

Clover Go

FAQ's and Tips for Troops



Set Up

Q: Where can I find the registration link to begin setting up my account?

A: Click/Go to: the [Cookie Volunteer](#) page, click **Clover Resources**, click **Clover Registration**. It is suggested that you review one of the **Onboarding Training Sessions** first.

Q: Why does the registration link take me to [My Account](#)– is this an error?

A: No this is not an error. [My Account](#) is linked to your Clover registration to ensure the volunteer managing this process for their troop is a registered member.

Q: Do I have to use the email address on my [My Account](#) member record to set up my Clover account?

A: Yes – it authenticates you as a user and verifies your membership with the organization, allowing you to set up this account on the troop's behalf. If you need to update the email address attached to your membership record, contact customer care@girlscoutsgcnwi.org.

You might have to log into [My Account](#) first to allow both sites to synch. This step is especially important if the volunteer has not logged into [My Account](#) since the recent [My Account](#)/SalesForce upgrade.

Q: I have tried to register but I receive the message “Something Went Wrong”. What do I need to do?

A: It appears there is an issue authenticating you as a user. Contact Customer (customer care@girlscoutsgcnwi.org) who can assist you with making sure that your membership record and [My Account](#) record have your email address listed correctly and your positions are marked as “active”.

Q: What do I do if I have not received the two confirmation emails after signing up for Clover Go account?

A: Welcome emails only come AFTER your account has been approved; which means that the banking information you provided has been validated. If you did not receive or cannot find your welcome email, go to www.clover.com and click “forgot password”.

Q: Which equipment bundle should I selected when setting up my account?

A: Troops can choose the equipment option that works best for them.

The council suggests that troops use the...

Clover Go app for payments on the go

You will also be able to securely take payments on the Clover app by keying in the card information or using your phone's camera, without the need for any extra card reader. Perfect for individual girls making sales to friends and family!

Troops can choose the....

Clover Go Card Reader for cookie booths

Let your cookie buyers simply swipe, dip, or tap to pay using this portable device. Clover Go wirelessly pairs with your iOS or Android device via Bluetooth. It can accept credit or signature debit cards and mobile payments like Apple Pay or Android Pay or Samsung Pay. Perfect for your troop to use at a booth sale! Special price for our council is \$39.95 plus \$10 shipping, purchased through fiserv.

The Clover Go Card Reader can be purchased from Clover or at our Gathering Place Retail Shops (supplies are limited). **Troops will incur the cost of the Clover equipment should they choose this option. The council will not reimburse troops should they choose to purchase any equipment.**

GCNWI will be paying the credit card fees for troops using the Clover platform during our cookie program (January 1 – April 30)! No charge to troops!

Q: How will the troop get reimbursed for the card reader?

A: The council will not reimburse troops should they choose to purchase any equipment. Troops will incur the cost of the Clover equipment should they choose this option.

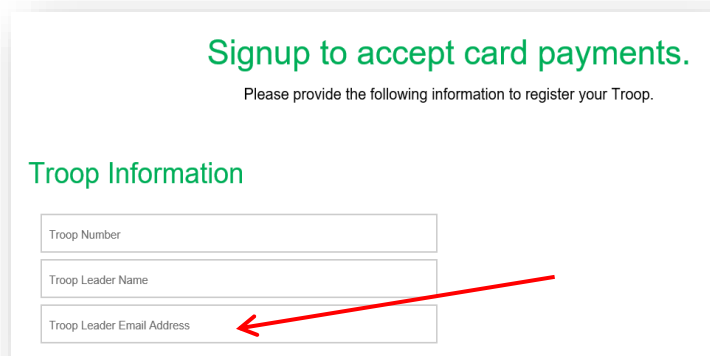
Q: How do I add girls as users?

A:

- To simplify account login for girls, shorten required passcode length to four digits. Default setup for new accounts is to use a 6-digit passcode. You can change that to 4 digits so it's easier for girls to remember.
- Note: Clover Go does not allow for unlocking the device without a Passcode and will always require a passcode to login. Please ensure all members of the troop are aware of the passcode.
- Troop Leaders can access the password and provide it to the girls if they forget it and can change it if needed.

Top 10 Tips for Using Clover:

1. Have the troop banking information nearby when you begin to complete your troop's registration.
2. **IF** you are managing the Cookie Program for multiple troops who are using Clover Go – each troop will need to have a unique email address when establishing their Clover account. Provide each troop's **unique email address on the “Sign up” page** of your registration before proceeding to the next step.

A screenshot of the "Signup to accept card payments." form. The form has a green title and a subtitle "Please provide the following information to register your Troop." Below this is a section titled "Troop Information" in green. It contains three input fields: "Troop Number", "Troop Leader Name", and "Troop Leader Email Address". A red arrow points to the "Troop Leader Email Address" field, highlighting it as the required field for a unique email address.

