How to Use the Clover Go Reader

What is the Clover Go?

Clover Go is a modern, reliable card capture device to improve onsite payment capture with device connectivity via Bluetooth. The Clover Go card capture device ensures fast and reliable card reading and prioritizes security with advanced encryption technologies.
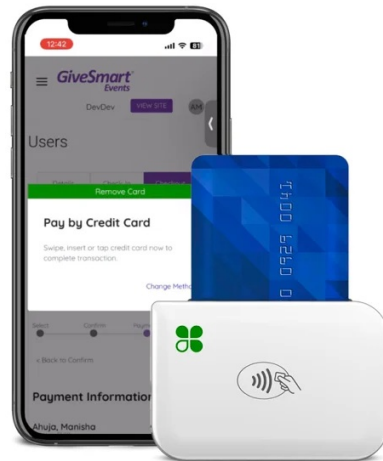
Key Features:

- Chip (EMV) and Tap (NFC) functionality available
- Reliable Bluetooth connectivity
- Reduced failed transactions, refunds and support issues with better connectivity
- Improved donor and admin experience
- Faster check-in and check-out processes (less time for guests to stand in line)

Benefits:

- Gives donors payment flexibility to meet their needs and preferences
- Faster, smoother payment experience
- Available for credit card payment

IMPORTANT: Only Readers purchased directly through our card processing partner or third-party rental vendor are compatible with our sites. Please visit our Event Equipment Rental and Purchase 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.

Preparing your Hardware

1. Fully Charge the Clover Go.
2. Use an iOS device (iPad/iPhone) with iOS 15 or higher.
3. Ensure Bluetooth access is enabled.
    - Go to Settings on the iPad
    - Scroll to bottom to Apps
    - Find GiveSmart Events and turn on Bluetooth:
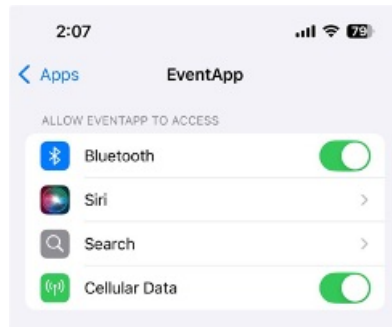
4. Log in to the **GiveSmart Events Admin mobile app**.
5. Navigate to **Check-In.**
6. Select the **Connect** button next to the Card Reader status. The system will detect all Clover Go's available for pairing in your proximity.

7. Turn the Clover Go over and locate the 6-digit serial on the back of the device:

8. Click the drop down to select the device number that corresponds to the number on the back of the Clover Go.

Which card reader do you want to connect to?

The system has detected multiple card readers. Please select the serial number of the device you want to connect. (The 6-digit serial number can be found on the back of the device, below the trash can icon, after the dash.)
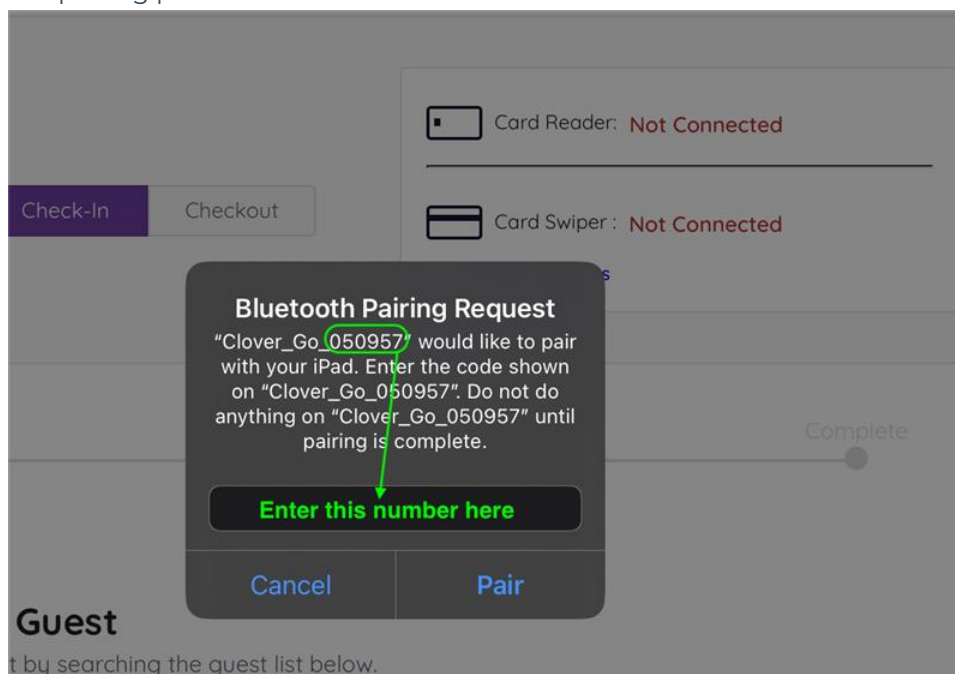
Clover_Go_220352 ▼

