



CLOVER FLEX

HOW TO UNINSTALL APPS OR DOWNGRADE YOUR REGISTER APP FROM YOUR COMPUTER.

IF you are processing using Clover Mobile or Clover Flex – you **MUST** take the following actions:

- 1) Downgrade the Clover Register app to the Clover Plus App

WARNING: If you have created a menu of items with pricing – you **MUST** save (download) this information into a excel or CSV file format in order to upload it for next season, or it will be lost permanently.

INSTRUCTIONS:

- a. Go to www.clover.com (your merchant dashboard site)
- b. Put in your Login and password information (If you do not have a login please contact Clover Help Desk at 1-855-853-8340 (you will need your Merchant # when you call)).
- c. See the *Inventory App* and click on
 - i. The *Inventory App* screen opens up – in the upper right hand corner click on EXPORT INVENTORY (this will download the inventory you have on Clover into an excel spreadsheet).
 - ii. Save this on your computer or external hard drive so you will have it for next season. **Next Season** you will repeat these steps but click on IMPORT Inventory at that time **AFTER** you have reinstalled the Register Bundle Service Plan **FIRST**.

- 2) Uninstall ANY additional APPS which you are paying for (i.e.: Double Up Bucks app)

INSTRUCTIONS:

- a. While you are still logged into www.clover.com dashboard from the main HOME screen
- b. Click *App Market*
- c. Click *Service Plan* Tab
- d. Click *Select Payments Plus Bundle* (in the first column)
- e. It ask you are you sure you want to change –Click YES

3) How to remove (Uninstall) Double Up Bucks App

INSTRUCTIONS:

While you are in the *APP MARKET* screen

- a. Click *Billing* Tab
- b. Click *PAID APPS*
- c. Click *Double Up Bucks* words
- d. Scroll down click **UNINSTALL** App

4) How to remove (Disable) Wireless Manager (this is active when you use the 3G sim card in the Clover Mobile device)

INSTRUCTIONS:

While you are in the *APP MARKET* screen

5) In the search bar at the upper right corner of your screen type *Wireless Manager*

- a. Hit ENTER on your keyboard
- b. Click on the Wireless Manager icon which appears
- c. Scroll down on the bottom of the left column and click **DISABLE** (if you do not see this word/button, and the top of the screen shows *Your subscription 0 ACTIVE SIMS FREE*, then it means you are not using the 3G wireless connectivity (you are using Wi-Fi instead which is free). Simply click the APP Market tab at the top to leave this page.
- d. IF however, you see the **DISABLE** button please click it so that it stops billing you for monthly wireless fees while your merchant account is seasonally closed.

If you do not uninstall them, you WILL continue to be charged each month for these apps by Clover (Clover bills separately).

We do not know your Clover dashboard login access information. If you have any questions regarding any of these instructions, please call our offices 1-800-313-5198 (Monday thru Friday from 8 AM EST to 5 pm EST) and we will walk you thru this procedure. You will need to have computer internet access and have your user name and password for Clover.com ready.