

# 2023 ALOHA UNITED WAY CAMPAIGN

## StratusLive Ignite FAQs

### For University of Hawai'i Employees

#### Q: What is Ignite?

A: Ignite is the online giving platform of Aloha United Way that connects donors, nonprofits, and companies with one another and the communities and causes they care about. This all-in-one platform allows donors to give, volunteer, and engage with the causes and organizations most important to them. It also allows campaign administrators and campaign coordinators the ability to easily generate reports and monitor the progress of the campaign.

#### Q: What should you do if you have trouble accessing Ignite or need technical assistance?

A: Contact Mel Colquitt from Aloha United Way at 543-2243 or [melvin@auw.org](mailto:melvin@auw.org).

#### Q: How do I generate an Ignite password?

A: Log into <https://uhgiving.auw.stratuslive.com/>, click on Sign In on the top right and enter your primary university email address and click Next. You will then be asked to create a username and a password. Passwords must be eight characters long and have at least one non-alphanumeric character, a digit, and a lowercase and uppercase letter.

Before you are able to activate your AUW account, you will be sent an email to confirm your email address.



If the system does not recognize your email address, you will be prompted to Register for an Account or you can click on the Register button located next to the Sign In button and set up your profile using the registration form.

**Q: 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 download the [AUW Pledge Form](#) or contact the campaign coordinator and they can provide you with a form. Once the form is completed, 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.

**Q: What should I do if I make a cash or check donation via the on-line giving platform?**

A: Give your cash or check to your campaign coordinator who will be working with an authorized AUW representative to pick up the donations.

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

A: The only information that is stored is the last 4 digits, expiration date and card type.

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

A: This is required by the Department of Accounting and General Services (DAGS) for all state employees who donate using payroll deduction. AUW submits the payroll file to DAGS and upon completion of this process, AUW deletes the last four digits of the SSN.

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

A. The deadline of November 9, 2023 is set by DAGS in order to be able to process your payroll deduction.

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

A: There is no limit to the number of designations that you can make via Ignite.

**Q: How can I find a list of partner nonprofit agencies to choose from?**

A: Your Ignite homepage navigation tab includes a PDF of the partner agency list. During the donation process, you may click on Find a Charity to designate to a nonprofit agency of your choice. If your nonprofit does not display, you may use the Write In feature.

**Q: Is there a minimum pledge dollar amount?**

A: The minimum pledge dollar amount is \$5.00 for credit card donations and \$1.00 for all other payment options. The minimum pledge dollar amount to designate outside AUW is \$20.00.

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

A: A confirmation email will be sent to the email address provided. You can confirm your gift amount, method of payment and designations. This information is also in the Profile section of your Ignite page. If you have questions, 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. They use your information only for its intended business purpose – AUW does not sell or trade your information with other organizations. Their contracts with third-party service providers help them 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. AUW allows 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. AUW may ask if they may publish your name when you contribute. AUW's privacy promise extends online to their Internet website. Online donations are transmitted to a secured server using encryption technology. Please see [Aloha United Way Privacy Policy](#), for more information.