



FAMILY KIOSK GUIDE

BACK
TO SCHOOL
2024/25

KIOSQUE FAMILLE

FROM 0 TO 11 YEARS OLD: A SINGLE ONLINE
SERVICES PLATFORM **MON.STRASBOURG.EU**

INFOS ON SUPERVISION METHODS USED IN EARLY CHILDHOOD, REGISTRATION APPLICATIONS
FOR SCHOOLS, CANTEENS, PRESCHOOLS, RESERVATIONS FOR CANTEEN MEALS AND BILLING

ANY QUESTION? PLEASE CALL OUR FAMILY KIOSK ASSISTANCE **0 800 43 60 60**
(toll free)

BACK TO SCHOOL

2024 / 2025



The **FAMILY KIOSK** is an online services platform that enables you to complete any and **all administrative procedures** 24/7 for your child or children.

The platform can be accessed from a computer, a tablet or a mobile telephone.

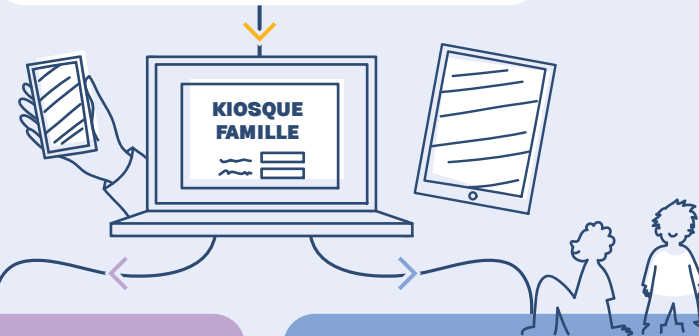
It takes a large number of different family models into consideration (single-parent families, families with shared custody arrangements, blended families, etc.).



THE FAMILY KIOSK PROVIDES A NUMBER OF ONLINE SERVICES

- Informations on supervision methods used in early childhood
- School registrations for **preschool** and **primary school**
- Registration in extracurricular activities organised by the City of Strasbourg: **canteen**, **extracurricular preschool supervision (APM)** (morning and evening), **preschool leisure supervision (ALM)** (on Wednesdays) and educational workshops (for the primary schools concerned)
- Reservations for **canteen meals**
- **Billing for early childhood and childhood services:** online payment, copies of invoices, etc.
- **Separated parents:** option of requesting information from the authorities
 - Reservations for canteen meals and supervision for leisure activities depending on the shared custody schedule
 - Billing shared between both parents.

Via **mon.strasbourg.eu**



EARLY CHILDHOOD

- Informations on supervision methods used in Early Childhood
- Tracking applications for supervision



SCHOOL AND EXTRACURRICULAR

- Registration for preschool and/or primary school
- Request for a school exemption

- Registrations for extracurricular services (canteen, APM, ALM)

- Reservations for canteen meals



- Registration for educational workshops in the primary schools concerned

MONTHLY BILLING EARLY CHILDHOOD AND/OR CHILDHOOD



UPDATING INFORMATION ON THE HOUSEHOLD (address, family quotient, etc.)



DOCUMENTS

YOU WILL NEED BEFORE YOU LOG ON SUPPORTING DOCUMENTATION TO BE PROVIDED

TO CREATE A FAMILY ACCOUNT, APPLY FOR EARLY CHILDHOOD SUPERVISION AND SCHOOL REGISTRATION



- ☐ Family Record Book (*Livret de famille*) or birth certificate, indicating filial relationship or any supporting document that provides proof of parental authority
- ☐ Pregnancy certificate as of the third month for Early Childhood
- ☐ Proof of address dating back no more than three months old (type of invoice accepted: electricity, gas, water, internet subscription, meter installation, receipt from a local authority landlord, etc.). Mobile telephone bills are not accepted.
- ☐ For separated or divorced parents: proof of residence of the child

FOR REGISTRATIONS WITH EXTRACURRICULAR SERVICES

- ☐ Proof of payment of the family quotient (QF) or the family allowance fund (CAF) or the QF calculated by medical and welfare centres and a tax document mentioning your 13-digit reference tax number; with a view to changing the methods of calculating the family quotient
- ☐ Proofs of employment of adults residing with the child: payslip, statement from the employer, training certificate or job seekers certificate dating back no more than three months old
- ☐ Within the framework of a shared custody arrangement for reservations for canteen meals and/or ALMs: "Certificate of implementation of a shared custody arrangement"
- ☐ For the initial extracurricular registration: medical certificate stating that the child is up-to-date with his or her compulsory vaccinations
- ☐ For any re-registrations of extracurricular activities sworn statement stating that a medical certificate was submitted with the initial extracurricular registration.



