



How to Connect to the APEEE Secured Zone

Step 1: You have received a message informing you about the APEEE CRM project and its transformational and fundamental importance in providing new and better services for you and your children in its final stages. In order to move on to the next stage, we need your help. We kindly ask you to click on : [Register \(site.com\)](#) to get started.

Step 2: A page loads and asks you to enter the same email address provided to the school.



* Email

Please use the same email that has been supplied to the school

Next

Join the parent portal to manage your household and related transport, activities and canteen services.

[Already have an account?](#)

Step 3: Once you have entered the email address, click on "**Next**".

Step 4: A page will load where you will be asked to select your preferred language for the Secured Zone. Once you have selected, please click "**Next**".

Once you have clicked "**Next**" you will receive a verification code on the email address you entered in the first step. **Please check your 'spam' or 'junk' email box.** The message looks like the one below and is sent from the email address: no-reply@woluweparents.org



APEEE Woluwe and Evere <no-reply@woluweparents.org>

À : Vous

This is your portal self registration code: XXXXXXXXXX



Step 5: please copy the code from the email you received, into the bar below. Once you have, please click on “**Next**”. A verification code will be sent.

Enter your verification code

A verification code is sent via email to
john.doe@yahoo.fr.

Verification code

Email not received?

Please check your spam folder, or set one of the check boxes below.

- ☐ I did not receive code. Please send email again
☐ I want to use a different email address

Next

Join the parent portal to manage your household and related transport, activities and canteen services.

[Already have an account?](#)

Step 6: A new page will load and ask you to **carefully read the Terms & Conditions and the Privacy Policy**. Once you have and agree, we invite you to **tick the box** and click on “**Next**”.

Please read our Terms and Conditions and our Privacy Policy carefully:

English:

- Privacy statement
- Terms and Conditions

French

- La politique de confidentialité
- Règlement Interieur et Conditions

☐ I agree with the Terms and Conditions and Privacy Policy of Apee.

Next

Join the parent portal to manage your household and related transport, activities and canteen services.

[Already have an account?](#)



Step 7: Once you have completed step 6, a new page loads. To finish, you must click on "Create Account" to receive a message in your email box.

You will receive an email with a link to activate your account and set your password

Create Account

Join the parent portal to manage your household and related transport, activities and canteen services.

[Already have an account?](#)

Once "**Create Account**" is validated, a page will load with the following message inviting you to **check your email box in order to click on the activation message and then create your password.**

Registration completed. Please check your mailbox for the activation email.

Join the parent portal to manage your household and related transport, activities and canteen services.

[Already have an account?](#)

Once you have received the message, click on the link to activate your account. You will be able to reset your password and create one. As shown below.



Change Your Password

Enter a new password for Make
sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

* New Password

* Confirm New Password

Change Password

Password was last changed on 08/03/2023 09:54.

Once you have created your password, you will be taken to your home page, which will look like this, (see below), with your information, children, etc.

  JANE DOE ▾

[Home](#) [FIND ACTIVITY](#) [GUIDE / HELP](#) [EEB - SMS / OFFICE ▾](#)

 Household
DOE | Woluwe-St-Lambert | 1200

[+ Follow](#) [New Contact](#) [Edit](#)

Address IBAN

Row Jespers 36
Woluwe-St-Lambert, BRU 1200
Belgium

 **Related Household members (4)**

Contact Name ▾	Payer / Main	Household Name ▾	Relationship ▾	
TEST Jane DOE		DOE Woluwe-St-Lamber...	Mother	▾
TEST Paul DOE		DOE Woluwe-St-Lamber...	Son	▾
TEST John DOE	✓	DOE Woluwe-St-Lamber...	Father	▾
TEST Julie DOE		DOE Woluwe-St-Lamber...	Daughter	▾

Occasional Supervision

CREATE A CASE

CONTACT NAME





Verify & Modify Your Home Address

To modify your home address, you can click on the **“Edit”** available on the home page.

