

How to Use the Clover Go Reader

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Introducing the latest innovation in secure payment processing: the new Chip Reading Card Capture Device. Designed for businesses of all sizes, this state-of-the-art device offers a seamless and efficient way to handle transactions while enhancing customer experience. With its sleek design and user-friendly interface, the Chip Reading Card Capture Device ensures fast and reliable card reading and prioritizes security with advanced encryption technologies. Join us as we redefine the future of payment processing.

Remember - only Readers purchased through our card processing partner are compatible with our sites. Please visit our [Event Equipment Rental](#) article for ordering info.

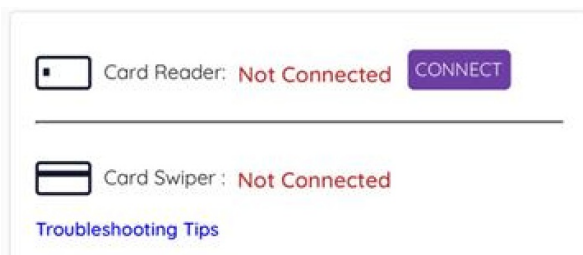
Preparing your Hardware

1. Fully Charge the Clover Go
2. Use an iOS device (iPad/iPhone) with iOS 15 or higher
- 3.

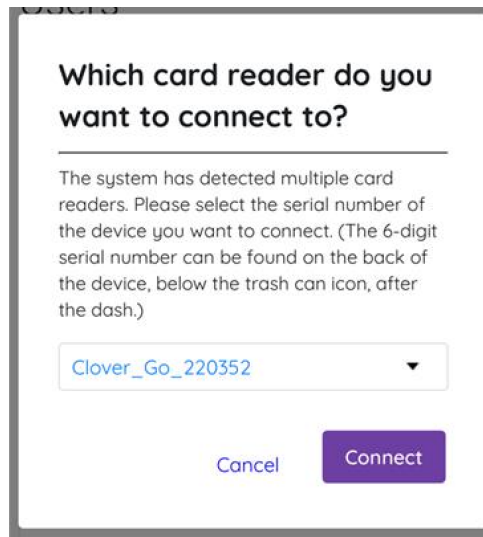


Log in to the **GiveSmart Events Admin App** and navigate to **Check-In**

4. Choose to **Connect** the Clover Go Card Reader



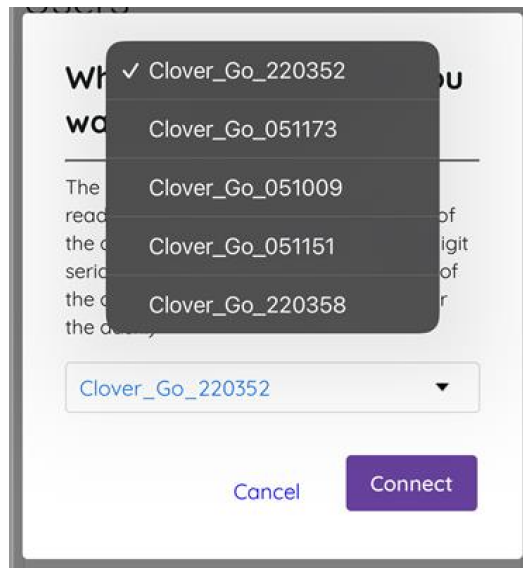
- The system will detect all Clover Go's available for pairing in your proximity.



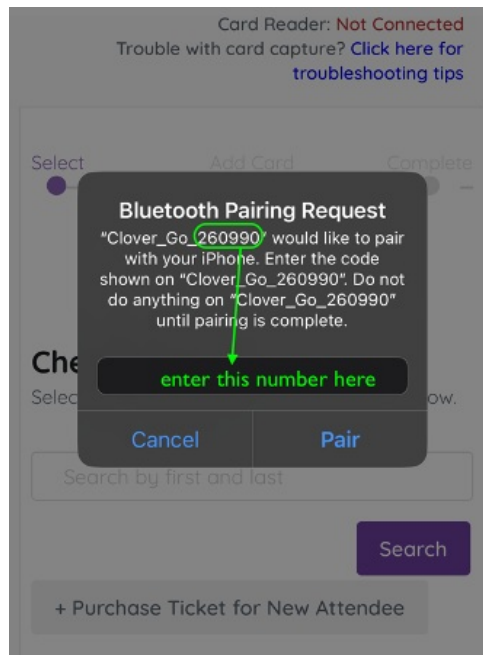
- Locate the device number which corresponds with the number on the back of the device directly above the trash can icon with an "X" through it.
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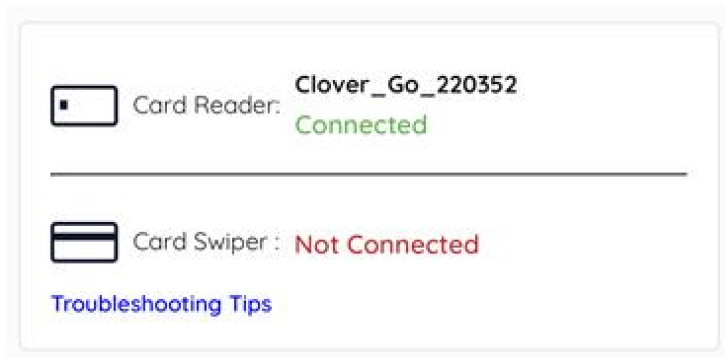
- Select the device number that corresponds to the number on the back of the Clover Go from the list.



