

e-Pledge Donor FAQs

Browse these frequently asked questions if you are having trouble making your donation via your company's e-Pledge campaign!



Friendly Reminders:

- Use Google Chrome or Microsoft Edge to access e-Pledge, Internet Explorer is not a compatible web browser.
- Do not forward e-Pledge emails to another employee.
- If you encounter a problem with e-Pledge, immediately notify your Campaign Champion and provide screenshots.

Q: I forgot my Log-in ID or password, what now?

A: Click 'FORGOT USER ID OR PASSWORD' box on the sign in screen. Follow the prompts. An automated email will be sent to your email address. If the email does not arrive in your inbox, check your spam/junk folder. If you are still having trouble logging in, contact your Campaign Champion.

Q: I didn't print the confirmation page and need to save my donation receipt for tax purposes, what can I do?

A: Check your email. A copy of your pledge confirmation was sent to the email address associated with your donor profile. Be sure to check your spam/junk folder if it is not in your inbox.

Q: I chose to give my gift through payroll deduction, when does payroll deduction start?

A: Payroll deduction typically runs from January 1 to December 31. There are some exceptions as your employer makes the deduction based on their payroll schedule. United Way of York County does not make the deduction.

Q: I have already pledged but want to change my gift amount. How can I change my pledge amount?

A: Please contact your Campaign Champion and they know specifically how you want to change your pledge, whether increasing, decreasing or changing from a one-time gift to payroll deduction.