



What if someone loses or deletes their link?

Employees should contact the United Way Help Desk at UnitedWaySolutions@uwgkc.org or at (816) 559-4627 to have their link resent.

What if all our employees don't have an email address or easy access to the website?

Anyone can set up ePledge, regardless of whether they regularly use a computer at work. If there are a large number of employees who do not have access, you may want to consider a mixed campaign where those without computer access can continue to submit paper pledge forms which will be entered by United Way.

What about employees hired after we send the data file? Can they use ePledge?

A new employee can easily be set up for ePledge at any time. Simply send all the data elements for the new employee that were sent in the original data file (name, work email address, etc.) to your Donor Relations Manager and ePledge contact. The new employee will be set up and a personalized link will be sent.

What if I want to change my pledge?

Employees who wish to change their pledge after entering it into ePledge should contact the United Way Help Desk at UnitedWaySolutions@uwgkc.org or at (816) 559-4627 to make the requested amendments.

How do I enter special events or a corporate gift in ePledge?

You don't. ePledge is a tool for tracking employee pledges only.

What do I do with the corporate gift, special events, and paper pledge forms?

Since these are not entered into ePledge, put them in the white campaign envelope, complete the requested information on the front of the envelope, and contact your United Way staff representative to pick it up.

Is ePledge able to handle a campaign with multiple locations or a national campaign?

Yes. But campaigns with multiple locations or a national campaign will require eight weeks set up time prior to the start of the campaign.

How do I customize my campaign?

Custom wording on the kickoff email and non-respondent emails, as well as adding logos or images, is free of charge and requires no extra set up time beyond the **six weeks** necessary to set up any campaign.

Will the information be shared?

No. United Way of Greater Kansas City will not rent, trade, sell or share any information about our donors.



ePledge Toolkit : Frequently Asked Questions

Is ePledge secure?

Yes. Each link is unique to the individual and contains an embedded user ID and password. No one can access your site without it.

When does ePledge shut down? Does the employee's personalized link become automatically unusable after the campaign end date?

The campaign shuts down at the customer's request, not to exceed the date when United Way submits the payroll file to the company. Each employee's personalized link is usable until that point in time.

When do I get my payroll file?

United Way submits the payroll file when the campaign is completed. Typically, you provide the payroll file submission date and it is listed on the Build Document.