[Home](#) [FIND ACTIVITY](#) [GUIDE / HELP](#) [EEB - SMS / OFFICE](#) [▼](#)

 Household
DOE | Woluwe-St-Lambert | 1200

[+ Follow](#) [New Contact](#) [Edit](#)

Address

IBAN

Row Jespers 36
Woluwe-St-Lambert, BRU 1200
Belgium



Verify & Modify Your Personal Information

On your Home page, as shown below, you have **“Related Household Members”**, click on the different members to verify the information (bank information, phone numbers, etc). **We kindly ask you NOT to provide the same email address for both parents**, as it will block your access.

[Home](#) [FIND ACTIVITY](#) [GUIDE / HELP](#) [EEB - SMS / OFFICE](#) [▼](#)

 Household
DOE | Woluwe-St-Lambert | 1200

[+ Follow](#) [New Contact](#) [Edit](#)

Address

IBAN

Row Jespers 36
Woluwe-St-Lambert, BRU 1200
Belgium

 Related Household members (4)

Contact Name	Payer / Main	Household Name	Relationship	
TEST Jane DOE		DOE Woluwe-St-Lamber...	Mother	▼
TEST Paul DOE		DOE Woluwe-St-Lamber...	Son	▼
TEST John DOE	✓	DOE Woluwe-St-Lamber...	Father	▼
TEST Julie DOE		DOE Woluwe-St-Lamber...	Daughter	▼

[Occasional Supervision](#)

CREATE A CASE

CONTACT NAME
 



Add a Child to Your Household

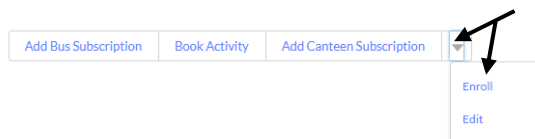
Step 1: To add a child to your household, click on **“New Contact”**, click on **“Child”** and fill in the information. Once that is done, click on **“Finish”**.

Step 2: Your child will appear in your **“Household”**, to add a school enrolment, you will need to click on your child’s name, and a new page loads.



Related Household members (3)			
Contact Name	Household Name	Relationship	Mobile
Jane DOE	DOE There 1234	Mother	01 23 45 67 89
John DOE	DOE There 1234	Father	+32 495 99 99 99
Paul DOE	DOE There 1234	Son	
View All			

Step 3: Once the page loads, please click on the arrow in the left-hand corner, and select “Enroll” as shown below.



Step 4: A floating window appears, inviting you to fill in the necessary information, click on next and select the “class”. If you do **not** know your child’s class, do not worry, select “A”, the class will then be updated accordingly.

Thank you not to provide an email address for your child.

Enroll

School

☐ Woluwe
 ☐ Evere

Schoolyear

--None--

Language

--None--

Level

--None--

Next

Enroll

Class

--None--

☐ The class is unknown

Previous

Next

Once your child’s enrolment is saved, you will then be able to subscribe to APEEE services.

Please note, if your child is not enrolled correctly, you will not be able to subscribe to APEEE services.



Verify & Modify Your Child's Subscriptions and Information

As shown above, to verify your child's subscription to APEEE services, click on their name. The example here only has 1 child, but if you have more than 1 registered child, please click on each to verify their subscriptions.

Related Household members (3)			
Contact Name	Household Name	Relationship	Mobile
Jane DOE	DOE There 1234	Mother	01 23 45 67 89
John DOE	DOE There 1234	Father	+32 495 99 99 99
Paul DOE	DOE There 1234	Son	
View All			

Once you have clicked on your child, a new page loads, which recaps all the information related to your child: name, birthdate, related household members including all their subscriptions.

As you can see below, Paul DOE is registered to multiple services. To verify each subscription, we kindly ask you to click on each service registration, as indicated by the arrows.

Gentle reminder that if you have more than 1 child, we kindly ask you to click on each child to verify the registrations.



Class Enrollments (1)

School year	School	Class	Status
2022-2023	Woluwe	S2ENA	Enrolled

Click on the Canteen subscription (FOR WOLUWE) to verify the days for which your child is registered.

