Clover Go Troubleshooting

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Below are some common troubleshooting tips if you are experiencing an issue with your **Clover Go Card Reader**. Looking for how to set up the Clover Go instead? **Click Here**.

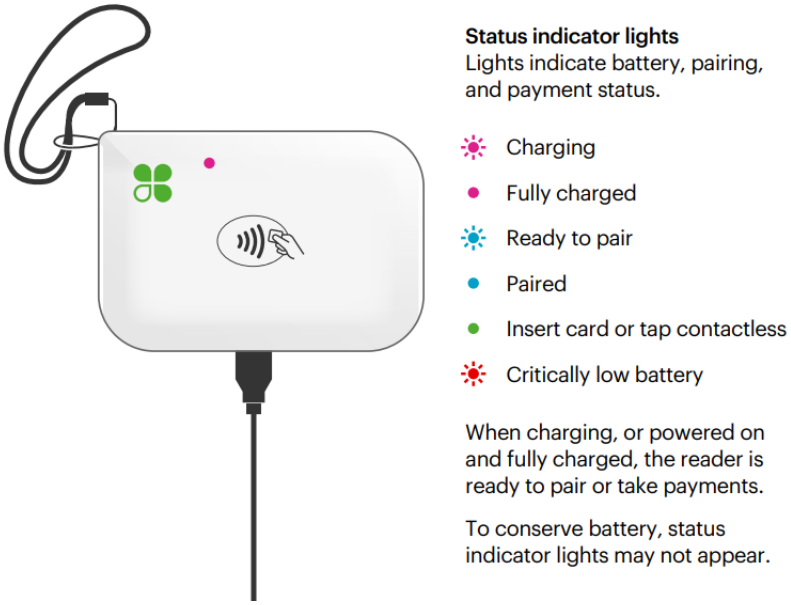
IMPORTANT: Only Card Readers purchased through our card processing partner are compatible with our sites. Please visit our Event Equipment Rental article for ordering info.

*Purchased readers will contain instructions in the packaging irrelevant to the use of the Clover Go device with the GiveSmart Events app. Please kindly ignore those instructions and follow this article.

Best Practices and Reminders

- Click Here to review the Clover Go setup steps.
- Download the **GiveSmart Events Mobile App** from the Apple App Store.
    - Readers are only compatible with the GiveSmart Events Mobile App, and will not work if viewing the site from a browser.
    - If connecting the reader to an iPad, make sure the iPad's orientation is set to *Landscape Mode*.
- Verify device compatibility, fully charge your device, and enable Bluetooth before use.
    - Readers are only compatible with Apple devices operating on iOS version 15.0 or later.
    - Bluetooth needs to be enabled on the device in order to pair.
- The Clover Go can only be connected to one iOS device at a time.
- Double check that the serial code on the back of the device matches the card reader number within the app.
- The Clover Go will disconnect from the device at an approximate distance of 10 feet.
- Volunteers operating a Clover Go device should temporarily disable Apple Pay or Google Wallet on their personal phone, to limit risk of their personal digital wallet being detected.

Status Indicator Lights



VERY IMPORTANT NOTE:

Please do not use the green button as an on/off switch. Holding the button down for extended periods or repeatedly pressing it to try to "turn the device on" is not the intended operation and may lead to confusion when troubleshooting.

When a Clover Go has been inactive for a period of time, it is typically**still powered on** and simply operating in a low-power standby mode using Bluetooth Low Energy (BLE). Opening the Clover Go app prompts the device to wake up and reconnect automatically.

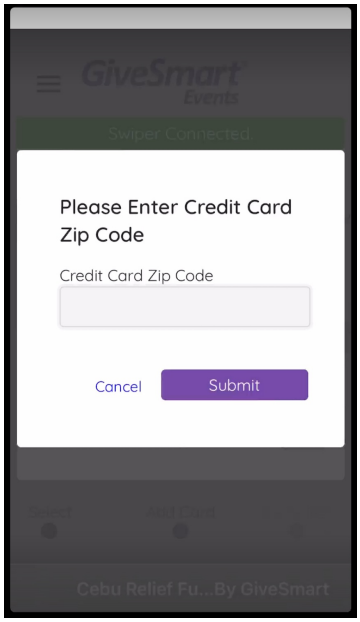
The green button is primarily intended for:

- Resetting the device during troubleshooting.
- Manually checking the device's status or battery level.

In most cases, you can determine the device's power and charging status simply by plugging it into a power source and observing the LED indicator. The **color of the LED** and whether it is **solid or flashing** will provide the same information without needing to use the green button.