FOR A DIRECT DEBIT APPLICATION

- ☐ Details of your bank account (RIB)
- ☐ Valid identity documents (national identity card, passport)
- ☐ Proof of address dating back no more than three months old (type of invoice accepted: electricity, gas, water, internet subscription, meter installation, receipt from a local authority landlord, etc.). Mobile telephone bills are not accepted, nor are tax notices.



Accepted formats
PDF, JPG, JPEG and PNG



Max size permitted per document
2 MB

TIP

It is preferable to submit documents/photos in black & white




LOGIN SETTING (smartphone, tablet, PC)

- **Operating systems:** Windows, Mac, IOS, Android
- **Supported browsers:** Microsoft Edge, Safari, Google Chrome, Mozilla Firefox, etc.



FOR TROUBLE-FREE ONLINE USE

- ☐ Have a **valid email address**; otherwise create a new email address
- ☐ Accept all **cookies** and **pop-ups**
- ☐ Agree to the **general terms and conditions of use**
- ☐ **Browse regularly from top to bottom** on each page to access all information and every heading
- ☐ Use the **"Back"** button and not the return arrow
-  Regularly **refresh** the pages in your personal email inbox and the FAMILY KIOSK
- ☐ Take note of the **deadlines** given and **plan** your applications for registration and/or reservations for meals accordingly to prevent too great a number of simultaneous connections from jamming Family Kiosk or slowing it down



FYI: Family Kiosk is unavailable for a few hours during the night every Sunday for technical maintenance.

GLOSSARY

ALM: Preschool Leisure Supervision (Wednesdays, school holidays)

APM: Extracurricular Preschool Supervision

Educational Workshops: extracurricular activities in those primary schools concerned

QF: Family Quotient

Message received: message sent by admin (forms to fill in, registration application accepted, etc.)

Message sent: message that you send to admin for the processing/ acceptance of your applications

Person liable for payment: this is the person to whom any invoices are addressed. Invoices may be paid by the person liable for the payment or by any other person. If invoices are not paid, the tax authorities will get back only to the person liable for payment.

PAI: Individualised Support Plan should your child have health issues.

FIRST CONNECTION TO YOUR FAMILY KIOSK PAGE

2 POSSIBLE SITUATIONS

SITUATION 1

You already have an account on mon.strasbourg.eu. The connection to **FAMILY KIOSK** is direct when you click on **Go To FAMILY KIOSK**.

This is the case if you have already registered for school/preschool online and/or made a reservation for canteen meals and/or fulfilled any other administrative formalities (identity card, etc.).



3 An email is sent to the email address provided. After confirmation of the email, you can **finalise** the creation of your account on mon.strasbourg.eu by **filling in the form provided** (first name, family name and password).

Do not forget to **accept cookies** and **check the box**:

☒ "do not ask for my consent for this info again"

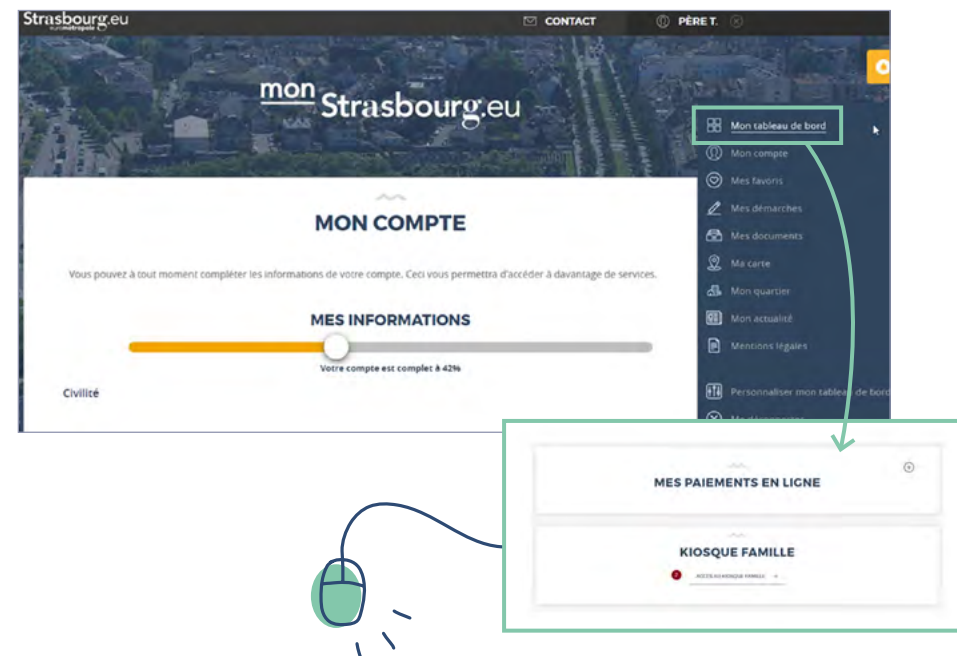


SITUATION 2

You do not have an account on mon.strasbourg.eu yet. Create your account:

- 1 Go to the mon.strasbourg.eu portal
- 2 On the **login page** on mon.strasbourg.eu, **create an account** with your email address

4 You now have an account on mon.strasbourg.eu and you can access **FAMILY KIOSK** via "**my dashboard**". The **FAMILY KIOSK** insert can be found at the bottom of the page in the browser.