3. Remember to add the **Council Admin “Carl Canale”** with email address ccanale@girlscoutsgcnwi.org as an Admin to the troop's account.
4. Add your *Troop Booth* user to track Cookie Booth activity. This will save you time and effort when reconciling what funds were generated from these sales. Plus, you can share the login credential for this user with girls/parents at the booth. Now all participants with a mobile device can assist in taking payments from customers at the Cookie Booth.
5. Download the app and familiarize yourself with the features. The more you know, the easier it will be to talk to girls/parents about what to do.
6. Use the [Clover Go Troop Training Guide](#) as your #1 resource.
7. Ask for help...additional FAQs can be found here: (<https://www.clover.com/us/en/help/clover-go/>) and the email links and phone numbers for additional support can be found on page 76 of the [Clover Go Troop Training Guide](#).
8. Don't forget to update eBudde! eBudde should always be updated with inventory – whether for Initial Cookie Orders, Cookie Booth package credit or girl payments. eBudde should be reflective of the sales (package count and girl payments) generated in Clover.

Additional FAQs

More answers to FAQs can be found here: <https://www.clover.com/us/en/help/clover-go/>

Q: Are there minimum phone or tablet operating system requirements?

A: The minimum operating system supported today is iOS 9.3 and Android 4.4.

Q: Does Clover Go Work over Wi-Fi and Cellular Network?

A: Yes, Clover Go works over both Wi-Fi and Cellular Network.

Q: Does Clover Go Work when there is no connectivity?

A: No, connectivity is required to use Clover Go.

Q: Why does the app ask me to enter my passcode again?

A: Clover Go implemented a 60-minute inactivity timeout, after which the application will log the user out and require them to enter their passcode/PIN to log back in. Any interaction with the app will reset the activity timer, until the session times-out at 3AM local time. Activity does not reset the session timer. For example, if user logs in at 2:30 AM, we will still time the session out at 3AM, regardless of activity.

Q: How do I charge the reader and how long will it take?

A: You can charge the reader by connecting the accompanying USB cable to any power source. It will take around 1-2 hours to fully charge the reader, but this varies depending on your charging source (i.e. charging via a power socket vs charging via a USB plugged into a laptop or desktop). However, it is recommended that you charge the reader overnight prior to an event.

Q: How many transactions can I process on a full charge?

A: It depends on the type and combination of transactions. Contactless transactions alone = roughly 130 transactions. EMV/Chip contact transactions (dipped) alone = roughly 160 transactions. Swiped transactions alone = roughly 160 transactions.

Q: How long will the battery last in the card reader?

A: Your experience may vary, typically, with a full charge, the Contactless + Chip reader will last for about 20 hours. Please note that in order to conserve the battery, your reader will automatically turn itself off after 15 minutes of inactivity unless connected to the optional stand or a wall charger.

Q: If I am not using the card reader, will it still lose charge?

A: Yes. There will be a low-level battery drain. Over a period of 3 months without using this card reader at all, the device would still support more than 15 EMV transactions and more than 50 swipe transactions.

Q: How far can the reader be from the device and still work?

A: Approximately 30 feet, with no obstacles in the way.

Q: How do I turn the Contactless + Chip card reader on and off?

A: To turn on the reader, push and hold the power button on the reader until you see the blue LED light. To turn off the reader manually, push and hold the power button until the blue LED light turns off. The reader will also auto turn off after 15 minutes of inactivity. If the reader is turned off, simply turn the reader back on again and the reader will auto connect with the app. Or, open the Menu, then tap “card reader” to connect manually.

Q: Can I control the volume of the sound coming from the contactless + chip card reader?

A: You can raise or lower the volume of the sound or mute it completely by using the sound volume controls on your phone or tablet.

Q: Can multiple girls share the same phone?

Yes, but each girl MUST log in with her own Clover Go credentials.

Q: Can a volunteer manage multiple troops from within the same account?

NO - If you have more than one troop participating in the Clover Go, they should each have their own unique email address to use to access their specific account.

Q: What’s the difference between “transaction declined” and “transaction failed?”

If a “Transaction Declined” message is received, you should ask for another form of payment. If a “Transaction Failed” message is received, go back to the collect payment screen and select “key in card” or ask for another form of payment.

Q: What is an Open Order?

A: Open orders are a way to create and save an order, then process the payment at a later time. This feature also allows users to create an order on one Clover device and process the payment using the Clover Go app or vice versa.

Q: I did not create any Open Orders, so why am I seeing them?

A: At this time, failed payments are also being saved as Open Orders and may explain why you are seeing these entries.

Q: Can the Clover Go reader be paired to more than one phone/tablet at a time?

A: No, only one phone/tablet can be paired to the reader at a time.

Q: Is the customer’s card number stored in Clover when it is scanned?

A: No, the card number is not stored.

Q: Is there a way for two parents to have different logins for one girl?

A: Yes, the girl would just need to have two unique email addresses; with both linked to her troop.

What if I still have questions?

- **For questions about technical issues or problems with your Clover Go account or device, please call the Clover support team 24/7 at 855-276-5008**