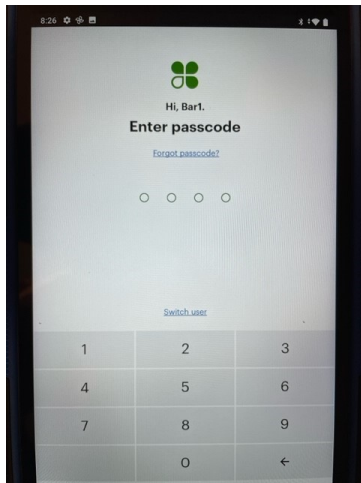## Easy Instructions TO START DEVICES UP (see training videos below)

1. Turn on tablet or cell phone, *if not already turned on.* Wake the display by double tapping, **or** click power button on the side
2. **Open the Clover Go app on the tablet or phone, and enter four digit pin (written on the device)**


3. ***Turn on Clover Go credit card reader*** **by holding the small power button on the side for a few seconds until the status light turns on and is blinking blue**. Wait until *blue status light turns solid* showing reader connected to tablet/phone.
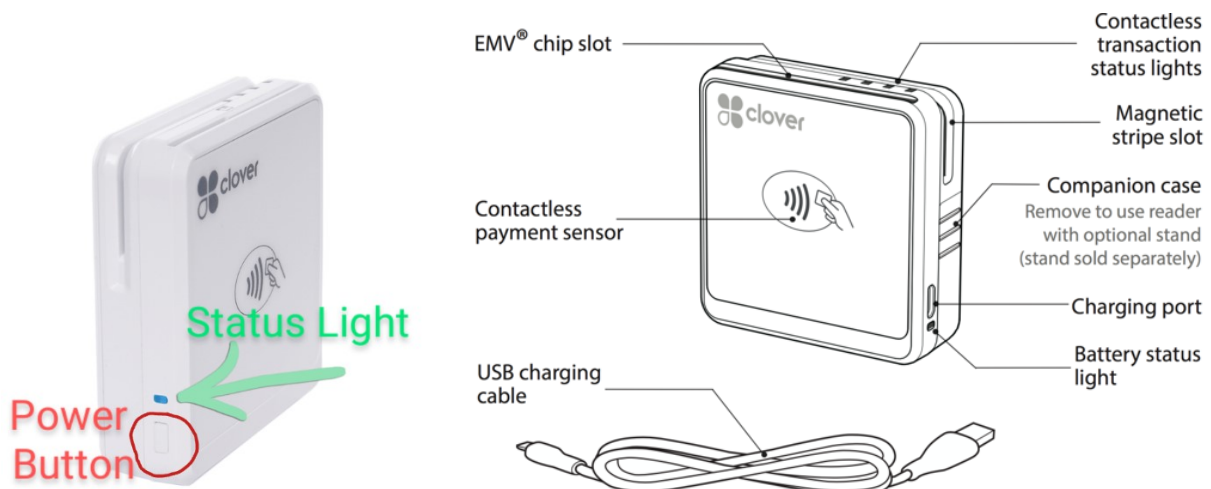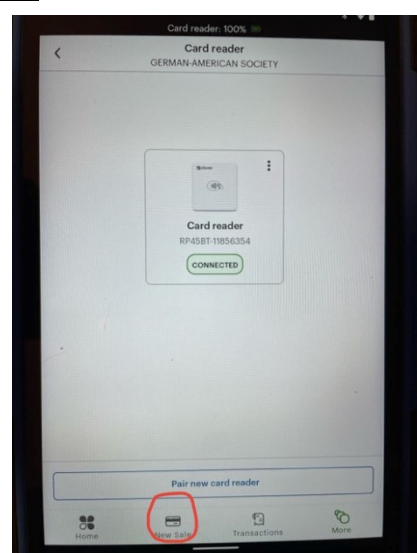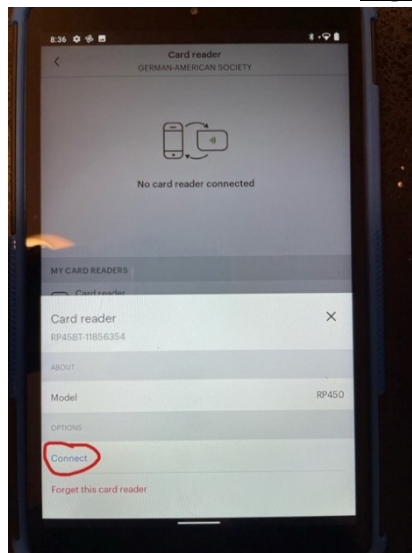
Connect the Clover Card Reader to the Tablet or Phone (_see link to training video below_)