LINK BETWEEN MON.STRASBOURG.EU ACCOUNTS AND FAMILY KIOSK

- You do not have an account on mon.strasbourg.eu but you already have a family identifier (6-figure family code on your registration certificates, contracts and invoices). You must link your account on mon.strasbourg.eu after you have created it to your **FAMILY KIOSK** account.
- Click on **Go To FAMILY KIOSK**, and select "**I already have an account, my login is**". Fill in every field required and confirm.

- Check that the information automatically input in **FAMILY KIOSK** is correct.
- This linking step **only has to be done once** during your first connection.

CREATING A FAMILY KIOSK ACCOUNT

If this is my initial registration, I click on **"I do not yet have an account, I am creating my family"**, I then **fill in the required fields**, following the steps below:

STEP 1 Enter the email address that you use on mon.strasbourg.eu

STEP 2 Create an account and check the required boxes:

- ☐ I agree and I undertake to abide by the general terms and conditions of use of **FAMILY KIOSK**
- ☐ I hereby declare that the information provided is correct.

STEP 3 Create the members of your household in the **following order**: the head(s) of the household, followed by the child or children, and finalise the procedure by clicking on the **END** button.

You will automatically receive **2 emails** in your personal inbox:



- **1st email**: this summarises the **information on your account** (family identifier, password and login email)
- **2nd email**: this provides a link to activate the account. **You must therefore click on this link**. When you activate your account, you will receive confirmation that your email address has been correctly registered and that your account has been activated.

> You can now **register your child or children** for the **2024/2025** school year.

- **For a 0 to 3 year-old child**: To obtain information on supervision methods used in Early Childhood: click on "Information on supervision methods used in Early Childhood" / "Informations sur les modes d'accueil en Petite Enfance".
- **For a child older than 3 years old**: For a **school registration application only**: click on "School Registration Application/ School Exemption" / "Demande d'inscription scolaire / Dérogation scolaire"
- To apply for **school registration and extracurricular services**: click on "Apply for school registration (including exemptions) and/ or extracurricular registration (Canteen, Extracurricular Preschool Supervision, Preschool Leisure Supervision, Educational Workshops)" / "Demande d'inscription (dont dérogations) et/ou périscolaire".

> Once your **school registration application** has been confirmed by admin, you will have to **make an appointment to see the school's Management** to finalise registration at the school

> Once your **canteen registration application** is confirmed by admin, you will have to **reserve meals by Wednesday at the latest for the following week** (cf : instructions p. 12).



TO RESERVE CANTEN MEALS AT SCHOOL FOR THE SCHOOL YEAR

→ Click on "**MY CANTEN RESERVATIONS**"

Meals must be reserved online for all children who eat in the canteen.

To reserve, **two options** are available to you:

1 BY PERIOD

You can select a period (school year, school term, month, etc.) by checking the days of the week on which your child will be eating in the canteen (e.g.: every Monday and Thursday in the school year).

AND
OR

2 BASED ON THE CALENDAR

You can select the dates on which your child will be eating in the canteen by checking the days for the following week's meals by Wednesday at the latest.



> IN BOTH CASES, 1 AND 2

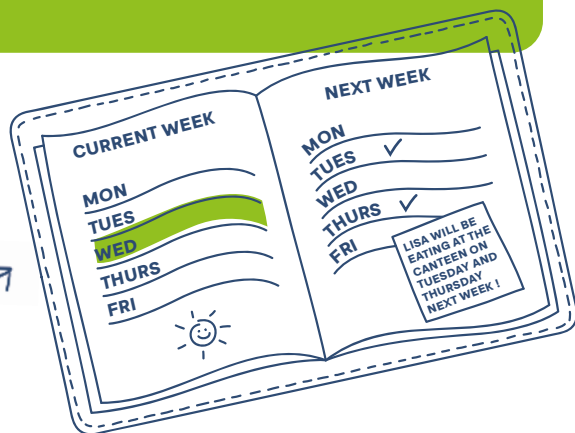
You have until **WEDNESDAY at the latest** to add or cancel meal reservations **for the following week (scheduled absences, school outings)**. We remind you:

- Refer to the colour coding at the bottom of the page to consider your modification options;
- Thoroughly check the summary of your reservations.

