Greater Giving Online – *Go Time*
Admin Resource Guide

This resource guide is an administrative guideline to assist with tasks on the day of your event. For more detail please refer to the Go Time Quick Start Guide and Checklist that can be found either in your event confirmation email or on the Greater Giving Support page http://greatergiving.com/support-center/product-support-training-center/event-software-online.aspx

Pre Event Tasks:
- Test Internet Connection
- Open and login to software - http://online.greatergiving.com
- Launch **Go Time** on each device (PC's, laptop, iPad, tablet)
- Plug and test card readers (If renting computer equipment for your event, you will need to test the card reader devices prior to event day and test again on the computer(s) used at the event
- Train volunteers prior to event day is strongly recommended

Equipment Checklist:

- PC's, laptop, iPad, tablet
- One Card Reader per computer device (ratio of 75-100 guests per reader)
- Test cards
- USB Port for Card Reader or Audio Port on Tablet for Mobile Card Reader

Internet Connection:

Test internet connection on any device you are planning to use day of event (PC's, laptop, iPad, tablet etc.) to ensure you have the proper connectivity. It is especially important to test connectivity at the venue prior to event date. We strongly recommend using hard wired internet access as opposed to Wi-Fi for connection if using PC's or laptops. Please refer to the Wi-Fi 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 Greater Giving Online event software
- Access '*Go Time'* (Project Home ➡ Project Tasks ➡ click on '*Go Time'* link)

Make sure that 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 – (866) 269-8151
- Ensure that the Card Reader is functioning properly by testing the card reader

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 icon to launch Greater Giving Go Time, Enter credentials
- Select the 'Test Card Reader' icon, Insert the mobile card reader into the audio port of the tablet,
- Swipe credit card to test, if successful 'Card Reader Active' with a green check mark will appear

Pre-Event Reports – Run these reports prior to start of 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 following **Reports** to review bidder sales, payments, and prepare to submit credit card transactions.

- Go to Project Home of Greater Giving Online Software (Admin computer)
- Click on the '**All Reports**' link under Reports section 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 also included.
- Reconcile all sales to ensure proper charging of guest's credit cards
- Compare **BID-03**: Sales listing by supporter vs. **BID-18:** Credit cards on file and charges to be submitted
- Submit charges to the Bank (See Quick Start Guide for additional information)
- Return equipment to Greater Giving