

## **ePledge FAQ**

### ***How do I access the system?***

On October 7th and throughout the TVDSB Campaign, you will be sent an email from [epledge@unitedwayem.ca](mailto:epledge@unitedwayem.ca) with a link to the online giving site. The link is encrypted with your personal user ID and password so it is important not to forward it on to coworkers. This link will take you directly to your personal giving page.

### ***I didn't receive my login email, what should I do?***

If you did not receive or have accidentally deleted the email with your link to the online giving site you can access the site at <https://community.unitedwayem.ca>. Select the "Forgot Password" button to have a reset link sent to your inbox.

### ***I am having trouble logging on to the site?***

Please email [epledge@unitedwayem.ca](mailto:epledge@unitedwayem.ca) and let us know what is happening. We are happy to support you in getting logged in and being able to make your gift. If you prefer, paper pledge forms are also available at [www.tvdsb.ca](http://www.tvdsb.ca). Just go to the "Our Board" tab, select "United Way", and find paper pledge forms under the "Champion Resources" link. Or email your United Way Representative. Champions can also access them on the "United Way Champions" Teams Group.

### ***Some of my information has changed, how do I update it?***

The Profile option in your menu allows you to update your contact information, combined giver information and recognition name. If there are additional updates to your information such as a name change or change of workplace, please email your updates to [epledge@unitedwayem.ca](mailto:epledge@unitedwayem.ca) and we would be happy to make the updates.

### ***I donated to a different United Way but received a receipt from United Way Elgin Middlesex. Why?***

United Way Elgin Middlesex hosts online giving for a number of surrounding United Ways. All credit card donations are processed and receipted automatically by the system, sending out a receipt from the United Way Elgin Middlesex. All other eligible donations are processed and receipted by the United Way supporting the County in which your workplace is found, with dollars then being forwarded to the United Way or charity that you have designated them to. If you have any questions or concerns about your donation please let us know at [epledge@unitedwayem.ca](mailto:epledge@unitedwayem.ca) and we would be happy to check your details for you.

### ***I do not wish to use the online giving system to make my gift. Can I still get a paper pledge form?***

Certainly, we want all donors to feel comfortable giving in the way that works best for them. Paper pledge forms are available at [www.tvdsb.ca](http://www.tvdsb.ca). Just go to the "Our Board" tab, select "United Way", and find paper pledge forms under the "Champion Resources" link. Or email your United Way Representative.

### ***Additional questions or concerns?***

Please let us know at [epledge@unitedwayem.ca](mailto:epledge@unitedwayem.ca)

*\* For more information about the 2024 Champion Handbook, Campaign Timeline, or Payroll Giving through ePledge connect with your local United Way representative.*

***Thank you for your time and support! Together, we will create lasting impact for those most vulnerable across our community!***

## **United Way Contacts**

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