Canteen Subscriptions (1)

Canteen Subscription Nr	School year	Start Date	Status
CS-00003384	2022-2023	13/03/2023	Requested

[View All](#)

Click on the bus rides to verify the pickup and drop off time, the authorisations and more.

Bus Subscriptions (1)

Bus Subscription Nr	Payer	School Year	School
BS-00002957	European Commission	2022-2023	Woluwe

[View All](#)

Busrides (2)

Busride ID	Route	Entry/exit Busstop	Departure time
BR-00018444	126	CH DES 2 MAISONS / PL D...	Morning
BR-00018445	261	STIB 27 VERHEYLEWEGH...	13:00

Click on the registration to verify the day & time of the activity.

Activity Bookings (1)

Activity Booking Name	Activity Name	When	Status
AB-00006066	Judo	2022-09-19 - 2023-06-16 ...	Booked

[View All](#)



Register to the Canteen Service (WOLUWE)

If you have multiple children, you will need to register each child to the service.

Step 1: click on the name of the child you wish to register.



A new page opens, which recaps all the information related to the child. To register for the canteen service, you are asked to click on the ***“Add Canteen Subscription”*** in the upper right-hand corner.

Household member
Paul DOE

[Add Bus Subscription](#) [Book Activity](#) [Add Canteen Subscription](#) ▼

Name
Paul DOE

Household Name
DOE | There | 1234

Image
no photo available

▼ Personal information

Email
Birthdate
01/04/2010

Mobile
Gender
Male

A floating window appears and requests additional information on the subscription. Keep in mind that a minimum of 3 meals (days) is mandatory for a subscription to be valid.



Add Canteen Subscription

Please select in case your child requires a vegetarian meal

☐ Vegetarian

Please select at least 3 days for your child's Canteen Subscription:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

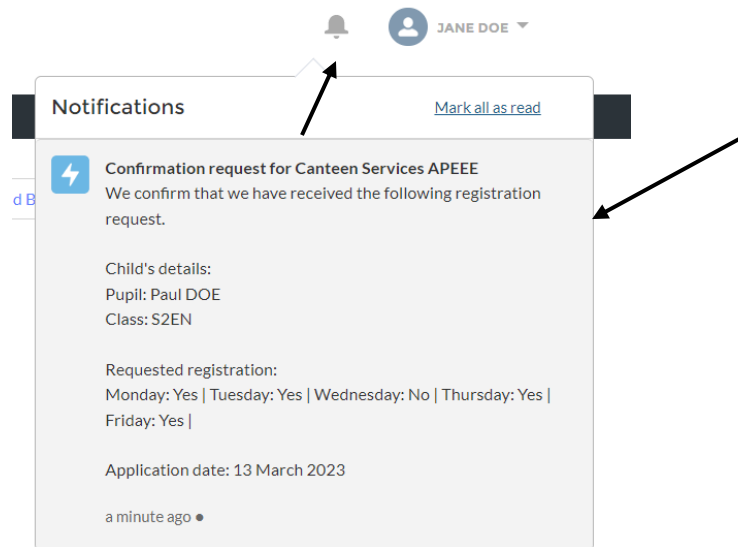
☐ Friday

* Effective date

Requesting this Subscription will replace any existing Canteen Subscriptions for the chosen school year.

Finish

Once you have chosen the days, click on “**Finish**” and the subscription will be considered. You will also receive a notification in the bell in the upper right-hand corner.



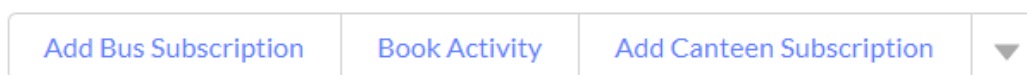
For **Evere**, the canteen service will be delivered by **Scolarest-Compass**, which has been providing the meals in Evere since the opening of the school in 2021. The Scolarest-Compass team will inform you about the expected price for the upcoming school year.