ANY AND ALL MEALS RESERVED WILL BE ORDERED AND MUST BE PAID FOR

You can consult the suggested menus under the heading: "Canteen Menus"

WEDNESDAY
LAST DAY TO
ENTER NEXT
WEEKS MEALS
FOR LISA



FOR BILLING AND PAYMENT

→ Click on "**MY INVOICES**"

Invoices are drawn up according to your income or your family quotient and depending on the services reserved for each child (Early Childhood and/or Childhood).

They are **sent by post** to the home address of the person liable for the payment in the following month (e.g.: the invoice for meals and extracurricular activities in September will be sent at the end of October/beginning of November).

TWO TYPES OF INVOICE ARE POSSIBLE, DEPENDING ON YOUR CHILD'S AGE

- **Early Childhood** Invoice (early childhood facilities)
- **Childhood** Invoice (canteen and/or APM and/or ALM).



> IF THE CHILD IS ILL

- Whenever your child is ill: you have 15 days as of the first day of your child's absence to request a deduction, backed by a medical certificate, by email to facturation.education@strasbourg.eu or by post to the Ville et Eurométropole de Strasbourg, Direction de l'Enfance et de l'Éducation, cellule Régie Facturation, 1 Parc de l'Étoile, 67076 Strasbourg Cedex.
- The supporting document sent must mention the family name and first name of the child or children concerned, in addition to the duration of the absence.
- **Meals for the first 3 days of your child's absence will not be deducted** (grace period aligned to the period established throughout the country for Early Childhood).
- **You will be granted the deduction from the 4th to the 10th day of absence, supported by a medical certificate.** After such period, you will have been given the option to amend your reservation by internet.
- **Meal prices:** please consult the page "school canteen prices" at strasbourg.eu/scolaire-periscolaire or under the heading "My Documents" on **FAMILY KIOSK**.



RISK OF AN INCREASE IN THE CANTEEN PRICE

If you are faced with an unforeseen circumstance or simply forget something, the terms and conditions applying are as follows:

If you fail to make a reservation, including for PAIs, you may be penalised in view of the difficulties caused in the canteen in accommodating children whose meals have not been reserved and the risk of any knock-on effects onto children who do have a reservation:

- **Price maintained in line with your family quotient for the first six meals without a reservation** during the school year. You will be billed for such meals at the standard rate and in line with your family quotient.
- **As of the seventh meal without a reservation** during the school year, the **price will be doubled** in line with your family quotient.
- **We would remind you that, if you fail to make a reservation, your child's meal will not be ordered.**

AS A RESULT:

- 1 You will be asked **to come and collect your child.**
- 2 If you are **unable to come and collect your child**, he or she will be served, depending on the quantities available,
 - The meal **of an absent child**, compatible with your own child's registration category
 - Or a **vegetarian meal**, such meals being compatible with all registration categories
 - Or an **incomplete meal.**

➤ **For a direct debit application:** click on "MY INVOICES" and then on "Direct Debit".



CHILDHOOD AND EARLY CHILDHOOD

KEY FIGURES

EARLY CHILDHOOD

63

ESTABLISHMENTS

linked to the network of Early Childhood Facilities



2 750

CHILDREN

accommodated



CHILDHOOD

(PRESCHOOL AND PRIMARY SCHOOL)

115

SCHOOLS



12 500

MEALS
served in the
canteens each day

17 000

CHILDREN
registered at
the canteen

24 000

CHILDREN

registered at school



3 500

ENFANTS

accommodated in Extracurricular
Preschool Supervision (morning
and evening)



62

SITES
where meals
are available



3 500

CHILDREN

accommodated in Preschool leisure
supervision (on Wednesdays)



NEED ANY HELP?

CALL OUR FAMILY
KIOSK ASSISTANCE

☎ 0 800 43 60 60 (toll free)

You can also make an appointment if you need support and assistance.

EARLY CHILDHOOD SUPERVISION APPLICATIONS

To enhance your chances of finding a form of supervision suitable for your child and your family and to obtain complete information on every supervision option available in the area we cover, as well as advice and customised support according to your personal situation, we would

ask you to make an appointment with a qualified professional from the network of Early Childhood Facilities on 03 68 98 51 17.

SCHOOL AND EXTRACURRICULAR REGISTRATION APPLICATIONS

Counters at the local authority offices or neighbourhood town halls. Make an appointment on strasbourg.eu or by calling 03 68 98 51 32.



REMINDER

Email address used for mon.strasbourg.eu:

Family identifier:
