

What to expect next and how to setup your Clover Flex

1 WELCOME EMAILS AND CLOVER WEB ACCOUNT CREATION

Getting started is easy. In the next few days, you will receive an email entitled "Welcome – Clover Setup Information" from (app@clover.com).

Open the email and validate your email address to begin the setup process.

The Clover Dashboard webpage (www.clover.com/ca) will open and request you create an account.

- Your email address is your Username.
- Your Password is the one you choose.

Once created, you can begin setting up your Clover Flex in the Dashboard. And once you are setup, you will be asked to pick a new password every 90 days.

2 SETUP YOUR CLOVER WEB DASHBOARD

You can customize the Clover Flex through the Clover Web Dashboard by visiting www.clover.com/ca

Login by using the email and password you setup in [Step 1](#).

The Clover Dashboard will enable you to setup your business information, edit payment receipts to include your company logo, include special offers to customers to your receipt, customize tip options, add employees and manage their shifts, view real time and historical transaction information, and much more.

NOTE: You can access the Clover Dashboard on your mobile device by visiting www.clover.com/ca.

3 SHIPMENT NOTIFICATION

Once your equipment ships, you will receive an email entitled "Your Clover device has shipped" from Clover Support (app@clover.com).

The email will contain the Clover Flex's serial number and device activation code that you will need to activate your device.

4 BEFORE YOU ACTIVATE THE CLOVER FLEX

Ensure your network is setup to use your Clover Flex:

- Have a stable, high speed internet connection
- Check with your ISP to confirm if your router is assigning dynamic or static IPs. If the IP addresses are 'static', you will need one IP address per device.

IMPORTANT: To optimize the performance of your Clover Flex, avoid sharing your device's internet connection to ensure your business has sufficient bandwidth to process transactions.

- Make sure your WiFi signal is strong and consistent.
- WiFi network **MUST** be secure and password protected. (The Clover Flex will not connect to WEP and open connections).
- Ensure your WiFi login credentials are handy (Wi-Fi SSID and Password).
- Do not share your WiFi network that you share with your customers with the Clover Flex.

5 ACTIVATE THE CLOVER FLEX

When you turn on your Clover Flex for the first time, you will receive an email entitled "Clover Activation Code: 12345678" from (app@clover.com). This email will contain your Clover Flex's device ID and activation code that you will need to activate the device.

Follow the instructions on the Clover Flex screen to activate your Clover Flex.

6 TAKE ADVANTAGE OF A FREE TRAINING CALL

Clover Support offers a free activation and training call at any time that is convenient for you. During this call, the Clover specialist will:

- Help you setup your hardware.
- Teach you the basics of using your Clover Flex.
- Give you an overview of the other apps available in the Canadian Clover App Market.
- Answer any other questions you may have.



Call our 24 hour Clover Customer Support Team at 1 888-263-1938 option 2, option 1 to speak to someone today. And, don't forget to visit <https://www.clover.com/ca/en/help/> anytime for additional information about your Clover Flex.