

Token Expired Explanation

Having Trouble with Ordering ? Here's a Quick Fix

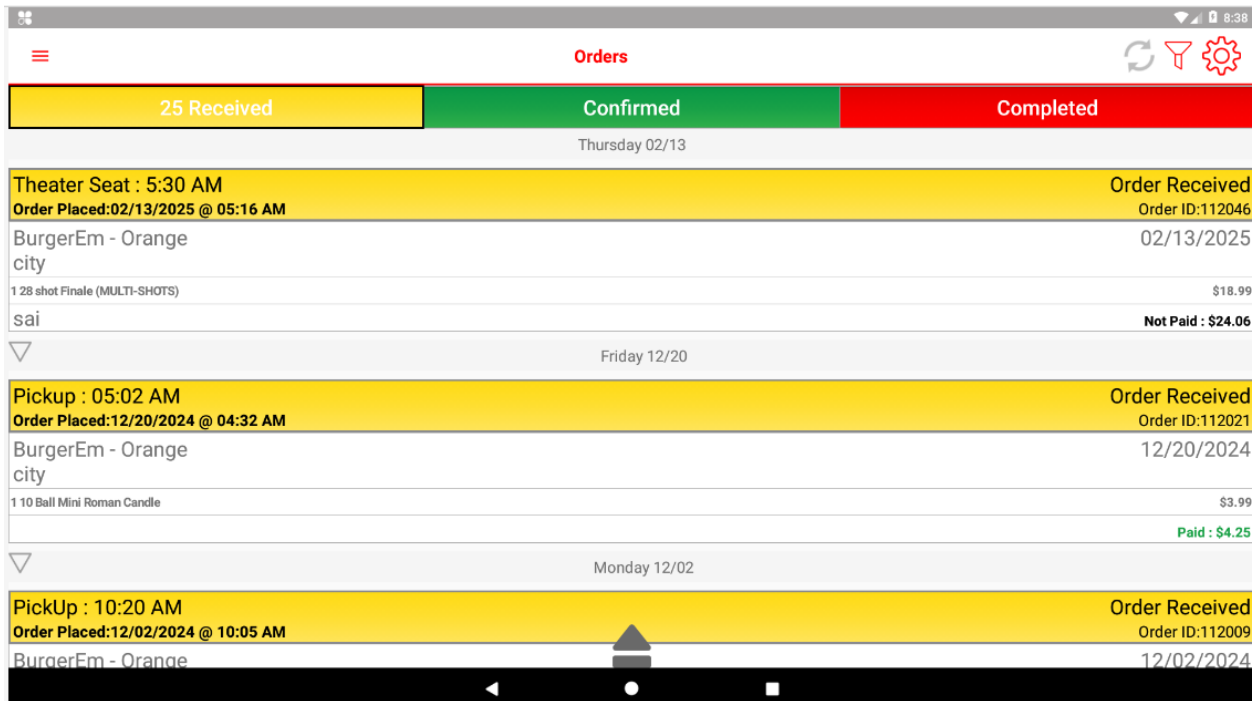
If your ordering process isn't working, it may be because your Clover **OrderEm** token has **expired**. You can easily fix this issue by following the steps below.

For Clients – Who have OrderEm app installed in the Clover Device

Step 1: If your token has expired, no worries!

Simply open the **OrderEm** app on your **Clover device**, and within **1–2 minutes**, the token will automatically refresh — no action needed on your part.



