Girl/Parent Set Up Guide – Part 2

Safety First! Rules for using Clover safely and securely

1. **When using Clover, girls should always be supervised by a parent or adult troop volunteer**

2. **Girls need their parent(s) or guardian(s)'s permission to use Clover; Clover accounts should only be associated with parental email addresses, not girls' own personal addresses**

3. **Never share girl last names or personally identifiable information with customers**

   - Only girls' first name and last initial should appear on Clover receipts

   - Do not contact booth customers outside the booth context for any reason, even if – for example – they provide their email address to receive a receipt from Clover

4. **Girls should never hand over their phone or tablet at any point during the transaction; girls should hold their device while customer signs or types in information during check-out**

5. **Only process a transaction if the customer's card is in front of you to reduce the risk of compromising customer card details and to limit the risk of processing fraudulent cards**

   - Don't take payments over the phone or over email

   - Don't take payments for anything other than cookies or fall inventory items

6. **Girls should not use Clover Go to pay the troop for their cookie balance. They need to be turning in checks and cash to the troop. if the TCC does not want to handle the cash, you can provide the account number for the Troops Bank account to the parents and they can bring you receipts for their troop payments.**

Parents: By participating in the Clover technology pilot, you and your daughter(s) agree to follow the safety rules above as well as any additional Council guidelines, including the Safety Activity Checkpoints (Examples: Computer and Internet Use, Cookie and Product Sales) and Volunteer Essentials.

FAQs

Q: Are there minimum phone or tablet operating system requirements?
A: The minimum operating system supported today is iOS 9.3 and Android 4.4.

Q: Does Clover Go Work over Wi-Fi and Cellular Network?
A: Yes, Clover Go works over both Wi-Fi and Cellular Network.

Q: Does Clover Go Work when there is no connectivity?
A: No, connectivity is required to use Clover Go.

Q: Why does the app ask me to enter my passcode again?
A: Clover Go implemented a 60 minute inactivity timeout, after which the application will log the user out and require them to enter their passcode/PIN to log back in. Any interaction with the app will reset the activity timer, until the session times-out at 3AM local time. Activity does not reset the session timer. For example, if user logs in at 2:30 AM, we will still time the session out at 3AM, regardless of activity.

Q: How do I charge the reader and how long will it take?
A: 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.

Q: How many transactions can I process on a full charge?
A: 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.

Q: How long will the battery last?
A: 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 minutes of inactivity unless connected to the optional stand or a wall charger.

Q: If I am not using the card reader, will it still lose charge?
A: Yes. There will be a low level battery drain. Over a period of 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.

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

Q: How do I turn the Contactless + Chip card reader on and off?
A: 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.

Q: Can I control the volume of the sound coming from the contactless + chip card reader?
A: 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.

Q: Can multiple girls share the same phone?
Yes, but each girl has to log in with her own Clover Go credentials.

Q: Can a parent/volunteer manage multiple troops from within the same account?
If you have more than one merchant account / troop tied to your email address, you will be able to log in with one set of credentials (the ones that belong to your "primary merchant" account and then switch between them within the app).

Q: What's the difference between "transaction declined" and "transaction failed?"
If a "Transaction Declined" message is received, you should 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.

Q: What is an Open Order?
A: 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.

Q: I did not create any Open Orders, so why am I seeing them?
A: At this time, failed payments are also being saved as Open Orders and may explain why you are seeing these entries.

Q: Can the Clover Go reader be paired to more than one phone/tablet at a time?
A: No, only one phone/tablet can be paired to the reader at a time.

Q: Is the card number stored in Clover
A: No, the card number is not stored.

Q: Can I actually take a payment for my granddaughter's troop if I switch?
A: If you are assigned to multiple accounts, you can process a transaction under any of them by switching merchant.

Q: A situation where a girl has two parents who are divorced: Is there a way for those parents to have different logins for one girl?
A: Yes, the girl would just need a second email address.