

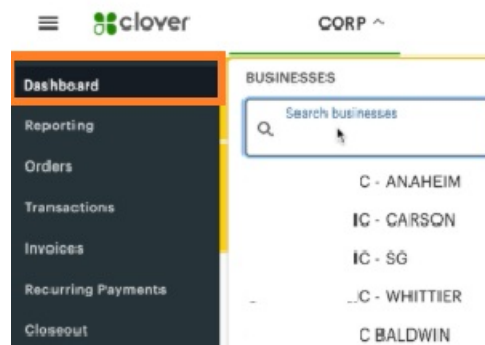
Clover | URL Troubleshooting & Reauthentication

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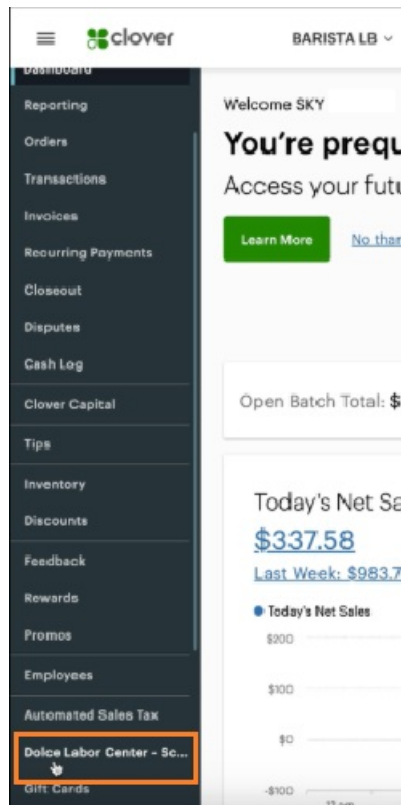
Clover is the only POS that automatically generates a Teamwork URL, creates a sync account with that URL, and feeds the time-punch data and sales into the created URL. In the case of a multi-location merchant, new Clover accounts will need to be imported into the main Teamwork URL from the new Teamwork URL created.

The steps below can be used to locate the new URL automatically generated in Teamwork. They can also be followed to reauthenticate a Clover account if you encounter a **“Not Authorized”** notification in Stable while switching to the Clover Sync account in Teamwork, or if only one employee appears under Stable → Importing → Sync Account → Import Clover Employees—both of which typically indicate that the Clover integration needs to be **reauthenticated**.

1. Log into the Clover account - **clover.com/dashboard**
2. To change the location (if the location is a multi-unit location), click the leftmost dropdown in the top toolbar and search for the location in the Search businesses search box and click on the name of the location.
 1. Note that Clover may default to the location if this is not a multi-unit location.



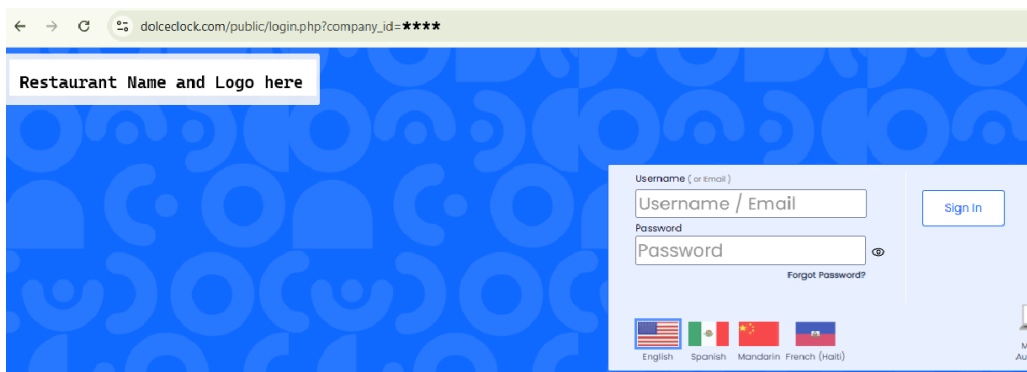
3. Click Dolce Labor Center on the left side menu, this will open a new window.
 1. The location must download the Teamwork / Dolce app for this option to appear.



4. Click the Click Here to Login link, this will bring you directly to the URL that the Clover account is associated with.



1. The URL will be in the form of `dolceclock.com/public/login.php?company_id=****`



5. If needed, ask the customer to send the entire URL to `teamworksupport@spoton.com`