



Dear Students, Parents and legal guardians,

From the 22<sup>nd</sup> July 2022 the VielfaltMenu GmbH and ISHR are going to use the online system GiroWeb for the ordering and accounting of lunches. In the following we would like to familiarize you with GiroWeb.

### **Online registration for students/users (through their parents)**

Call up the internet site <https://ishr.giro-web.de>

Initial registration needs the following data:

Username: ishrmenu

Password: schoolhannover

Please fill in the registration form using your child's name. Yellow marked fields are compulsory statements. After successfully filling in, please press the button "ANMELDEN".

Attention: Please print out your personal access data and keep them safe. You will receive your own username, password as well as banking information for payment. Make sure to always log out by using "LOGOUT".

In case you have more than one child at school, please repeat this process for each child.

### **How to pay**

You transfer money to the giro account for lunch service given on the access data sheet before ordering.

Attention: Please make sure to transfer the money in time. Transfer and assignment to the user account may take a couple of days. Please use the reference in the same way as shown (without any blanks) otherwise automatic transfer is not possible.

You can check your balance anytime using your access data. The system also shows your credit with every order you make.

### **Ordering and picking up lunch**

Using your access data you can order or cancel your lunch course from home on any internet- computer, tablet or smartphone on the ordering homepage (<https://ishr.giro-web.de>).

You can only place an order if you have transferred money into your user account beforehand (refer to "How to pay"). By clicking the chosen course on the menu, you can order by confirming with "Bestellung bestätigen".

With every order the respective amount of money will be deducted from your account, with every cancellation it will be re-credited.

Please always logout by pressing "LOGOUT".



To pick up your meal you put a chip key onto a card reader. Staff can then see what you ordered on a monitor.

**Until when can you order or cancel?**

You can order until 8.30 am the day before. In case of illness, you can cancel your meal the same day until 8.30 am.

**Chip key**

At the food distribution in the cafeteria your order will be assigned via the chip key. The chip costs €5,00 and is handed out at the food distribution. In case the chip gets lost, you have to inform Mr. Schubert- Nobbe immediately (0511 546 80920). The chip will then be disabled and a new one handed out against payment.

**User account**

After entering your personal user data, you get to the menu, showing your available credit. With

"Meine Daten" you can:

- Change your username and password
- Enter any known allergies
- Check banking details

"Meine Bestellungen" shows your past orders and payments.

The online "HILFE" supports you using the site. Please always logout using "**LOGOUT**" when leaving GiroWeb.

**State grants for lunch in accordance with the Education and Participation packet (BuT)**

Students getting state grants in accordance with the Education and Participation packet (BuT) are asked to send a respective verification (notice of granting) as a copy or per e-Mail to the following address:

VielfaltMenu GmbH  
Biiro Hannover  
Hans-Bockler-Allee 20  
30173 Hannover

silke.gudewill @vielfaltmenue.com

Please do not forget to give the name of the school your child is attending!