



ePledge FAQ

Logging in to my ePledge account

What if I do not know my username or password?

If you forget your username and/or password, you can check back in your inbox for the campaign kick off email, which should either include your username and password, or a link that will directly log you in to your personalized pledging page.

If you do not have this email in your inbox, you can email eWay@uwcm.org and they can look it up for you.

What if I get locked out of my account after too many incorrect attempts?

If you get locked out of your account, please email eWay@uwcm.org. They will notify you when your account is unlocked and your password is reset.

Designating my pledge

How do I designate my pledge to one or more agencies?

Step 1: Start by scrolling down to explore United Way's initiatives

- To give to a specific initiative, click the "learn more and donate" button
- To give to any nonprofit of your choice, scroll to the bottom and select the "Donate" button under "Give to any nonprofit"

Step 2: Add one or more non-profits to your cart from the full list by clicking "Give Now" next to the corresponding agency

Step 3: To check out, click the "View Cart" link in your main menu or at the top of the page next to the shopping cart image. You can edit the corresponding amounts for each non-profit in the boxes provided. You can also remove any non-profits at this point by clicking on the red "x". Once you have made the necessary edits to your Shopping Cart and reviewed it for accuracy, please click the "Checkout" button on the lower right-hand side of the page

Is there a minimum designation amount?

Yes, the minimum designation amount is \$100.



What are my options for designation?

You can designate your pledge to any 501c(3) organization or another United Way. If you are unable to find your organization(s) of choice using the search feature, you can write in the name of the organization and include as much information as possible.

Where does my pledge go if I leave it undesignated?

When you leave your pledge undesignated, it will be directed to the area(s) of greatest need in central Maryland, which is determined by expert volunteers at United Way of Central Maryland.

If I designate my pledge to United Way of Central Maryland (Book Number 4444), how is it used?

When you designate your pledge to United Way of Central Maryland (Book Number 4444), it is distributed to one of our Family Stability Programs – Health, Education, and Financial Stability. For more information about these programs, please visit <http://www.uwcm.org/main/family-stability-programs/>

Making Changes

How do I change my name, email address, or mailing address?

To change any of your personal contact information, please log in to your personalized ePledge account. Once you are logged in, click on “My Home” on the top menu and then select “My Profile” from the drop-down menu. After making any changes, please be sure to click “Save” at the bottom of the page.

How do I increase my credit card donation after I have already submitted it?

If you would like to increase your credit card donation, please first check if the “update” button is available. If it is, please click that button and enter the **total** amount you would like your new pledge to be. This will override your existing amount.

If the “update” button is no longer available, then your credit card has already been charged. You can make another credit card donation with the additional amount you would like to add to your existing donation.



How do I decrease my credit card donation after I have already submitted it?

If you need to decrease your credit card donation, please first check if the “update” button is still available. If it is, please click that button and enter the **total** amount you would like your donation to be. This will override your existing amount.

If the “update” button is no longer available, then your credit card has already been charged. Please email eWay@uwcm.org with your request.

How do I increase my payroll pledge after I have already submitted my pledge?

If you would like to increase your payroll pledge after you have already submitted your pledge, please first check if the “update” button is available. If it is, please click that button and enter the **total** amount you would like your new pledge to be. This will override your existing amount.

If the “update” button is no longer available, you can add a second pledge with the amount you would like to add to the existing amount.

How do I decrease my payroll pledge after I have already submitted my pledge?

If you need to decrease your payroll pledge after you have already submitted your pledge, please first check if the “update” button is available. If it is, please click that button and enter the **total** amount you would like your new pledge to be. This will override your existing amount.

If the “update” button is no longer available, please email eWay@uwcm.org with your current total pledge and the new amount you would like to pledge.

My current circumstances require that I cancel my pledge for the rest of the year. How do I do that?

If you need to cancel your pledge for the rest of the year, please contact your payroll department and ask them to stop taking deductions from your paycheck. Please also email eWay@uwcm.org so we can remove the pledge on our end.



How do I see my pledge from a previous year?

To see your pledge history, please log in to your personalized ePledge site and follow these steps:

Step 1: Click on “My Home” at the top menu and then select “My History” from the drop-down menu.

Step 2: Under “Quick Summary”, find the transaction for the correct year and click on the “Details” button on the right-hand side. This will show you your pledge amount history for that specific campaign year.

When you are finished looking at this, you can click the “Previous” button at the bottom of the page or you can log out.

How do I see my designation(s) from a previous year?

To see your designation history, please log in to your personalized ePledge site and follow these steps:

Step 1: Click on “My Home” at the top menu and then select “My History” from the drop-down menu.

Step 2: Under “Quick Summary”, find the transaction for the correct year and click on the “Designations” button on the far right-hand side of the page. This will show you your designation history for that specific campaign year.

When you are finished looking at this, you can click the “Previous” button at the bottom of the page or you can log out.

I never received my confirmation email.

If you have already completed your pledge and you were directed to the “thank you for your donation” page, you should have received a confirmation email. Please check your spam box, and if you still don’t see it, you can log back in to your ePledge account and follow these steps:

Step 1: Click on “My Home” on the top menu and then select “My Profile” from the drop-down menu. Please make sure a valid email address is entered, and then click “Save” at the bottom of the page.

Step 2: Click on “My Home” again at the top menu and then select “My History” from the drop-down menu.



Step 3: Under “Recent Transactions”, find the transaction for the correct year and click on the “Details” button on the right-hand side.

Step 4: Click on the “Resend Confirmation” button at the bottom of the page. You should receive the confirmation email in your inbox.

When you are finished, you can click the “Previous” button at the bottom of the page or you can log out.

How do I get a receipt?

Receipts are mailed out in January to donors that gave \$250 or more via credit card. If you selected the payroll deduction option, you can use your paystub in lieu of a receipt. You can also request a receipt for any contribution by emailing eWay@uwcm.org

Where can charity organizations access reports?

Please email your report request to dorene.nowatzke@uwcm.org

How can charity organizations request to stop receiving bills?

Please email your request to Linnea.Edwards@uwcm.org