The Scolarest-Compass team will send an email to all Evere parents in the coming months to explain the registration process.

If you have any questions, please send an email to: euro.school.evere@compass-group.be. Please note, **no** registrations will be done via the APEEE Secretariat or via the Secured Zone.

Register to the Transport Service

Step 1: to register to the transport service (school bus service), please click on “Add Bus Subscription” in the upper right-hand corner.



Step 2: a floating window will appear and request additional information. You will be asked who is paying the subscription fee, if you need more information, do not hesitate to visit our [dedicated page](#).

If you are employed by the European Institution, you are kindly asked to select the “Paying Institution” (your employer).



Add Bus Subscription

*** Who is Paying?**

☐ Paying Parents

☒ Paying Institution

*** Paying Institution Name**

--None--

*** Employer Id**

*** School Year**

--None--

After creating a Bus Subscription, you can create a Bus Ride to complete your subscription.

[Finish](#)

Step 3: once you click on “*Finish*” the subscription is confirmed, and a page opens recapping the information. However, to board a bus your child needs a bus ride subscription, which you can do, by clicking on “*Add Bus Ride*”

 Bus Subscription
Woluwe

Student
[Paul DOE](#)

School
Woluwe

School Year

Paying Institution
European Commission

[Add Bus Ride](#)

 Busrides (0)

IF YOU DO NOT HAVE A KNOWN BELGIAN HOME ADDRESS

Step 4: a floating window will appear to register a bus ride for your child. You will be requested to select the departure time (morning, 13h, 15h30 and/or 16h20 departures)



Add Bus Ride

* Departure time
--None--

* Municipality
--None--

* Ride Type
--None--

* Start Date

Next

Step 5: once you have entered the necessary information, click on “Next”, which will open a new floating window and offer various stops (in the municipality you selected).

IF YOU HAVE A KNOWN HOME ADDRESS IN BELGIUM

Add Bus Ride

Would you like to choose a bus stop close to your household address ?

*
☐ Yes
☐ No

Next

Step 4: a floating window will appear asking if you wish to select a bus stop next to your household.

If you select **yes**:



Step 5: enter the information requested, and click on **“Next”**, which will provide the closest stops to your home.

If you select **no**:

Step 5: enter the information requested, including municipality (commune), which will present you with the stops available in the municipality, complete the missing information and click on **“Next”**.

N.B. Keep in mind that for the morning ride, every child is authorised to leave the bus unaccompanied, indeed as they only leave the school bus once they have arrived at the school bus parking.

Step 6: if you wish to register for an afternoon (13h, 15h20 or 16h20) bus ride. Please repeat steps 4 and 5. Once the departure time is selected, you are requested to select the child’s authorisation to leave the bus, once selected, click on **“Next”** and select the bus stop. Once done, click on **“Finish”**.

Register an Occasional Change

What is an occasional change? An occasional change can be to visit another pupil, go to the doctor, a tutor, etc it is a one-off change. Please note that, **due to overcrowding and the increasingly limited number of spare seats in buses, we may not always be able to accept requests for occasional changes.**

- *Between 1 and 30 September*

The APEEE will **not** allow any one-off or temporary change of bus.

- *From 1 October*

Any one-off or temporary change of bus must be requested by sending an email to the Transport Office before 13:00 the day before at the latest and will only be accepted based on the availability of seats.

Step 1: click on **“Add Bus Ride”**.

 Bus Subscription
Woluwe [2022-2023]

Student
Paul DOE Test
School
Woluwe

Paying Institution
1 - European Commission

[Add Bus Ride](#)





Step 2: a floating window will appear, click “No” and “**Next**”.

European Commission

Add Bus Ride

Would you like to choose a bus stop close to your household address

☐ Yes
☒ No

Next

Step 3: select the departure time, as an example, we will select 15h30 and click “**Next**”.