1. **In the app first click on "<u>More</u>" at the bottom right** corner of screen (1) and then click on **"Card reader" (2) in the middle of the screen**
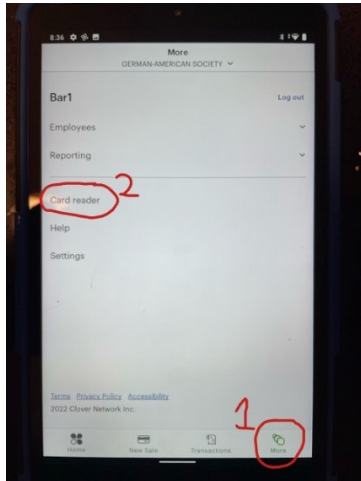
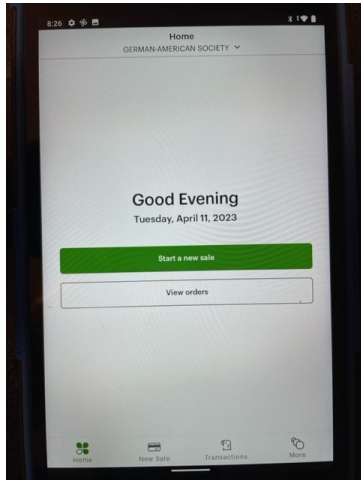2. Click "**Connect**" and then click "Connect" **_again_**
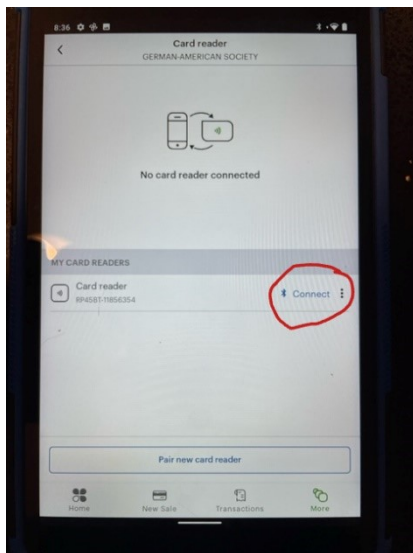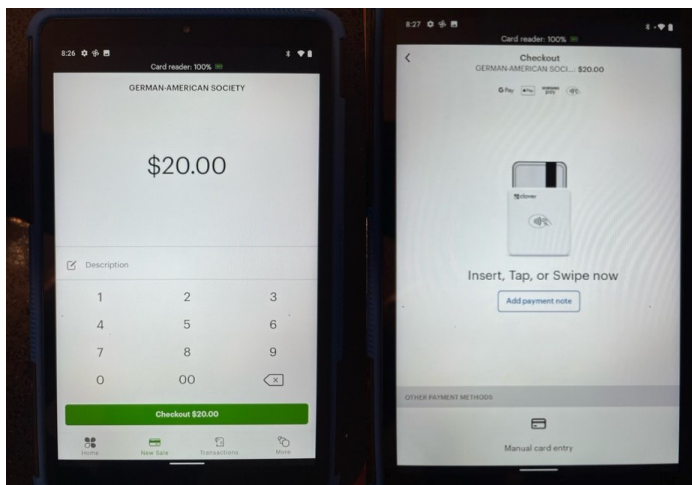

3. **<u>The card reader is now connected</u>** Click on **"New sale" at the bottom** to go back to the sales menu and process the next sale

TO PROCESS A SALE

Click on "Start a new sale" in the app

4. Enter the transaction amount including zeros, e.g., for $20 transaction enter 2-0-0-0, and click on "**Checkout**" at the bottom

5. Process payment

    a. **Chip Card**: Insert chip credit card ***facing down toward the back*** of the reader; wait until prompted to remove the card

    b. **Contactless** Payment – **preferred method**

        i. **Credit Card**: *Tap or lay the credit card* on the front of the reader where the wave symbols are shown

        ii. **ApplePay / Samsung Pay**: Have guest tap their phone or smart watch **on the reader**

6. Wait until *confirmation of successful payment is shown* on the screen (very important)
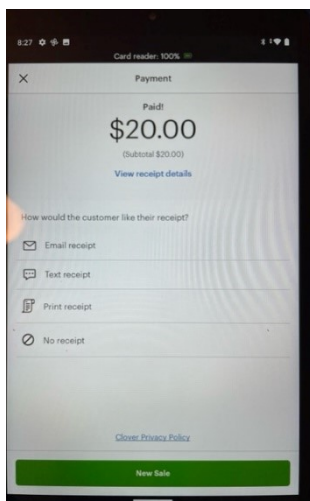
7. *If no receipt is requested* **click on "New sale" at the bottom** of the screen and process the next transaction. *For guests who need a receipt*, enter their phone number *or* email address. The guest will receive a link to the transaction receipt. **NOTE**: **We cannot print receipts on site.**

General Information

- **If you need to make a change to a transaction**, you can use the back arrow or click the "X" in the top right corner to go back to the previous step/screen.

- If you end up in a different menu by accident, click on **"New sale" at the bottom** to get *back into the sales transaction menu*.

- You have a battery bank to recharge the card reader and tablet/phone as needed. **Battery life of the reader is shown at the top of the screen**. The **charging port is on the side of the device**

- **Signatures are no longer required from guests,** to speed up the process.

Troubleshooting

- **Card reader not shown in checkout screen** - refer to *Connect the Clover Card Reader to the Tablet or Phone* above to "wake-up" and reconnect the card reader with the phone.

- **Card declined/payment not processed** - the *card was inserted the wrong way into the reader;* make sure card is **chip facing down** and forward toward the back of the device

- **Card declined/payment not processed** - ask guest if they received a *fraud alert* from their bank blocking the transaction; (have the step aside as they check this to keep line moving) O*nce they approve with the bank via app or text message, insert/tap the card again;* if this does not work, the *card might be declined*. ***Ask them for a different form of payment***

<u>Additional Resources:</u>

<u>What is Contactless Payment?</u>

Contactless payment

Contactless payment systems are credit cards and debit cards, key fobs, smart cards, or other devices, including smartphones and other mobile devices, that use radio-frequency identification or near-field communication for making secure payments. Wikipedia

<u>Training Videos</u>

[Clover Go Training Video.MOV](#)   [Connecting Clover Go Manually.MOV](#)