- The 6-digit serial number of the device will also be entered in the next modal that appears in the pairing process.



5. Bluetooth pairing is complete.



User Experience

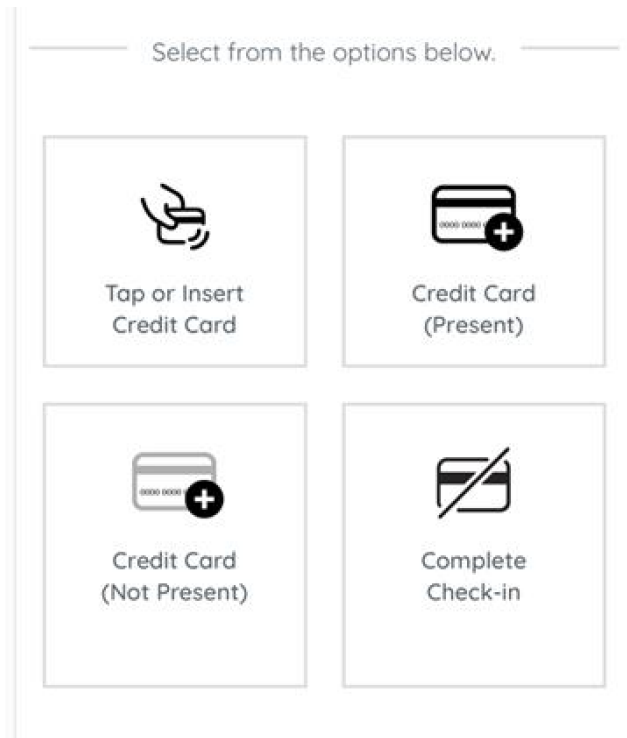
Clover Go introduces a Chip-Reading Card Capture Feature to ensure fast and reliable card reading, prioritizing security with advanced encryption technologies.

NOTE: It is expected that the two paths (Tap/Insert) will vary based on the data provided back to Events when a card is inserted or tapped.

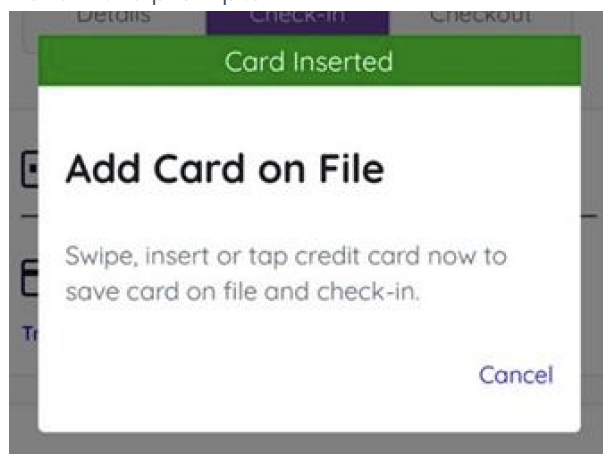
1. **Insert a Credit Card (PREFERRED)** > The System will prepopulate
 - Obfuscated Card Number
 - Cardholder Name as it appears on the Card
 - Expiration Date of the card
 - Zip Code (Optional) > dependent on the individual card inserted
2. **Tap a Credit Card** > The System will prepopulate
 - Obfuscated Card Number
 - User Account Name within the Cardholder Name field >
 - The name can be edited to match the name if it differs.
 - Zip Code (Optional) > dependent on the individual card inserted

Check-In and Checkout with Clover Go

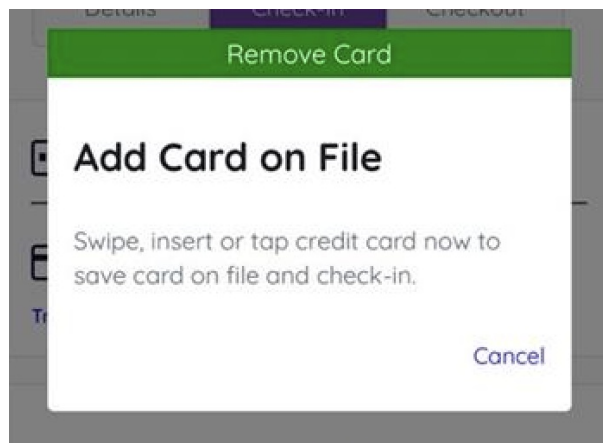
- Admins/Volunteers will follow the same steps to:
 1. Locate the Guest
 2. Confirm or update account details or outstanding balance.
 3. Capture credit card capture to place on file or secure payment.
- When paired with a Clover Go, admins will see an additional option to select **Tap or Insert Credit Card**.