Add Bus Ride

* Departure time

--None--

--None--
Morning
13:00
15:30
16:20
--None--

* Start Date

Previous Next



Step 4: select the municipality (commune), as an example we will select the commune “*Brussels*”.

Add Bus Ride

* Departure time
15:30

* Municipality
--None--

--None--
AUDERGHEM
BRUXELLES
ETTERBEEK
EVERE
GRIMBERGEN
HOEILAART
IXELLES
JETTE
KORTENBERG
KRAAINEM
LA HULPE
MACHELEN
MEISE
OVERIJSE
RIXENSART
SCHAERBEEK
STEENOKKERZEEL
TERVUREN
UCCLE

Step 5: as it is a one-off request, select “**Onetime**” and click “**Next**”.

Add Bus Ride

* Departure time
15:30

* Municipality
BRUXELLES

* Ride Type
Onetime

* Start Date
[Calendar icon]

* End Date
[Calendar icon]

Previous Next



Step 6: select the requested date, for this example, we will select “10 May 2023” and click “**Next**”.

Add Bus Ride

* Departure time
15:30

* Municipality
BRUXELLES

* Ride Type
Onetime

* Start Date
10 May 2023

* End Date
10 May 2023

Previous Next

Step 7: a floating window appears requesting to select the child’s authorisation to leave the bus. For this example, we will select “No” and click “**Next**”.

Paying institution
1 - European Commission

Add Bus Ride

* Authorized to leave bus unaccompanied?

--None--

--None--
No
Yes
Yes, only with brother/sister
Yes, only with other student



Step 8: you are presented with a list of all the stops available in the commune previously selected (Brussels). Select the wanted stop, for this example we select *Place des Chasseurs Ardennais / Rue du Noyer* and click “**Next**”.

Add Bus Ride

• Sélectionner l'arrêt de bus

- ☐ AV D'AUDERGHEM / AV DES NERVIENS
- ☐ AV DE LA BRABANCONNE / RUE DE L'ABDICATION
- ☐ AV LOUISE / RUE LESBROUSSART
- ☐ AV MUTSAARD / AV DES PAGODES
- ☐ CHEE DE VILVOORDE / RUE DES PALAIS OUTRE-PONTS
- ☐ CHEE D'ETTERBEEK / RUE VAN MAERLANT
- ☐ GARDERIE VAN MAERLANT / CH. D'ETTERBEEK 47
- ☐ GARDERIE WILSON / (Rue Wilson, 16 - 1000 Bruxelles)
- ☒ PL CHASSEURS ARDENNAIS / RUE DU NOYER
- ☐ RUE ARTHUR MAES / RUE DE L'AERODROME
- ☐ RUE DE LA REGENCE / RUE JOSEPH DUPONT
- ☐ RUE DES CONFEDERES / PL DES GUEUX
- ☐ RUE FRANKLIN / RUE MICHEL ANGE
- ☐ RUE FRANKLIN / RUE VERONESE
- ☐ SQ AMBIORIX / AV DE LA BRABANCONNE
- ☐ SQ AMBIORIX / RUE ARCHIMEDE
- ☐ SQ GUTENBERG / SQ MARIE-LOUISE
- ☐ SQ MARGUERITE / RUE DES PATRIOTES
- ☐ SQ MARIE-LOUISE / RUE DU TACITURNE
- ☐ STIB 53 KAREL BOGAERD / RUE KAREL BOGAERD (vers Westland Shopping)
- ☐ STIB 59 MAELBEEK / CHEE D'ETTERBEEK (vers Hôpital Etterbeek-Ixelles)
- ☐ STIB 60 SCHUMAN / RUE ARCHIMEDE (vers Uccle Calevoet)
- ☐ STIB 64 JARDINS POTAGERS / RUE DES JARDINS POTAGERS (vers Machelen)
- ☐ STIB89 DANSART/RUE DANSART vers WestlandShopping (déplacé pour 13h00/15h30!)

Previous

Next



Step 9: a final window opens to summarise your occasional bus change request which has been sent to our Team for reviewal.

