Clover Go Troop Set Up
Troop Set Up – Username and Password

- Once you’ve created your password at the link provided to your email, you can log in to www.clover.com
- Enter your email address and the password created to access your Clover Dashboard
- **If you did not receive, or cannot find, the welcome email, click “Forgot password”**
Troop Set Up – Clover Dashboard

If your email is associated with more than one troop account, you can toggle between them through a drop down menu.

Click your name to access account settings or log out.
Troop Set Up – Address Confirmation

• Click Setup on the left menu bar

• Click Business Information

• Ensure that the Business Name, Address, and Phone Number are present

• Your Troop # should be the Business Name and the Address should be the Council office, not the volunteer’s

• This information will appear on a customer’s receipt
Troop Set Up – Update Council Logo

• Update the logo to the GSEM service mark so it shows appropriate branding on all receipts.

• Right click on GSEM logo under Clover menu at https://www.girlscoutsem.org/en/cookies/about-girl-scout-cookies.html and save file to your computer.

• Go to Business Information under Setup and Choose your saved file to upload.
Troop Set Up – Add Inventory

- Click Inventory on the menu bar
- Click +Add New Item
- Type “$5 Girl Scout Cookie” as the Name of your first inventory item
- Check Show in Register
- Add $5 price as Fixed
- Key in Category name “Cookie Program”
- Make sure no taxes
- Hit Save
- Repeat process above for second inventory item– “$6 Girl Scout Cookie”, with a $6 price as Fixed, and be sure to hit Save
- There’s no need to put each individual variety in inventory
Troop Set Up – Allow Notes

- Click Orders under Setup on the left menu bar
- Check Allow notes on orders
- This ensures Payment Notes display on reports so girls can notate which sales were made at booths
Troop Set Up – Group Line Items

- Click Order Receipts on the menu bar
- Check Group line items
- This ensures same items are grouped together on receipts
Troop Set Up – Disable Offline Payments

- **Offline payments are not permitted**
- Offline payments are those taken when not connected to a network
- This option should be disabled to protect the troop from loss
- Click Payments on the menu bar
- Click Edit under Offline Payments
- Select Do not allow offline payments
- Click Save
Troop Set Up – Turn Off Tips

• Click Tips on the Menu Bar

• Ensure that Ask for Tips is not checked
Troop Set Up – Shorten Passcode Length

- Click Employees, then Setup on left menu bar
- Default setup for new accounts is a 6-digit passcode
- Update to 4-digits so it’s easier for girls to remember
- Click Change under Passcode Length
- Check Require a Passcode to log in to your Clover devices
- Troop volunteer can access passcode if girls forget
Troop Set Up – Customize Receipt

- Click Payment Receipts under Setup on menu bar
- Customize receipt header and footer information, as desired
  - For example, you could say “Thank you for powering amazing experiences for girls”
- Check Show logo on payment receipts
- Select Use business logo when printing receipt
- Cashier name should **not** be checked
Troop Set Up – Add Council Admin

- Each troop is **REQUIRED** to enter a Council Administrator in Clover
- Select Employees in menu bar
- Click + Add New Employee
  - Full Name = Amy Burchardt
  - Email = aburchardt@girlscoutsem.org
  - Role = Admin
Troop Set Up – Add Girl Users

Each Clover account must have a unique email address. There are several workarounds to help get all girls added, which are outlined on the next slide.

• Select Employees in menu bar to add/change/delete girls and administrators

• Click + Add New Employee

• Enter Full name and email address for each girl

• Enter First Name and Last Initial in Nickname box, as this is what will appear on customer receipts

• Assign Manager role to each girl so she can issue refunds if necessary

• Click Save

• The girls’ families will receive an email to verify their email and password

• Families can then activate the Clover Go App on their own devices
Troop Set Up – Girl Email Addresses

If a family has multiple Girl Scouts, or the troop leader and her Girl Scout(s) use the same parental email address, here are a few work-around options

- **If you are a troop leader or cookie manager with admin credentials**, your girl can sell in your Clover account. Admins can still make sales. Whoever looks at reporting later will just need to understand that these transactions showing up in your name should be credited to your Girl Scout.

- **If you have multiple Girl Scouts in the same troop**: One girl can use one guardian’s email, one girl can use another guardian’s. If you have a work email or secondary email, you can use that for one girl and your primary email for the other.

- **If you have multiple girls, but they are in different troops**: You can create a single, shared Clover Account (name: “Betty and Sally Smith”) that is assigned to both troops. You just need to switch between Betty’s troop Merchant ID when you’re selling with Betty, and Sally’s troop when you’re selling with Sally.

- **If you have multiple girls and you use a Gmail account**, it’s easy to use an alias without having to create a new email address. Add any text after a “+” sign and all the mail goes to the same inbox, no set up required.
  - If your email address is TroopMom@gmail.com, you can use TroopMom+Sally@gmail.com and TroopMom+Betty@gmail.com without needing to do anything special in Gmail. Then one Clover account can be registered under TroopMom+Sally@gmail.com and one can be registered under TroopMom+Betty@gmail.com
What if I still have questions?

Additional FAQs can be accessed via [https://help.clover.com/devices/clover-go/](https://help.clover.com/devices/clover-go/)

For questions about technical issues or problems with your Clover Go account or device, please call the **Clover support team** 24/7 at 855.276.5008

For questions on eBudde, Girl Scout policies or procedures, please contact the **Girl Scouts of Eastern Missouri Answer Center** at 314.400.4600 or answercenter@girlscoutsem.org
You are now ready to set up your Clover Go App.

Please continue to the Clover Go App Instructions training.