Menu Application

Once your child's allergy accommodation is approved, you can submit a menu application after the monthly menu is published.

Once the monthly menu is published, you will need to choose whether or not your child will eat specific meals. Submit your application by the deadline following the steps below.

STEP 1



Log in to the system and select "Menu Application (献立申請)".

STEP 2



Tap "Menu Allergy Application (献立アレルギー申請)".

STEP 3



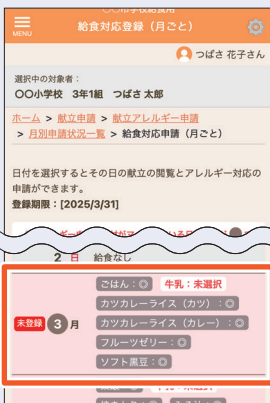
Select the name of your child and tap "Select Person (対象者を選択する)".

STEP 4



Select the month for application.

STEP 5



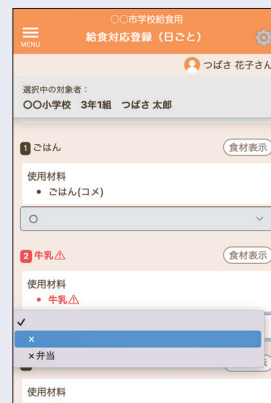
Select a date that shown "Unregistered (未登録)".

STEP 6



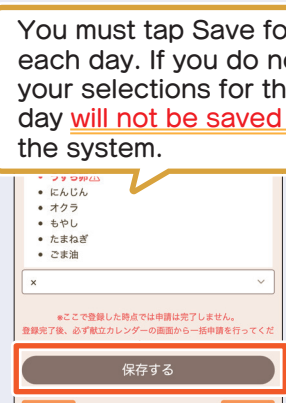
Use the pulldown below the menu.

STEP 7



From the available options, select what you want to do.

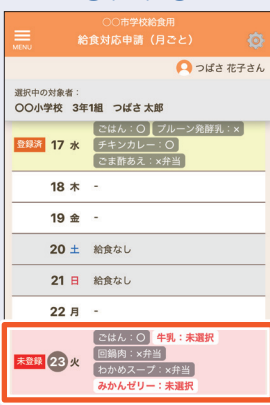
STEP 8



You must tap Save for each day. If you do not, your selections for that day will not be saved in the system.

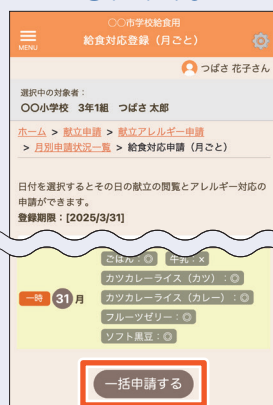
Once you have made all the applicable items for that day, you must tap "Save(保存する)" at the bottom of the screen.

STEP 9



Repeat Steps 5–8 for each "Unregistered (未登録)" day.

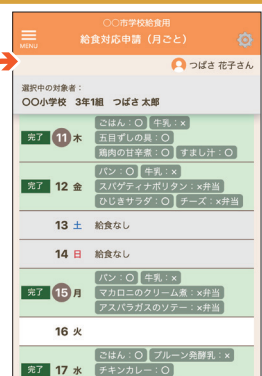
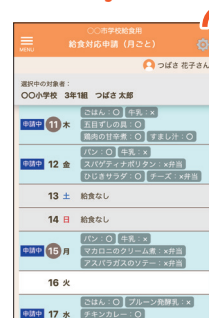
STEP 10



Once you have registered all days, tap "Apply for All Days (一括申請する)".

You must complete the process through STEP 10. IMPORTANT: The application is still not complete even when Step 10 has been completed. The school must still confirm the application.

Confirmation by School



Once the school has confirmed your application, the status will change to "Completed (完了)".

If your application is returned for revision (that is, without Completed status), please revise and apply again.

About System Notifications

① Approval of applications, etc.

When the school approves an allergy application or allergy accommodation or requires revision and resubmission, you will receive a push notification or e-mail.

② Own Lunch Notification

On days when “×Lunch (×弁当)” has been selected, you will be sent a notification.



③ E-mail notification for a My Page update

You will receive a notification when the system sends a message.



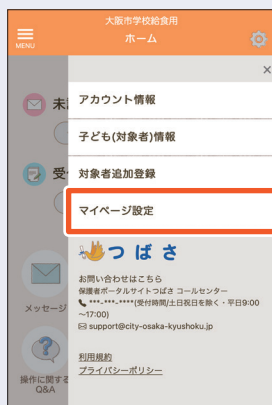
Notification settings for ② and ③ (On/Off, etc.) can be changed using the following steps.

STEP 1



Log in to My Page and select the Settings (gear) icon on the top right.

STEP 2



Tap on “My Page Settings (マイページ設定)”.

STEP 3



Edit the settings for each item in ② “Advance Notification of Bringing Own Lunch (弁当持参事前連絡)” and ③ “E-mail Delivery Settings (メール配信設定)”, and tap “Update Settings (設定を更新)” to complete the changes

Adding Another Child to the System

You can add another child to the system with the following steps

STEP 1



Log in to My Page and select the Settings (gear) icon on the top right.

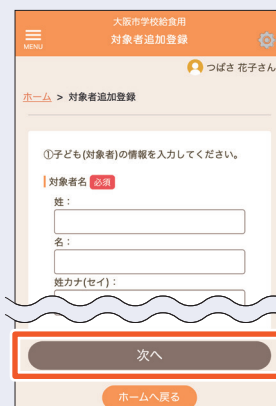
STEP 2



Confirm who is registered by tapping on “Child Information (子ども(対象者)情報)”

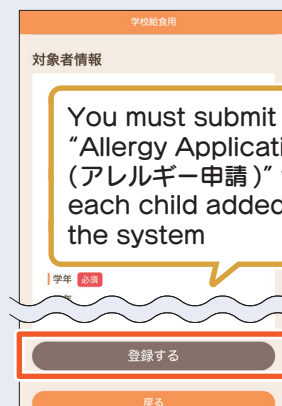
Tap “Add Another Child (対象者追加登録)”.

STEP 3



Enter the information for the child and tap “Next (次へ)”.

STEP 4



You must submit an “Allergy Application (アレルギー申請)” for each child added to the system

Check the entered information and tap “Register (登録する)” to complete the registration