



Thank you for supporting United Way. ePledge will make giving to United Way quick and easy. Here are the answers to some of our most common questions.

Why the move to an online system?

ePledge is a web-based tool that supports your existing United Way workplace campaign. This portal allows employees to pledge online, eliminating the need to distribute, collect, and process paper pledge forms. This secure online interface allows communication directly to employees, and provides real-time pledge tracking.

Efficiency – online giving significantly reduces the amount of time needed to collect, submit and process pledge forms. Credit card gifts are processed automatically and payroll reports can be run by your administrator without manual entry or tallying.

Confidentiality – your personal details and giving amount are entered directly into the database and can only be accessed by authorized administrators within your workplace.

Environment – online giving eliminates the need for paper pledge forms and packages, saving thousands of pieces of paper for each campaign.

How do I access the system?

On the date specified by your workplace, you will be sent an email by 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 erased 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 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 from the Champion in your workplace.

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 and we would be happy to make the updates.



I want to give to a different United Way or charity, can I do that?

Absolutely, on the page where you will enter your pledge amount there is a check box (near the bottom) asking if you would like to direct your gift to another charity. Simply check this box before hitting next and you will be taken to a page that allows you to give to any registered charity you choose.

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 receiptable 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 and we would be happy to check your details for you.

I do not wish to use the online giving system for 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 pledges are available from your workplace champion or on your workplaces intranet.

Additional questions or concerns

Please let us know at epledge@unitedwayem.ca.