

## UNIVERSITY OF HAWAI‘I ALOHA UNITED WAY ePLEDGE FAQs

### **Q: What is ePledge?**

A: ePledge is a secure internet-based tool powered by Aloha United Way and supported by CyberSource. This web-based giving portal makes “giving” efficient, easy, and safe by allowing donors to input their pledge directly into the Aloha United Way database using a secure online interface. It also allows campaign administrators and campaign coordinators the ability to easily generate a variety of real-time reports and monitor the progress of the campaign.

### **Q: How do you access ePledge?**

A: You can access ePledge via this URL: <https://auw.unitedwayepledge.org/epledge/UH> which is the log-in page for Aloha United Way.

### **Q: Why do I need to change the default ePledge password?**

A: The initial password issued is a generic one and requires you to change to your own personal one for privacy purposes. The password change applies ONLY to the Aloha United Way ePledge login site and DOES NOT apply to any other university passwords.

### **Q: Can I use the same password that I used during last year’s campaign?**

A. Yes, but you will initially need to use the generic password to access this year’s campaign site, then you will have the ability to re-establish your personal password. The password change applies ONLY to the Aloha United Way ePledge login site and DOES NOT apply to any other university passwords.

### **Q: If I don’t want to use ePledge, may I continue to submit a paper pledge form and how does it get processed?**

A: Yes. If you prefer using a paper pledge form, simply contact the campaign coordinator who can provide you with a form. Once the form is complete, return the paper pledge form and/or monies to your campaign coordinator. The campaign coordinator will be working with an authorized Aloha United Way representative during the campaign period. Following processing, Aloha United Way securely stores all paper pledge forms for 3 years as part of Aloha United Way’s record retention policy.

### **Q: Will credit card information be kept on file?**

A: No, credit card payments are processed “immediately” on a secured site (CyberSource) to the Bank of Hawai‘i.

### **Q: Will there be a minimum billing amount?**

A: Yes, for those requesting the “bill me” process, there is a \$48 minimum donation.

### **Q: Why are the last 4 digits of the SSN required for payroll deduction?**

A: This is a requirement by the Department of Accounting and General Services (DAGS) for all state employees who make a donation using this option to process the payroll pledge.

### **Q: Why does payroll deduction have an earlier deadline than other pledge options?**

A. The payroll deduction deadline is dictated by DAGS which has a deadline of October 31, 2018 in order to be able to process this pledge option.

**Q: Is there a maximum number of designations that I can make?**

A: You are allowed a maximum of 10 designations per pledge via ePledge. If you would like to designate to more than 10 agencies, your campaign coordinator will contact Aloha United Way to complete the transaction.

**Q: Will there be a minimum designation dollar amount?**

A: There is a \$48 minimum per designation.

**Q: Will my personal information be given to anyone?**

A: If you choose to designate to an agency AND want to be acknowledged for your donation, you will need to check the acknowledgement boxes on the verification page of the ePledge site. This allows the agencies to acknowledge you directly for your gift.

**Q: How will I know if my pledge was processed correctly?**

A: A confirmation email message will be sent to the email provided after a pledge has been made. You will be able to confirm your gift amount, method of payment and any designations you may have made. If there are errors, don't worry, it can be corrected. Please contact your campaign coordinator immediately.

**Q: What are Aloha United Way's policies regarding donor information and privacy issues?**

A: Aloha United Way's code of ethics guides employees and volunteers in their use of confidential information and requires that it be held in strict confidence. We use your information only for its intended business purpose - we do not sell or trade your information with other organizations. Our contracts with third-party service providers that help us with administration, data storage, mailing, printing, and other services have strict confidentiality and security provisions that require them to adhere to Aloha United Way's standards of privacy protection. We allow access to your information to auditors and other third parties only as mandated by regulatory requirements. The only other outside party privy to your name and address (if authorized by you) is the partner agency that you designated funds to via the donor choice program in order to allow the recipient agency to acknowledge you for your gift.

We may ask if we may publish your name when you make a contribution. Our privacy promise extends online to our Internet website. Online donations are transmitted to a secured server using encryption technology.

**Q: What should you do if you have trouble accessing ePledge or need technical assistance?**

A: Contact the Aloha United Way Representative, Mel Colquitt at 543-2254 or melvin@auw.org.