Cancel   Connect

Wh   ✓ Clover_Go_220352   u
wo   Clover_Go_051173

The   Clover_Go_051009
read   of
the   Clover_Go_051151   igit
seric   of
the   Clover_Go_220358   r
the

Clover_Go_220352 ▼

Cancel   Connect

9. Enter the same 6-digit serial number of the device into the next modal that appears in the pairing process. Select **Pair** to confirm.
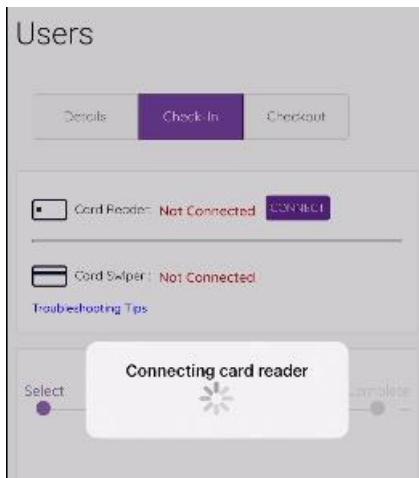
Card Reader: Not Connected

Check-In   Checkout

Card Swiper : Not Connected

Bluetooth Pairing Request
"Clover_Go_050957" would like to pair with your iPad. Enter the code shown on "Clover_Go_050957". Do not do anything on "Clover_Go_050957" until pairing is complete.

Complete

Enter this number here

Cancel   Pair

Guest
t by searching the guest list below.

NOTE: If you purchased a Clover Go (doesn't apply to rentals), the first time you try to connect to it, there will be a 3-5 minute loading period while the device is paired to the GiveSmart mobile app.

You will see the following screen while this process is occurring. Please be patient and do not attempt to use the device or change screens on the GiveSmart app

during this time.

This loading period will only happen the very first time you connect a Clover Go.

10. When the Card Reader status shows "Connected", Bluetooth pairing is complete (the "connected" icon will appear in landscape mode only).


User Experience

Watch the video below for a quick demonstration of the Clover Go pairing and check-in process using a mobile device.

Your browser does not support HTML5 video.

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 a credit card to place on file, or process a secure payment.
- When paired with a Clover Go, admins will see an additional option to select **Tap or Insert Credit Card.**
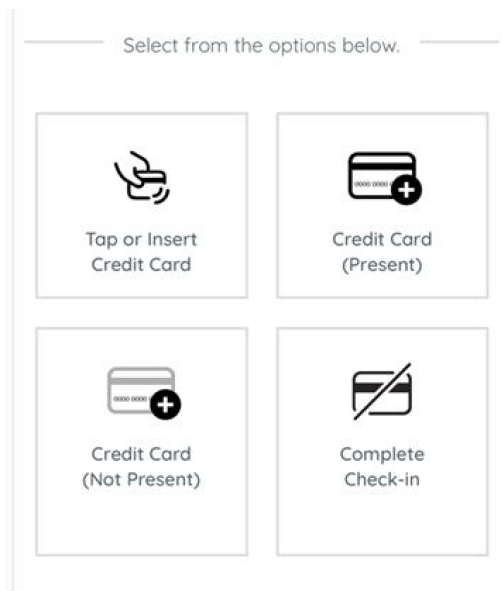
- To wake up the Clover Go, admins must select the **Tap or Insert Credit Card** button.
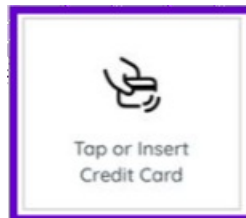
- **Insert a Credit Card (PREFERRED)**

- The system will prepopulate:
    - Obfuscated Card Number
    - Cardholder Name (as it appears on the card)
    - Card Expiration Date
    - Zip Code (Optional) > dependent on the individual card inserted.
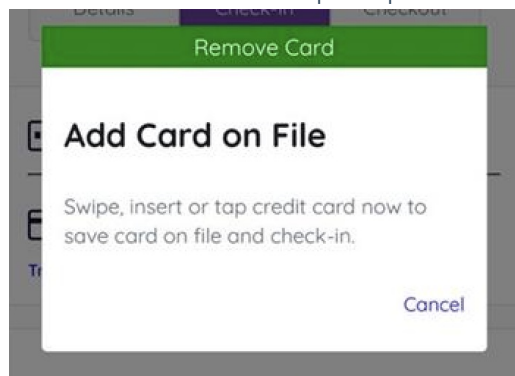- **Tap a Credit Card**

