

Dear Parents,

A School Life account has been set up for each child for lunches, cafeteria and other charges authorised by you. The related direct debit form to allow for the payment is to be completed through an online Direct debit form assigned per child in INSIS.

If you are **NEW** and:

- *If you have changed address, please request a change in INSIS family by double clicking on your child's photo and selecting "Request data change" on the top left. Please then wait for the change to be validated by our administrator before completing this form.*
- *If you do not have a European account yet, please inform us that there may be a delay and submit the forms once your account details are available.*

If you have **CHANGED LOCAL BANK ACCOUNT**, please contact islfinances@islux.lu and we will assign you the online form in INSIS.

Once an online form is available:

- 1) You will need to log into INSIS Family, using username and password provided to you. <http://insis.islux.lu/family/> or the Quicklink on website.
If you are unable to log into INSIS family, please contact insis-support@islux.lu providing your family name and/or student name.
- 2) Select the tab "School Forms" at the top of the screen
- 3) Click on the "School Life account" form per child
- 4) Submit the form once completed
- 5) A copy of this submitted form will be placed in your child's documents folder in INSIS Family for reference.
- 6) We are grateful for an original signed copy of the submitted form for banking records
- 7) A separate email will be sent to you with the School Life account/MONEWEB unique password per child.

Please do not hesitate to contact us should you have any queries.

Best regards,
ISL Business Office Team