

Greater Giving Online – Go Time

Admin Resource Guide

This guide is an administrative resource to assist with tasks on the day of your event. For additional resources, visit: <https://www.globalpaymentsinc.com/en-ca/industries/nonprofit>

Pre-Event Tasks:

- Test Internet Connection
- Open and login to software – <http://online.greatergiving.com>
- Launch Go Time on each device (PC, laptop, iPad, tablet)
- Plug and test card readers (**NOTE:** If renting computer equipment for your event, you will need to test the card readers prior to event day and then again on the computer(s) used at the event)
- Training volunteers prior to event day is highly recommended

Internet Connection:

Test Internet connection on any device you are planning to use during the day of the event (PC, laptop, iPad, tablet), to ensure you have the proper connectivity. It is especially important to test connectivity at the venue prior to the event date. For PCs and laptops, we strongly recommend using hardwired Internet access, rather than a WiFi connection. Please refer to the WiFi Assessment Guide on the Greater Giving Support website.

Event Software Online Set Up (Registration):

- The software can be accessed from the following URL:
<http://online.greatergiving.com>
- Log into the Greater Giving Online event software
- Access “Go Time” (From **Project Home**, go to **Project Tasks** and click on **Go Time**)

NOTE: Make sure you are in the correct project

Card Reader Setup:

- Plug the card reader into a USB port on your computer or device, look for the green light, and listen for the beep
- Verify card swipe has been activated by going to “Project Settings” and looking for credit card images
- If you do not see any credit card images, contact Greater Giving at (866) 269-8151
- Test the card reader to ensure that it is functioning properly

Mobile Card Reader Setup: *(Valid for iPad or Android tablet)*

- Install Greater Giving App for iPad or Android from the App Store or Google Play
- Click the icon to launch Greater Giving Go Time and enter your user credentials
- Select the “Test Card Reader” icon, insert the mobile card reader into the audio port of the tablet
- Swipe card to test. If successful, “Card Reader Active” with a green checkmark will appear

Pre-Event Reports:

Run these reports prior to the start of your event to review bidder details, table assignments and bidders by group.

- **BID-01:** Guest listing and check in or **BID-02:** Guest listing (2 column)
- **UTL-05:** Blank Bidder Registration Forms (Walk-Ins, Replacements, Ticket Sales)
- **TBL-01:** Table Listing
- **GRP-01:** Group Listing

Go Time Volunteer Access:

Volunteers working check-in, entering sales and check out will need to have Greater Giving Online Software credentials. We recommend one login be shared amongst all volunteers.

Follow these steps to set up volunteer access:

- From **Project Home**, go to **Project > Organization Home**
- In the User area at the bottom of the page, click **View/Edit Users & Permissions**
- Click the **Add** button
- In the appropriate fields, enter Username, Full Name, and Email for the new user
- Provide a password and retype it in the Confirm Password box. The password must be at least **six characters** long and contain at least **two non-alpha characters**, such as numbers
- See Quick Start Guide for recommended volunteer permission requirements

Verify Go Time Settings:

- Under **Project Tasks** on the home page, click on the link for **Go Time**
- Preview each of the steps to ensure that **Go Time** is set up to your specifications
- See Quick Start Guide for recommended **Go Time** settings

Post Event:

After the event, run the below listed Reports to review bidder sales, payments and prepare to submit credit card transactions.

- Go to Project Home of Greater Giving Online Software (Admin computer)
- Under **Reports**, click on the **All Reports** link to see a list of reports that can be used to assist with settling the credit cards
 - **BID-03:** List of sales, sorted by supporter
 - **PKG-03:** List of packages purchased by a bidder in package number order
 - **PAY-01:** List of payments recorded by each supporter
 - **BID-18:** List of all credit cards, amount per credit card, and statuses which includes cards on file, charges waiting to be submitted, and charges submitted. Authorization codes and decline status is also included
- Reconcile all sales to ensure proper charging of guests' credit cards
- Compare **BID-03:** Sales listing by support with **BID-18:** Credit cards on file and charges to be submitted
- Submit credit card charges to Global Payments for processing
- Return equipment to Global Payments