 Busride
Route 331 from stop PL CHASSEURS ARDENNAIS / RUE DU NOYER

[Change Request Bus Ride](#) [Cancel Bus Ride](#)

Full name	Ridetype
DOE Test Paul	Onetime
Subscription	Status
BS-00002957	Requested
Departure time	Start date
15:30	10/05/2023
Entry/exit Busstop	Enddate
PL CHASSEURS ARDENNAIS / RUE DU NOYER	10/05/2023
Time	Route
15:59	331

▼

Authorisation

Authorized to leave bus unaccompanied?

No

Who is authorized to collect the child?

Jane DOE - 01 23 45 67 89, John DOE Test - +32 495 99 99 99



Register for an Extracurricular Activity



 JANE DOE ▾

 FIND ACTIVITY GUIDE / HELP EEB - SMS / OFFICE ▾

 Household
DOE | Woluwe-St-Lambert | 1200

[+ Follow](#) [New Contact](#) [Edit](#)

Address IBAN
Row Jespers 36
Woluwe-St-Lambert, BRU 1200

You can either search an activity via the search tool or look through the activities' list as shown below.

 Find activities



School

Code

Level(s)

Start time (from - to)
  

End time (from - to)
  

Language

Activity Name

Day of week

Activity Type

Activity Subtype

Activity Level



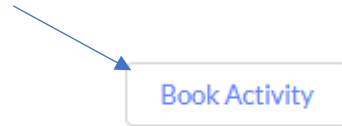
[Search](#)

 Activities (406)									
	Code ▾	Day of week ▾	Start Time ▾	End Time ▾	Activity Name ▾	Total Price ▾	Status ▾	Planned Activity ID	
1	WOL5030	Whole week	08:30	15:20	STAGE Stage spor...	150	PLACES AVAILABLE	PA-000913	
2	WOL5031	Whole week	08:30	15:20	STAGE Stage spor...	120	PLACES AVAILABLE	PA-000914	
3	EVE3101	Monday	15:30	16:30	Musical Initiation	0	FULL	PA-000112	
4	EVE3201	Tuesday	15:30	16:30	Theatre in french	413	ALMOST FULL	PA-000113	
5	EVE3204	Tuesday	15:30	16:30	Art & craft	413	FULL	PA-000114	
6	EVE3404	Thursday	15:30	16:30	Art & craft	0	ALMOST FULL	PA-000115	
7	EVE9462	Thursday	16:00	16:30	Piano individual les...	464	FULL	PA-000136	
8	EVE9562	Friday	16:00	16:30	Piano individual les...	299	FULL	PA-000137	
9	EVE9512	Friday	16:00	16:30	Guitar individual les...	267	FULL	PA-000138	
10	EVE0102	Monday	16:00	16:30	Violin or Piano indiv...	267	FULL	PA-000139	



Step 3: once you have found the activity/workshop/etc to which you would like to register your child, click on the “**Activity ID**” (far right).

Step 4: the page of the activity will open listing the practical details. To book the activity click on the “Book Activity” in the upper right corner.



Step 5: Select the child you would like to register and click “**Finish**”.

Book Activity

I want to book an activity for:

☒ Julie

☐ Paul

☐ Xavier

Finish

Step 6: once done, a floating window will appear confirming the request was sent to our Extracurricular Team for review.

Book Activity

Your booking for the Theatre in french activity for Xavier has been successfully created.

Finish



Step 1: to register for an occasional supervision, click on “occasional supervision” on the right hand side of the home page.

Occasional Supervision

If anything were to be corrected in the registrations, please contact the concerned service using the email subject/title “APEEE NEW CRM”:

Woluwe

transport@woluweparents.org
cantine@woluweparents.org
periscolaire@woluweparents.org

Evere

eve-transport@evereparents.org
Evere Canteen registrations are not done via the APEEE
eve-periscolaire@evereparents.org

If you have issues updating your contact information or connecting or accessing the Secured Zone, please contact IT SUPPORT: it-support@woluweparents.org