



GSGI's *Clover Go* option allows troops to accept credit cards at booth sales with no cost to troops. Card payments are processed through the *Clover Go* app, downloaded to your phone or tablet. Card readers are not required, but you may use a Clover card reader along with the app.

Important Information:

- All transaction fees are covered by Girl Scouts of Greater Iowa (GSGI).
- Credit card payments are deposited directly to a GSGI, not to your troop bank account. Transactions are then credited to the troop in Smart Cookies.
- Card readers are not required to process transactions. You can use the app to process card payments with or without a reader device.

How to get started:

1. **Set up an account.** Submit the [Clover Go Login Request](#) at girlscoutiowa.org under Forms. GSGI will need up to 4 business days to process your request, and then you'll receive the email from **Clover Verification** (app@clover.com).
2. **Click the link in the email to go to the Clover website, where you will be prompted to set up your Clover password.** You will only need this password the **first** time you log into the *Clover Go* app – after that, you'll use your 4-digit PIN.
3. **Download the free *Clover Go* app** on your smartphone or tablet.
4. Use your Clover ID (email address) and Clover password to login to the *Clover Go* app. You will be prompted to set-up a four digit pin at this time, which you will use each time you need to log into the app.
5. **Setup Card Reader.** If you have a Clover reader, select the appropriate icon. **If you don't have a reader, touch skip for now.**

You're all set!

Pro-tip: If you ever forget your Clover PIN, you can reset it using the "Forgot?" links in the Clover Go app.

Processing Credit Card Payments:

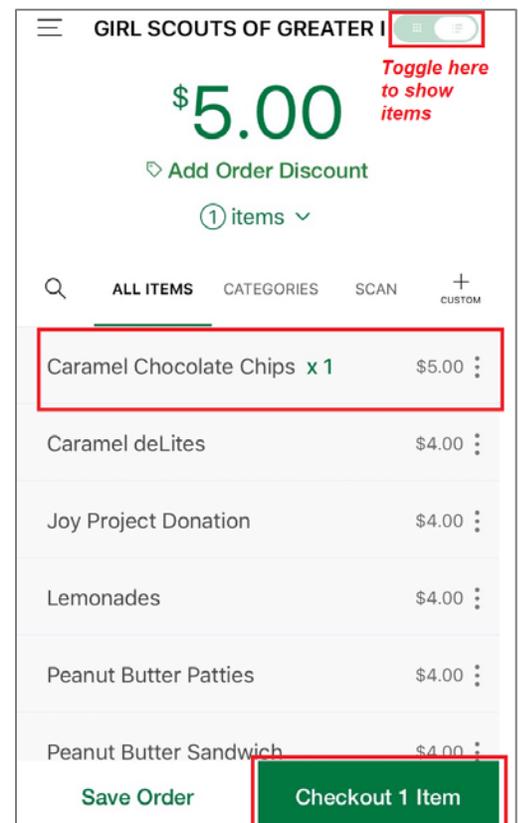
Be sure the **toggle button** at the top right of the screen is set to the right, so that you can see the cookie varieties and prices already set up for you.

Just **tap an item** to add it to an order, or swipe right to delete it.

When you're done adding, simple click **Checkout** at the bottom.

If you don't have a reader, touch **Key/Scan**. To the right of the **Enter Card Number** field, you'll see a **Scan** icon. Click this and hold your camera over the card as instructed until it picks up the numbers.

Continue following the prompts until the transaction is complete!



Troubleshooting Tips:

How to handle a refund:

If a refund is needed, please email the following information to info@gsiowa.org:

- Troop #
- Reason for refund
- Transaction date
- Amount of refund
- Order number
- Last four digits on card to be refunded

Having trouble with your plug-in device? Here are some tips to ensure things are operating smoothly.

- Full batteries are essential! Check that both the Clover Reader and your cell phone are completely charged.
- Test the plug in. Ensure the Clover is plugged in completely (this might mean taking off your phone case).
- Try setting it down. The reader works best when it's on a solid, non-moving surface (like a table instead of your hand).
- Switch your signal. Turn off your Wi-Fi to see if the service is better from your phone's data connection, or vice versa. The device needs a strong signal to work best!
- Try the chip reader first. If you are holding the reader with the Wells Fargo side facing you, the chip faces away from you.
- If the chip reader can't read the card (this is common), you'll be prompted to try the chip a few times before sliding the card.
- If you can't chip or slide – there is an option to key in the card number.
- Still having trouble? Restart your phone.
- Or, switch phones. If another adult brought their phone – try it out. They will just need to download the app and login.

Want to try out your reader before you're at a busy booth? Create a "custom item" for \$0.01 and try running a card. (This amount will not be refunded.)

Want to see if a transaction went through? You can view completed transactions (Menu > Transactions) if you're not sure whether something went through.