Zip Code Security Modal

If a card read results in an error, a popup modal will appear which will prompt the volunteer or admin to enter the **billing zip code** associated with the card. This new feature was added to address the new security measures put in place by credit card companies.

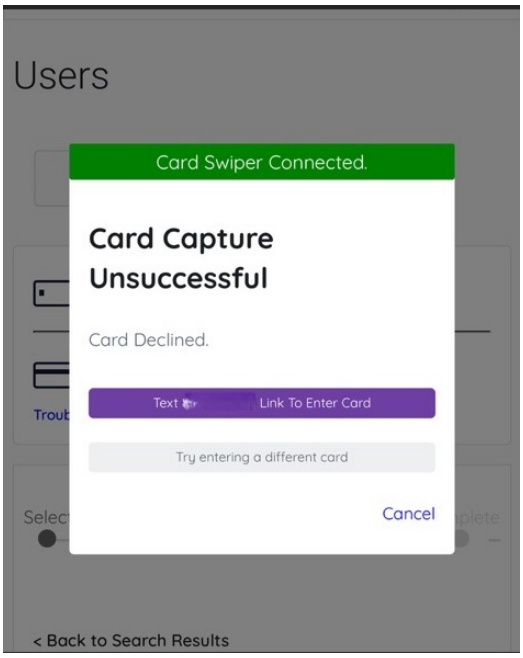


If the card remains unsuccessful after entering the zip code, a new modal will appear with suggested next steps for the volunteer or admin.

Card Capture Unsuccessful Error

Choose between the following options:

1. Send a text message to the guest to allow self-entry of card details.
2. Try a different card to keep check-in moving.
3. Cancel and manually enter the card details.



Text Guest a Link To Enter Card

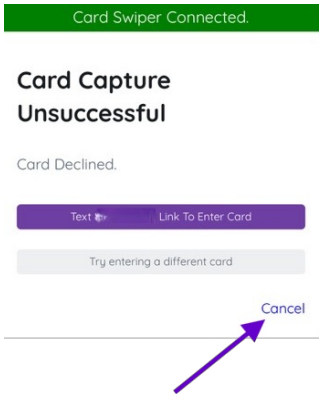


If you opt to send a text message to the guest, complete their check-in like normal and advise they click the link in their text message to finish adding a credit card to their account. The Admin or Volunteer will receive a confirmation text to confirm the message was sent successfully to the individual:

> Finished sending 1 message: Please add a credit card to your account for 'EVENT NAME' ##CCLINK##."

Cancel Card Capture

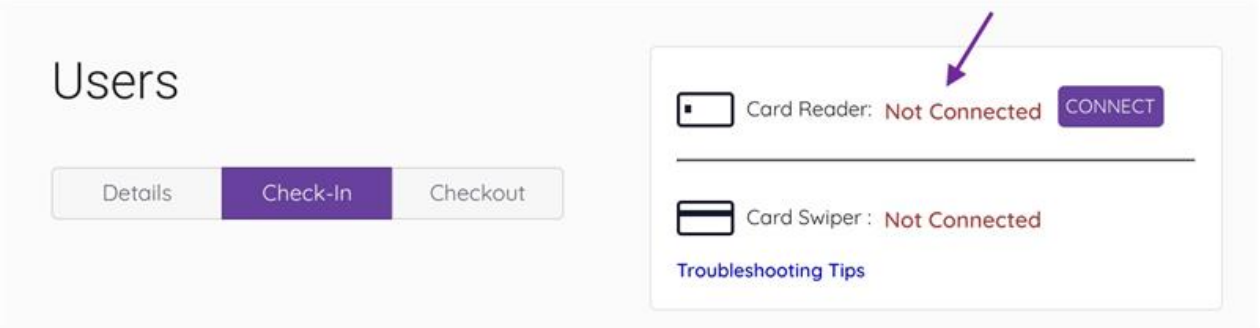
By selecting 'cancel', you do have the option to manually enter a card on behalf of the guest. If the guest has a mailing address on file, this information will also pre-populate during the manual entry process.