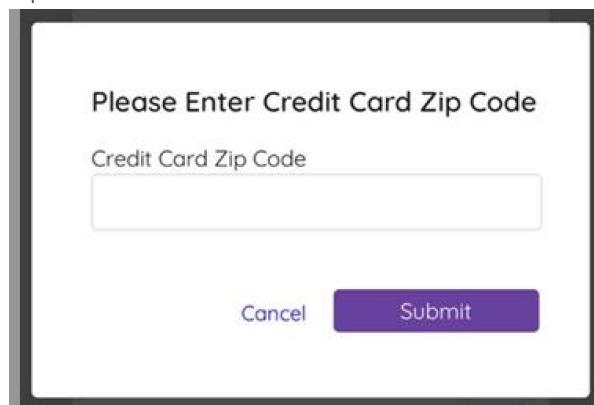
- To wake up the Clover, admins must select the **Tap or Insert Credit Card** button.
- Card Insert Path (**PREFERRED**)
 1. Insert the Credit Card
 2. Select the **Tap or Insert Credit Card** button
 3. Follow the prompts



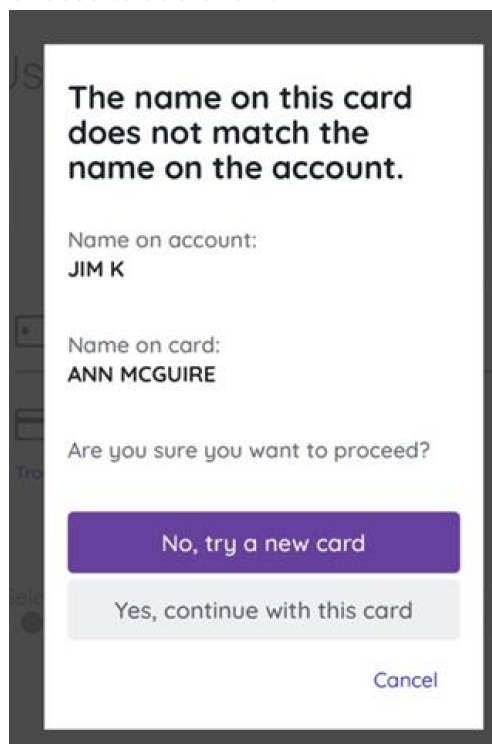
4. Remove the card when prompted



5. (OPTIONAL) If the credit card carrier requires a zip code, enter the card billing zip.



6. (OPTIONAL) If the name on the card is a mismatch to the guest account name, choose to add or exit



7. Receive the modal that Check-in or Checkout is complete

Guest Check-in Complete



Checkin complete.

Jim K

A link to the campaign will be sent to 887-755-3311

Close

Bid or Purchase Assistance with Clover Go

- Admins/Volunteers will follow the same steps to:
 - Enter/Locate the donor/purchaser's Name, mobile, and email
 - Select to bid/buy
 - Capture a credit card to place on file or secure payment.

5:05




99

Your purchase has been received!

Thank you! Instant Item, #100, for \$1 has been added to your cart.

Add card on file (Optional)

Please tap/insert, swipe, or manually enter card information below. [Troubleshooting Tips](#)

 Tap or Insert Credit Card Connected	 Swipe Credit Card Not Connected	 Enter Credit Card Manually
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Clover_Go_220352

Card Number Visa, MC, Disc, Amex

Expiration

MM	YYYY
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Security Code

First Name required

Last Name required

FAQ's

- 1. Will the Clover Go work through the GiveSmart Events web browser?**
 - No, Clover Go devices must be paired with an iOS device that is currently running the GiveSmart Events Admin App.
 - 2. What iOS version is Clover Go compatible with**
 - The iOS device must be on version 15 or higher
 - 3. Can the Clover Go be paired with a non-Apple device or laptop?**
 - No, Clover Go devices only pay through Apple devices running iOS
 - 4. Can guests tap their phones to the Clover Go during check-in or registration to capture a card on file?**
 - Not at this time.
 - 5. Can guests tap their phone to the Clover Go during checkout to capture payment?**
 - Not at this time
 - 6. Can admins capture credit cards via swipe/insert/tap for items flagged as immediate checkout?**
 - Not at this time
 - 7. Will the GiveSmart apps still support the Magtek card swipers?**
 - Yes, admins can continue using Magtek swipers as an alternative or additional card capture method.
 - 8. Can an admin capture cards and payments using a Magtek swiper and Clover Go paired with their iOS Apple device?**
 - Yes, the system will support if an admin opts to have a Magtek plugged in for swipe capture while also being paired to a Clover Go for Tap/Insert.
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