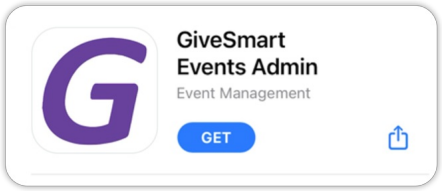
How To Use MagTek Swiper

Last Modified on 08/13/2025 10:07 am EDT

GiveSmart Events Admin App

Download the **GiveSmart Events Admin** mobile app through the Apple App Store. Organization Admin, Campaign Admin, Campaign Assistant or Volunteer user role access is required to sign in.



NOTE: Downloading the GiveSmart Events Mobile App is only necessary to connect a card reader or swiper to add credit cards for an event. This app is only for admins or volunteers and is not to be used by guests or supporters.

Download the GiveSmart Events Admin App

The GiveSmart Events Admin app can only be downloaded on iOS devices through the Apple App Store.

- Visit the Apple App Store and search 'GiveSmart'. Find the '**GiveSmart Events Admin**' app and tap 'Get' to download.
- Log in to the app using your GiveSmart Events username and password.
- Depending on your role and the number of events you are an admin or volunteer for, you may start in one of several locations on the app.
    - Org Admin
        - Taken to the Org Hub to select the event.
    - Campaign Admin & Volunteers
        - If an admin or volunteer in only 1 event
            - Taken directly to the dashboard of the event.
        - If an admin or volunteer in more than 1 event
            - Taken to the Event Selection page to select the event.

Compatibility

The GiveSmart Events Admin App is only compatible with Apple iOS devices.

*Fiserv (formerly CardConnect)

To be able to swipe a credit card using the GiveSmart Events Admin App, you will need the following hardware:

- An Apple **iPad** (Gen. 4 or newer) or **iPhone** (iPhone 5 or newer) running iOS version 12x or newer with a **Lightning Connector** Port (adapters not supported).
    - Note: Some newer iPhone and iPad models do not have a Lightning connection.



- **MagTek iDynamo 5** credit card swiper.
    - Encrypted by Fiserv (only available for rent through Fello or for purchase directly through Fiserv).

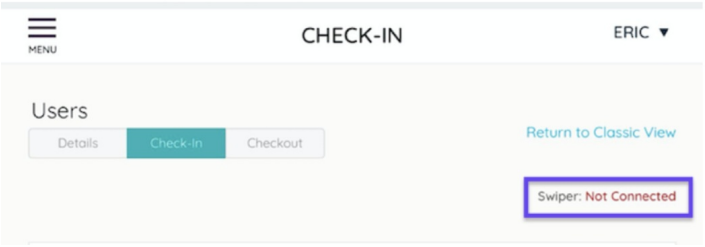
How to Connect a Swiper

Once the GiveSmart Events Admin App is downloaded, visit your site, and connect the swiper to the lightning port on the iPad/iPhone. Once the swiper is plugged in, it should connect and be ready to swipe credit cards. **Please note:**

* Swipers can only be utilized via the mobile app and **NOT** through a web browser.
* Swipers can only be used on Apple devices with a Lightning port.
* The device must be using iOS version 12x or higher.

Confirm Connection

1. From your GiveSmart Dashboard, go to Admin View > Users > Check-In.
2. If the swiper is not connected properly, "Swiper: Not Connected" appears.
3. If the swiper is connected, no warning appears.



Best Practices + Tips

IMPORTANT: All equipment should be **tested in advance of the event**, so that replacements can be arranged if needed. If troubleshooting is completed and the swiper is determined to be defective, unfortunately, no action can be taken to resolve the issue on the day of the event.

- Be sure to use the GiveSmart Events Admin Mobile App (not a web browser).
- Ensure you're using the latest version of the app from the Apple App Store.
- Plug in the swiper only after logging in to the app.
- Make sure your Apple device is running iOS 9.4.5 or higher.
- Remove the case from your iPad/iPhone to ensure a proper cord connection.
- If needed, re-insert the swiper to adjust its angle.
- Keep your Apple iOS devices fully charged.

    - You may charge your device while the swiper is connected.
    - The swiper is powered by your iPad/iPhone when plugged in.
- Avoid logging into user accounts too far in advance (e.g., don't sign in 24 hours before the event). Log in prior to the event starting to prevent session timeouts.
- Use a unique login for each device.

NOTE: Do not share logins across multiple devices.

Troubleshooting

The swiper is showing as "Not Connected".

- If you're on the Check-in tab and the swiper says "Not Connected," switch to the *Checkout* tab. You should see "Successful" there. Go back to the Check-in tab which should refresh the status.
- Try unplugging and re-plugging in the swiper (or gently wiggle it).
- Ensure your iPhone/iPad case isn't blocking the connection, remove the case as necessary.
- If the issue persists, close the app, reopen it, and sign back in.
    - *Note:* Swapping out swipers while signed in is not a reliable fix.

The swiper shows as connected, but it won't swipe certain cards.

If a card won't swipe, manually enter the card number, or, advise the guest to add their card via the *My Info* tab when logged in. See **Swiping Alternatives** below.

- Check if the magnetic stripe on the card is damaged, dirty/worn, or missing.
- Ensure the magnetic stripe is facing the correct direction—toward the back (taller side) of the swiper.
- Try swiping the card both ways—right to left and left to right.
- Apply gentle pressure when swiping if needed.
- Use a steady, moderate swipe (e.g. not too fast, and not too slow).

What if the swiper isn't working due to poor Wi-Fi?

- If you can't move to a better signal or connect to a hotspot, ask the guest to manually enter their card details via the My Info tab.
- Use the "Prompt for Card on File" text template to message guests without a card on file, directing them to add one themselves. See "Swiping Alternatives" below.

Swiping Alternatives

Credit cards can be added to a guest's account for future payments in several methods that do not require a swiper both by an admin as well as the guest themselves.

Guest paths to add a card

- Guests can visit their *My Info* tab and select *Add Card on File*.
- When Card on File is required for purchase or bidding activity, guests will be prompted to manually enter a card to their account before the purchase/bid is accepted.

Admin paths to add a card

- Send the '*Prompt for Card on File*' text template to message any guests who do not have a card on file.
    - This text will include a personalized link where they can add the card themselves.
- Send the '*Not Checked In*' Self Check-in text template to message any guests who have not yet checked in.
    - This text will include a personalized link to check themselves in and manually add a card.
- A credit card can be manually added by an Admin from both the Check in and Checkout screens to save on the guest's account for future payment.

If you rented the equipment and you continue having issues after troubleshooting, please contact Fello
at 888-528-6288.
If you purchased swipers, contact your GiveSmart Customer Success Manager (CSM).