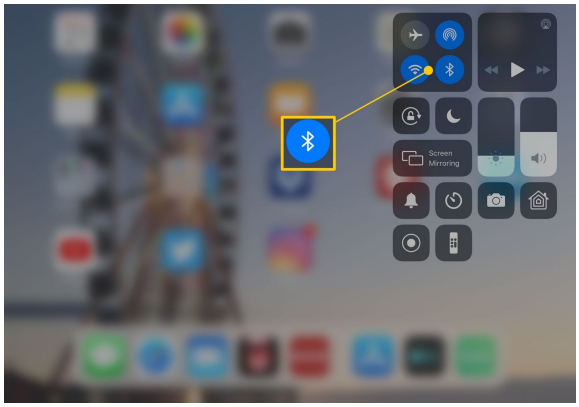
Manual entry is generally not recommended, as this can slow down the check-in process. To promote efficiency, use the 'Text Link to Enter Card' option so the guest to enter their card information themselves.

Troubleshooting

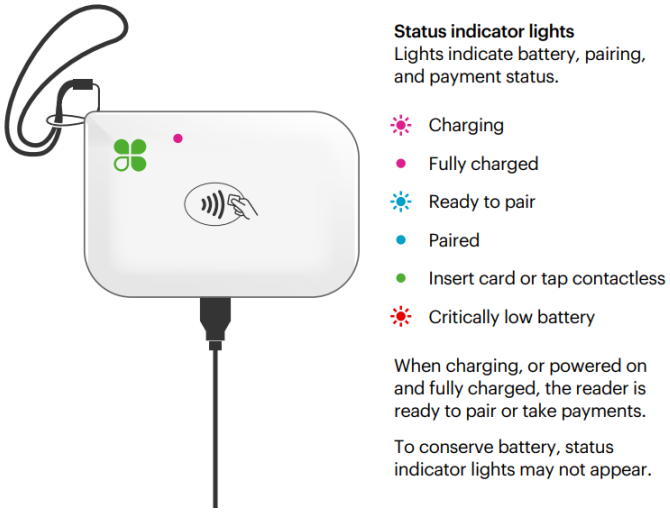
Issue 1: Reader is showing as Not Connected



- **Solution 1**: Make sure Bluetooth is enabled on the device.
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Solution 2: Check the reader's power level by plugging a USB-C adapter into a power source. A blinking pink light indicates charging.



- **Solution 3**: Click the 'CONNECT' button to reestablish connection with the Clover Go.
- **Solution 4**: Check the Apple App Store to ensure you are using the most current version of the GiveSmart Events App. Upgrade or uninstall/reinstall the app as needed.
- **Solution 5**: Close the GiveSmart Events App, reopen it, log back in, and try to connect again.

IMPORTANT: If you do not see the reader status when on the check-in screen, this indicates you are viewing the site from a web browser.

Please ensure you are using the **GiveSmart Events Mobile App** (**in landscape mode)* to enable reader functionality.

Issue 2: The reader shows as connected and has worked for some cards, but is unresponsive on other cards

- Verify the card has a chip and/or the contactless symbol.
- Ask the guest if they have a different card they would like to use.
- If the card refuses to read/tap and no additional card is available, manually enter the card number or instruct the guest how to enter their card from the ***My Info*** tab > Add Card on File.

Issue 3: Device is slow or card reader doesn't work at all

- If the reader just isn't working for you, we'd recommend instructing the guest to manually enter their own card information by navigating to the ***My Info*** tab, and selecting Add Card on File.
- This allows check-in to continue to run smoothly, and is easy for the guest to complete.
- Additionally, you have the ability to use the 'Prompt for Card on File' text template to message only those guests who do not have a card on file, which will provide them a link to add the card themselves. Click here to view this template.

Issue 4: Failed Transaction(s)

- When a credit card is captured via a TAP operation using a Clover Go card reader, the stored credit card on file will not be immediately available to process payments for 2 minutes. Attempts to use the newly added card on file during this initial 2-minute window will result in a failed transaction. After this 2-minute period has elapsed, payment attempts using this newly captured card will process successfully. This behavior is due to a security feature implemented by our merchant processor.

  The most common scenario where this behavior will be observed is if a donor Taps their credit card or digital wallet to a Clover Go card reader to purchase an Instant, Raffle or Vote item configured with the checkout type of *Immediate Checkout*. Upon paying for the initial purchase by tapping their credit card, if the donor then asks to make *another* purchase of an item with a checkout type of Immediate Checkout using the credit card (now stored on file) that was captured as part of the initial purchase, the subsequent purchase attempt, if made within 2 minutes, will result in a failed transaction. To accommodate a scenario like this, we recommend that the donor retap the same (or a different) card into the Clover Go card reader. Alternatively, after waiting the required 2 minutes, the card on file will be available for any future purchase activity on the event site.