Clover Go – Troubleshooting
Technology Requirements

**Are there minimum phone or tablet operating system requirements?**
The minimum operating system supported today is iOS 10 and Android 5

**Does Clover Go Work over WiFi and Cellular Network?**
Yes, Clover Go works over both Wi-Fi and Cellular Network

**Does Clover Go work when there is no connectivity?**
No. Accepting Offline Payments is not permitted in this Council so Clover Go will not work in offline mode, where there is no connectivity or when the device is in airplane mode

**Why does the app ask me to enter my passcode again?**
Clover Go has a 60-minute inactivity timeout, after which the application will log the user out and require them to enter their passcode to log back in. Any interaction with the app will reset the activity timer. Additionally, all sessions log out automatically at 3:00 am local time each day.
Managing Multiple Troops with Same Account

If you have more than one troop tied to your email address, you will be able to log in with one set of credentials and then switch between troops within the app with ease. Remember that each girl needs her own account to get proper credit for her sales.
Managing Multiple Girls with Same Phone

Girls can share the same phone, but must have their own Clover Go credentials.

If you were the last person to use the app on this phone/tablet, your name should appear on this screen.

If you were not the last person to use the app on this device, select Switch User.

Click your username from the list or tap + Add New User.

If adding new user, log in with Clover Go credentials to activate a new user on this phone/tablet.
Troubleshooting Tips

Clover Go has a 1-hour inactivity timeout as well as a session timeout. If you see a message like this, tap OK and re-enter your passcode.

- If a Transaction Declined message is received, you will be taken back to the collect payment screen and ask for another form of payment.
- If a Transaction Failed message is received, go back to the collect payment screen and select key in card or ask for another form of payment.
Troubleshooting Tips

Duplicate Transaction Detection

- Duplicate transactions can occur due to connectivity issues at the point of sale.
- If fields are identified as similar to a previous recent (within an hour) transaction then a notification is presented.
- User can choose to continue or cancel the current transaction.
- If desired, user can go to the settings icon, then tap transaction history and look at the prior transaction.

Address verification check

- Keyed card entries require an address verification check.
- A failure message will be presented if address verification fails.
- User will be alerted to the failure and given the option to continue or cancel the transaction.
- If they choose to continue with the transaction, the app will go to the next step, e.g., signature screen.
- If they choose to cancel the transaction, user will be returned to the collect payment screen where they can choose another form of payment or cancel the transaction.
Troubleshooting Tips

The first time you see a chip read failure message, check to make sure that you have inserted the card correctly, e.g. in the right direction.

The second time a chip read failure message is presented, you will be prompted to try swiping the card. If this fails as well, you can go back to the Collect Payment screen and either try to key in the card or ask for another form of payment.
Troubleshooting Tips

If your card reader is not working, you can try to reset it.

If no card reader is connected, user will be prompted to connect the card reader or cancel.

If card reader is connected, app will initiate the configuration process.

Note: If you are still experiencing issues with the card reader after completing this step, call the Clover Help Center.
Frequently Asked Questions

How long will it take to see funds in my account for cookies sold?
Your funds will be in your account in 24-48 hours

How do I charge the reader and how long will it take?
You can charge the reader by connecting the accompanying USB cable to any power source. It will take around 1-2 hours to fully charge the reader, but this varies depending on your charging source (i.e. charging via a power socket vs charging via a USB plugged into a laptop or desktop). However, it is recommended that you charge the reader overnight prior to an event.

How many transactions can I process on a full charge?
It depends on the type and combination of transactions. Contactless transactions alone = roughly 130 transactions. EMV/Chip contact transactions (dipped) alone = roughly 160 transactions. Swiped transactions alone = roughly 160 transactions.

How long will the battery last?
Your experience may vary, typically, with a full charge, the Contactless + Chip reader will last for about 20 hours. Please note that in order to conserve the battery, your reader will automatically turn itself off after 15 mins of inactivity unless connected to the optional stand or a wall charger.

If I am not using the card reader, will it still lose charge?
Yes. There will be a low level battery drain. Over 3 months without using this card reader at all, the device would still support more than 15 EMV transactions and more than 50 swipe transactions.
Frequently Asked Questions

How far can the reader be from the device and still work?
Approximately 30 feet, with no obstacles in the way.

How do I turn the Contactless + Chip card reader on and off?
To turn on the reader, push and hold the power button on the reader until you see the blue LED light. To turn off the reader manually, push and hold the power button until the blue LED light turns off. The reader will also auto turn off after 15 minutes of inactivity. If the reader is turned off, simply turn the reader back on again and the reader will auto connect with the app. Or, open the Menu, then tap Card Reader to connect manually.

Can I control the volume of the sound coming from the contactless + chip card reader?
You can raise or lower the volume of the sound or mute it completely by using the sound volume controls on your phone or tablet.

What is an Open Order?
Open orders are a way to create and save an order, then process the payment at a later time. This feature also allows users to create an order on one Clover device and process the payment using the Clover Go app or vice versa.

I did not create any Open Orders, so why am I seeing them?
At this time, failed payments are also being saved as Open Orders and may explain why you are seeing these entries.
What if I still have questions?

• Additional FAQs can be accessed via 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 M2, eBudde, Girl Scout policies or procedures, please contact the **Girl Scouts of Eastern Missouri Answer Center** at 314.400.4600 or answercenter@girlscoutsesem.org