

INSTRUCTIONS TO USE THE ALOHA UNITED WAY E-PLEDGE WEBSITE

Setting up your 2015 AUW account

- Login to <https://auw.unitedwaypledge.org> to access the AUW 2015 e-Pledge website
- Enter a User ID (which is your UH username) and default AUW Password (auw2015)
- After logging in, you will be prompted to create a new password for your personal 2015 AUW account. Once this is completed, it will take you to the University of Hawai'i AUW Welcome page where you can review your profile information and make your donation on-line.

Making a donation via e-Pledge

- Login to <https://auw.unitedwaypledge.org> to access the University of Hawai'i AUW Welcome page
- From here, you can make your donation on-line choosing from 5 different options: **Payroll Deduction, Cash, Check** (made payable to Aloha United Way), **Credit Card** or **Bill Me**.
- Once you have selected your donation method, the system will walk you through the needed steps to complete your donation. If you select Cash or Check, you will need to send this to your designated coordinator.

If you want to make your donation through the Automatic Transfer, you will have to use the traditional paper pledge form which you can get from your designated campus/unit volunteer coordinator. MAHALO to all of the coordinators for their assistance!

Please keep in mind that there will be a box you can check on the pledge page asking if you want to designate your donation. If you pledge \$48 or more, you can designate your donation to go to a specific charity (or multiple charities) and/or action area, as long as each designated charity or action area receives the minimum \$48. If you want to designate to a certain charity but you do not know their 5 digit AUW number, there is a search function at the bottom of the page. All you need to know is one word in the agency's name to be able to look them up. You can also find their 5 digit number in the "Live United" brochure that you will be receiving.

After you have completed your donation, you will be given a chance to review your donation before you hit the CONFIRM button. If at any time during the process you have questions or concerns, you can always hit the cancel button and contact Mel Colquitt, from AUW, at 543-2243 or mel@auw.org. Mel will be more than happy to help with this process.

Mahalo for your generosity and kokua.

Frequently asked questions

What is e-Pledge?

e-Pledge 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.

Why do I need to change my e-Pledge password?

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 e-Pledge log-in site and DOES NOT apply to any other university passwords.

If I don't want to use e-Pledge, may I continue to submit a paper pledge form and how does it get processed?

Yes. If you prefer using a paper pledge form, simply contact the campaign coordinator and he/she 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. Following processing, Aloha United Way securely stores all paper pledge forms for 3 years as part of Aloha United Way's record retention policy.

Will credit card information be kept on file?

No, credit card payments are processed "immediately" on a secured site (CyberSource) and is hosted and secured by Bank of Hawaii.

Will there be a minimum billing amount?

Yes, for those requesting the 'bill me' process, there is a \$48 minimum donation.

Why are the last 4 digits of the SSN required for Payroll Deduction?

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.

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

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

Will there be a minimum designation dollar amount?

Yes, there is a \$48 minimum per designation.

Will my personal information be given to anyone?

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 e-Pledge site. This allows the agencies to acknowledge you directly for your gift. (see What are Aloha United Way's policies, below)

How will I know if my pledge was processed correctly?

A confirmation email message will be sent to your designated university email after your pledge has been made. Upon receipt, you will be able to confirm your gift amount, method of payment and any designations you may have made. If there are discrepancies, please contact your campaign coordinator immediately.

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

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(s) that you designated funds to via the donor choice program in order to allow the recipient agency to acknowledge you for your gift (see previous question).

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.

What should you do if you have trouble accessing e-Pledge or need technical assistance?

Contact the Aloha United Way e-Pledge administrator, Mel Colquitt at AUW, at 543-2243 or mel@auw.org.