

E-Pledge Donor FAQs:



Please see these helpful reminders and answers to frequently asked questions to easily make your United Way donation via your company's E-pledge campaign!

Helpful Reminders:

- E-Pledge is a safe and secure website.
- United Way Worldwide never sells contributor information to other organizations.
- United Way of York County (UWYC) will only share your contact information with your designated agencies (if applicable) so they may send you an acknowledgment/thank you letter.
- Please do not forward E-Pledge emails to another donor or coworker.
- If you encounter a problem with E-Pledge, immediately email e-community@unitedway-york.org and provide screenshots if applicable.

Q: I forgot my login ID or Password, what should I do?

A: Click the 'FORGOT USER ID OR PASSWORD' button on the sign-in screen. Follow the prompts. An automated email will be sent to the email address UWYC has on file. If the email does not arrive in your inbox, check the spam/junk folder.

Q: Last year I gave to United Way of York County, but I don't remember what I pledged. Where can I find that information?

A: Click 'ACCOUNT HISTORY' at the top of the page to see your account and contribution history.

Q: I donated but didn't print the confirmation page. I need to save the receipt for tax purposes, what can I do?

A: Log into your donor profile on E-Community and under the menu items, click 'ACCOUNT HISTORY'. From there, options are available to resend pledge confirmation emails, print pledge information, or get a copy of tax receipts as applicable.

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

A: Payroll deduction typically runs from Jan. 1st to Dec. 31st. There are some exceptions as your employer makes the deduction based on their payroll schedule. UWYC does not make the deduction.

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

A: Email UWYC at e-community@unitedway-york.org or email your Campaign Champion and specify how you want your pledge to be adjusted.

Q: How do I stay in touch with United Way of York County?

A: At the top of the page, review your contact information under 'MY PROFILE' to verify that UWYC has your most up-to-date information.