Clover Go User Guide

girl scouts
of greater iowa

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 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. This user guide outlines the process without card readers.

How to get started:

1. Set up an account. Submit the Clover Go Login Request at **girlscoutsiowa.org** under Forms.
   NOTE: Only registered GSGI volunteers are able to set up a Clover Go account. GSGI will need up to 4 business days to process your request.

2. Once your request has been processed, you will receive two emails. One from **Clover Verification** (app@clover.com) and one from GSGI (info@gsiowa.org).

3. **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 Passcode (which will be in both the email from GSGI and Clover).

4. Clover will prompt you to set up two-step verification using your phone. Clover will text your phone a verification code which you will enter. It will do this each time you log in.

5. Download the free **Clover Go app** on your smartphone or tablet.

6. Use your Clover ID (email address) and Clover password to log in to the Clover Go app. Clover will text you a verification code. Enter that. Once verification is complete you will use your 4-digit Passcode (sent in the email from Clover and GSGI when you set up your account) to log in.
   PRO TIP! If you ever forget your Clover 4-digit passcode, you can email info@gsiowa.org to have it resent to you.

Processing Credit Card Payments:

1. Click **start a new sale**.

2. Tap an item to add it to the order. You can tap items more than once if you are wanting to add multiple of that item.

3. If you need to edit the quantity or remove an item from the order, click **view order**. On the view order screen you can change the quantity or swipe left to delete an item from an order.

4. When you're done adding, simply click **Check out** at the bottom.

5. Touch **Enter card manually**. To the right of the **Card number** field, you'll see a **Scan card** icon. Click this and hold your camera over the card as instructed until it picks up the numbers.

6. Continue following the prompts until the transaction is complete!
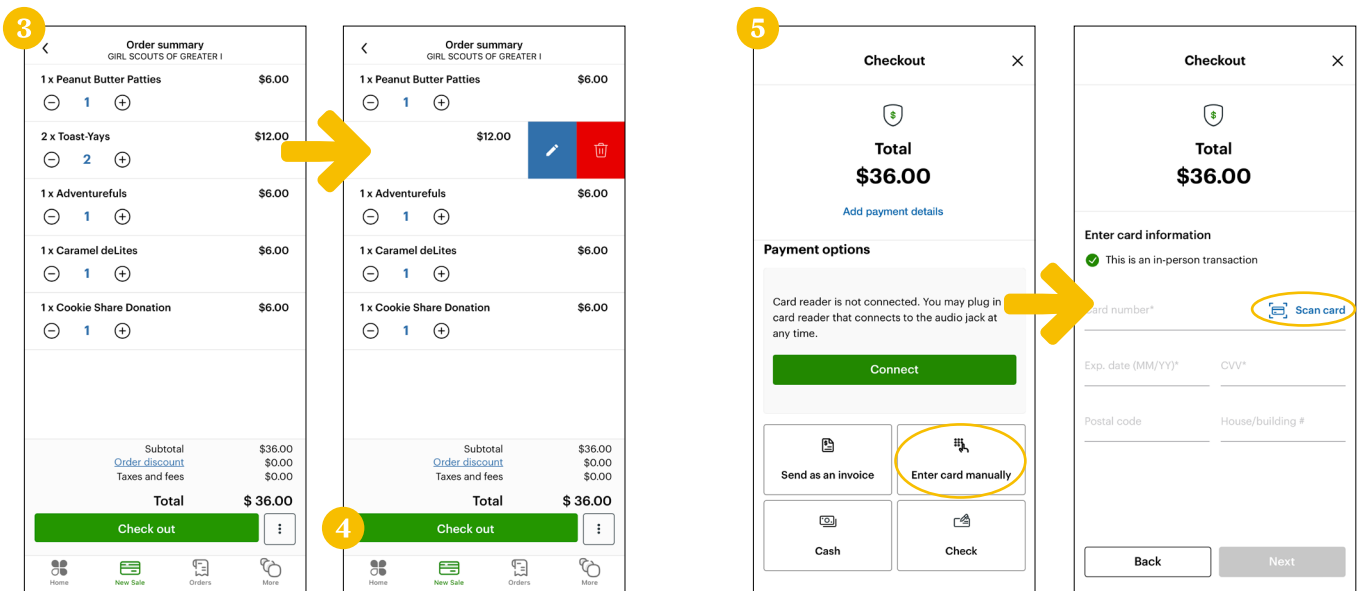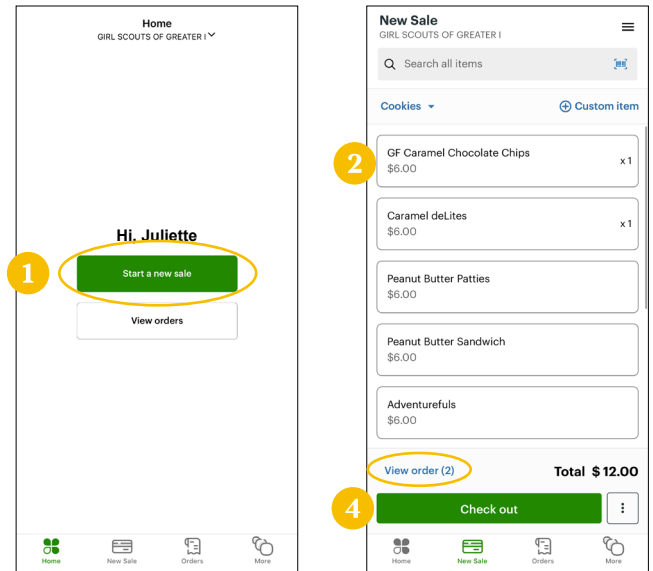
Want to see if a transaction went through?

You can view completed transactions (Menu > Transactions) if you're not sure whether something went through.

Questions about your Clover Go Card Reader?

Visit **Clover Help** for detailed instructions and trouble-shooting tips.