- The system will prepopulate:
    - Obfuscated Card Number
    - User Account Name within the Cardholder Name field.
        - This name can be edited as needed.
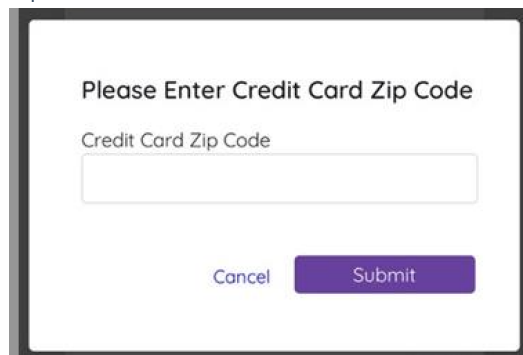
- Zip Code (Optional) > dependent on the individual card inserted.
- **NOTE:** It is expected that the two paths (Tap/Insert) will vary, based on the data provided back to Events when a card is inserted or tapped.
- Follow the prompts.
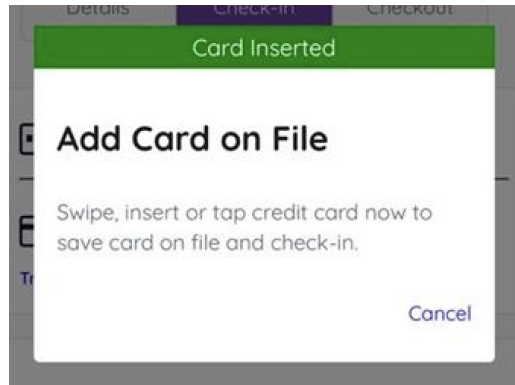
- Remove the card when prompted.

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

- (OPTIONAL) If the name on the card is a mismatch to the guest account name, choose to continue with the card or try a new card.

The name on this card
does not match the
name on the account.

Name on account:
JIM K

Name on card:
ANN MCGUIRE
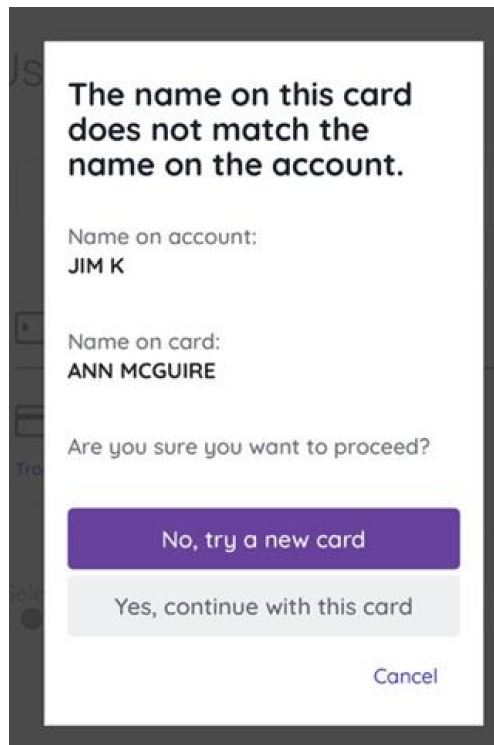
Are you sure you want to proceed?

No, try a new card

Yes, continue with this card

Cancel

- 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
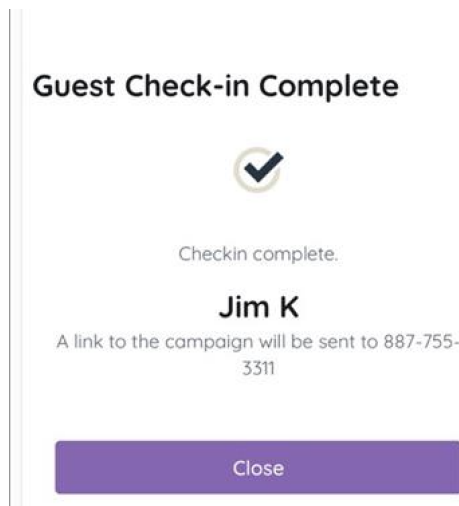
Bid or Purchase Experience

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

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	Swipe Credit Card	Enter Credit Card Manually
Connected	Not Connected	

Clover_Go_220352

Card Number Visa, MC, Disc, Amex

[   ]

Expiration

[MM]   [YYYY]

Security Code

[3 or 4 digits]

First Name required

[Ann]

Last Name required ▬▬▬▬▬▬▬▬

Status Indicator Lights

Status indicator lights
Lights indicate battery, pairing, and payment status.

☀️ Charging

● Fully charged

☀️ Ready to pair

● Paired

● Insert card or tap contactless

☀️ Critically low battery

When charging, or powered on and fully charged, the reader is ready to pair or take payments.

To conserve battery, status indicator lights may not appear.

FAQ

When was Clover Go released for GiveSmart Events?

- May 19th, 2025!

How is the Clover Go device different from the previous Magtek i-Dynamo device?

