

Clover Go FAQ

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How can I get a Clover Go Card Reader?

- Organizations can go to [Event Equipment Rental and Purchase](#) where you have the option to rent devices through our third-party vendor OR purchase them directly from Fiserv.

What is the cost to purchase a Clover go?

- Clover Go is \$99 per device + tax. There may be additional costs if the order requires expedited shipment.

Can we purchase a Clover Go from a different website than directly from GiveSmart?

- Due to chain of custody and maintaining security, Fiserv does not allow devices purchased elsewhere nor do they re-encrypt devices. When referring to chain of custody, the Clover Go devices come from the manufacturer direct to Fiserv, then direct to you, the customer. There isn't anyone in the middle of that process that can impact the security of the device or encryption of the device. The Fiserv security encryption cannot be done anywhere outside of Fiserv and their encryption is needed in order for it to work with the Fiserv gateway where the customers GiveSmart MID lives.

How is the Clover Go device different from the previous Magtek i-Dynamo device?

- Both devices are iOS compatible, however, Magtek devices need to be connected to an iPad with the lightning connector.
- Magtek's read magnetic stripe cards via swiping and are more of a plug and play option. On the other hand, Clover Go devices connect via Bluetooth to the GiveSmart Fundraise Admin App and allow adding cards on file and payments via tap or insert.
- Clover Go devices are also able to accept payment via digital wallet and contactless payments e.g. Apple Pay and Google Pay.
- Clover Go devices are ONLY available to our customers with a Fiserv merchant account (e.g. they created a merchant account through our merchant application process) since they are Cardpointe integration, Magtek's are not.

Will Magtek Devices still be supported?

- Yes, Magtek devices will still be supported on the GiveSmart platform and there are no plans to retire the Magtek integration within GiveSmart.
- However, Magtek Idynamo devices are no longer in production (end of life occurred in December 2024), therefore, customers are unable to purchase new Magtek devices.

- So, moving forward, only Clover Go devices will be available for purchase.

Is the Clover Go device PCI compliant?

- Yes, the Clover Go device is a PCI Pin Transaction Security (PTS) device, offering peace of mind for organizations and donors alike by reducing the risk of data breaches and ensuring sensitive information remains secure during transmission and storage.

Do you have more information about the PCI compliance of the Clover Go device and any additional benefits?

- Of course, by design, the Clover Go3 SDK (Software Development Kit) integrates only with one card reader. The device, the Clover Go3 is a PCI-approved Pin Transaction Security (PTS) Point of Interaction (POI). This combination allows a great reduction of PCI DSS scope validation for merchants within the Self-Assessment Questionnaire D (SAQ D). It's a way to simplify and streamline PCI DSS compliance—not eliminate it.
- For merchants/customers, the SDK reduces the effort of demonstrating compliance. No exposure to unencrypted cardholder data.
- For partners, the SDK reduces complexity in their development and validation efforts.
- For all, the SDK reduces the real-world risk of credit card payment processing breaches.

How can I obtain a receipt for my Clover Go purchase?

- Equipment orders will appear on their Cardpointe monthly statement 1-2 months within 1-2 billing statements, and a MID statement can be sent to the customer that shows the equipment order.

Can we use Clover Go devices that we currently have purchased outside of GiveSmart?

- Unfortunately, they would not have been provisioned with Fiserv's Key Injection and wouldn't work in the ISV channel (where our merchant accounts live). Your organization will need to purchase new ones.
- Clover Go Devices purchased and used for GiveSmart Events are also compatible with the GiveSmart Fundraise Mobile App.

What does it mean to be key injected for a Clover Go device?

- Key injection is the secure process of installing encryption keys into payment terminals or devices, ensuring the secure handling of sensitive data like PINs and card details

Can we use the Clover Go devices for other initiatives where we need to take payment (outside of GiveSmart)?

- Devices will not work outside of the GiveSmart app.

Will the Clover Go work through the GiveSmart Fundraise web browser?

- No, Clover Go devices must be paired with an iOS device that is currently running the GiveSmart Fundraise Admin App.

What iOS version is Clover Go compatible with?

- The iOS device must be on version 15 or higher

Can the Clover Go be paired with a non-Apple device or laptop?

- No, Clover Go devices only pay through Apple devices running iOS

Can an admin capture cards and payments using a Magtek swiper and Clover Go paired with their iOS device?

- Yes, the system will support if an admin opts to have a Magtek plugged in for swipe capture while also being paired to a Clover Go for Tap/Insert.

Who can interact with Clover Go?

- All Org, Campaign, and volunteer admins using the GiveSmart Fundraise Admin App can choose to Bluetooth pair a Clover Go device to support credit card and payment capture.

What if the transaction(s) fail?

- When a credit card is captured via a TAP operation using a Clover Gocard, reader will NOT be immediately available to process payments for 2 minutes. **After this 2-minute period has elapsed, payment attempts using this newly captured card will be processed successfully.** This behavior is due to a security feature implemented by our merchant processor