

UNDERSTANDING EPLEDGE

FREQUENTLY ASKED QUESTIONS

2024

Here are answers to common questions about ePledge—our free, secure giving platform.

BENEFITS OF EPLEDGE

Why should my workplace establish ePledge?

Employees can manage their own accounts. It keeps information and selections private and reduces administrative time and costs at your workplace. The people overseeing your ePledge can lessen its data entry obligations. Plus, employees can access ePledge from any location with internet connection. Your Local Company Leader, Employee Campaign Coordinator (ECC) and ePledge administrators can also monitor participation.

Why should I create an ePledge account?

Creating an ePledge account allows you to enter and manage your information, payment methods and pledge type preferences so your data and selections are private.

EPLEDGE VERSUS PAPER PLEDGE FORMS

Why do you have both ePledge and paper pledge forms?

Some donors like creating and managing online accounts. Other donors like filling out hardcopy forms. We empower both donors to contribute in the manner that they prefer.

Does that mean I can use a paper pledge form instead of ePledge?

Yes! You should request a paper pledge form from your ECC. Then, you should complete it and return it to that person. They will retain paper pledge form submissions, checks and cash payments until they pass them to a philanthropy representative.

Do paper pledge forms request the same information and allow for the same payment and authorization methods and pledge type preferences as ePledge?

Yes! They request the same information. For security reasons, credit card payments are not accepted via paper pledge forms.

PLEDGE TYPE PREFERENCES

Can I support many United Ways and nonprofits when I make one pledge?

Yes! You control where your pledges go.

In addition to United Ways, what nonprofits can I direct my pledge to support?

You can contribute to nonprofits that are providing health and human services, have 501(c)3 tax exempt status and are in good standing.

GIVING UPDATES

Can I make more than one pledge?

Yes! If your workplace campaign is open, you can make more than one pledge. After it closes, you can make it by emailing philanthropy@ak.org or calling (907) 263-3814.

Can I update my pledge after I've received a confirmation email?

Yes! You can update your pledge by emailing datateam@ak.org or calling (907) 263-3844.

I was hired after our workplace campaign closed. Can I still pledge?

Yes! If your workplace ePledge is active, you can register there and pledge. If it's inactive, you can email philanthropy@ak.org or call (907) 263-3814.

DATA SECURITY AND PRIVACY ISSUES

What is United Way's policy regarding data security and privacy issues?

We retain information in our secure database via cloud infrastructure located in Tier 3 Data Centers in the U.S. and Canada. Data is monitored 24/7 by cybersecurity professionals and protected by the highest level of physical and cybersecurity measures and solutions.

Is my information secure if I create an ePledge account?

If you enter your information using ePledge, your record is automatically entered or updated in our secure, monitored database. We don't store credit card information.

Is my information secure if I submit a paper pledge form?

When you submit a paper pledge form, an ECC collects it and returns it to a philanthropy representative. Then, our data team enters the information into our database.

Does United Way ever sell, trade or share my information?

No! We never sell or trade donor information—and we never will.

EPLEDGE TROUBLESHOOTING

What should I do if I have trouble accessing ePledge or my account?

Contact datateam@ak.org or call (907) 263-3844. We can provide technical assistance between 9 a.m. to 4:30 p.m., Monday through Friday, Alaska time.