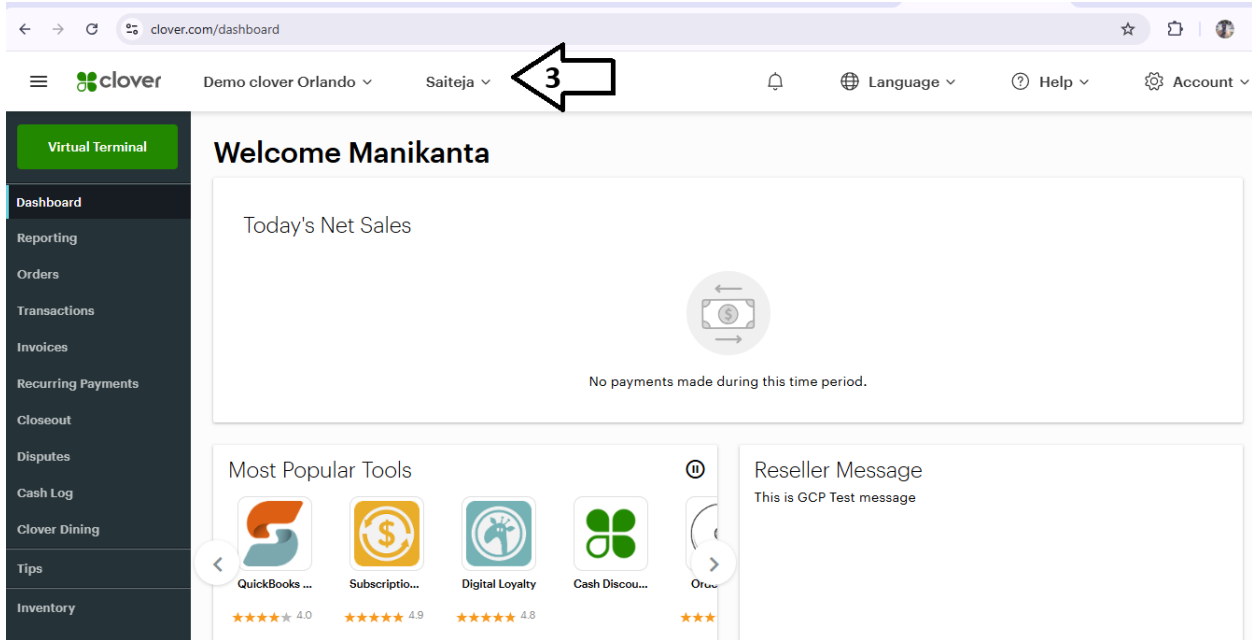


Alternative Method: Resolve Token Issues via the Clover Web Dashboard

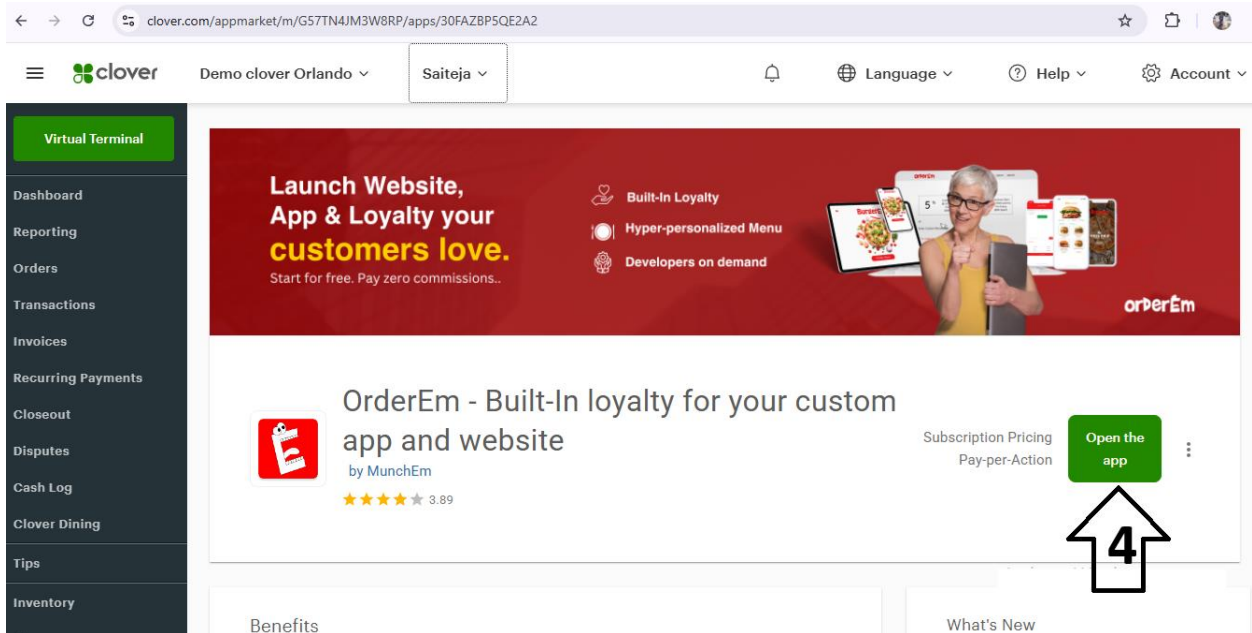
You can also fix the token issue through the Clover website by following the steps below

Step 2: Visit the Clover website and sign in using your business login credentials.

Step 3: If you manage multiple businesses or locations, please select the appropriate one you wish to access. See the image below for reference.



Step 4: Navigate to the “More Tools” or “App Market” section on the Clover website. Locate the OrderEm app and click the “Open” button. You will then be redirected to the OrderEm login page.



Step 5: Finally, your email address will appear automatically on the OrderEm login page. Simply enter your account password to sign in. Once logged in, the token will update automatically, and your system will be fully operational.



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