- Both devices are iOS compatible, however, Magtek devices need to be connected to an iPad with the lightning connector.

- Magtek's read magnetic stripe cards via swiping and are more of a plug and play option. On the other hand, Clover Go devices connect via Bluetooth to the GiveSmart Events Admin App and allow adding cards on file and payments via tap or insert.

- Clover Go devices are also able to accept payment via digital wallet and contactless payments e.g. Apple Pay and Google Pay.

- Clover Go devices are ONLY available to our customers with a Fiserv merchant account (e.g. they created a merchant account through our merchant application process) since they are Cardpointe integration, Magtek's are not.

Will Magtek Devices still be supported?

- Yes, Magtek devices will still be supported on the GiveSmart platform and there are no plans to retire the Magtek integration within GiveSmart.

- However, Magtek Idynamo devices are no longer in production (end of life occurred in December 2024), therefore, customers are unable to purchase new Magtek devices.

- So, moving forward, only Clover Go devices will be available for purchase.

Is the Clover Go device PCI compliant?

- Yes, the Clover Go device is a PCI Pin Transaction Security (PTS) device, offering peace of mind for organizations and donors alike with reducing the risk of data breaches and ensuring sensitive information remains secure during transmission and storage.

Do you have more information about the PCI compliance of the Clover Go device and any additional benefits?

- Of course, by design, the Clover Go3 SDK (Software Development Kit) integrates only with one card reader. The device, the Clover Go3 is a PCI-approved Pin Transaction Security (PTS) Point of Interaction (POI). This combination allows a great reduction of PCI DSS scope validation for merchants within the Self-Assessment Questionnaire D (SAQ D). It's a way to simplify and streamline PCI DSS compliance—not eliminate it.

- For merchants/customers, the SDK reduces the effort of demonstrating compliance. No exposure to unencrypted cardholder data.

- For partners, the SDK reduces complexity in their development and validation efforts.

- For all, the SDK reduces the real-world risk of credit card payment processing breaches.

What is the cost to purchase a Clover Go?

- Clover Go is $99 per device + tax. There may be additional cost if the order requires expedited shipment.

How can I get a Clover Go?

- Organizations can go to [Event Equipment Rental and Purchase](#) where you have the option to rent devices through our third-party vendor (starting June 1st) OR purchase them directly from Fiserv for events starting June 1st.

How can I obtain a receipt for my Clover Go purchase?

- Equipment orders will appear on their Cardpointe monthly statement statement 1-2 months within 1-2 billing statements and a MID statement can be sent to the customer that shows the equipment order.

Can we use Clover Go devices that we currently have?

- Unfortunately, they would not have been provisioned with Fiserv's Key Injection and wouldn't work in the ISV channel (where our merchant accounts live). Your organization will need to purchase new ones.

What does it mean to be key injected for a Clover Go device?

- Key injection is the secure process of installing encryption keys into payment terminals or devices, ensuring the secure handling of sensitive data like PINs and card details,

Can we purchase a Clover Go from a different website than directly with us?

- Due to chain of custody and maintaining security, Fiserv does not allow devices purchased elsewhere nor do they re-encrypt devices. When referring to chain of custody, the Clover Go devices come from the manufacturer direct to Fiserv, then direct to you, the customer. There isn't anyone in the middle of that process that can impact the security of the device or encryption of the device. The Fiserv security encryption cannot be done anywhere outside of Fiserv and their encryption is needed in order for it to work with the Fiserv gateway where the customers GiveSmart MID lives.

Can we use the Clover Go devices for other initiatives where we need to take payment (outside of GiveSmart)?

- Devices will not work outside of the GiveSmart app.

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.

What iOS version is Clover Go compatible with?

- The iOS device must be on version 15 or higher

Can the Clover Go be paired with a non-Apple device or laptop?

- No, Clover Go devices only pay through Apple devices running iOS

In what locations of the platform can Clover Go be used?

- Check-In, Checkout and Admin assisted Bids/Purchases via the Items Page

Can an admin capture cards and payments using a Magtek swiper and Clover Go paired with their iOS 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.

Who can interact with Clover Go?

- All Org, Campaign, and volunteer admins using the **GiveSmart Events Admin App** can choose to Bluetooth pair a Clover Go device to support credit card and payment capture.

Can admins capture credit cards via swipe/insert/tap for items flagged as immediate checkout?

- Yes. Admins can capture a physical or digital card via the Clover Go for items marked as Immediate Checkout.

Can guests tap their phones to the Clover Go during check-in or checkout to capture a digital wallet card on file or for immediate payment?

- Yes. (**CONDITIONAL**) Donors placing a Digital wallet card on file for future transactions at check-in may receive a notification from their card carrier that a $.01 transaction was made with an immediate $.01 refund applied based on their notifications.

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.