E-Pledge Administrators FAQs:

United Way of York County

United Way

Browse these frequently asked questions for a successful E-Pledge campaign!

Friendly Reminders:

- Use Google Chrome or Microsoft Edge to access E-Pledge; Internet Explorer is not a compatible web browser.
- Please let your employees know NOT to forward E-pledge emails to other employees.
- If you encounter a problem with E-Pledge, immediately notify e-community@unitedway-york.org and provide screenshots if possible.

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 your email address. If the email does not arrive in your inbox, check your spam/junk folder. Should you still have trouble logging in, contact e-community@unitedway-york.org.

Q: What do I do if I get locked out of E-Pledge or if the screen gives me the error message, 'maximum login reached'?

A: Please email e-community@unitedway-york.org and copy your CEM with a description of your issue.

Q: How do I switch from "administrator view" to "donor view"?

A: After logging into E-Pledge as Administrator, on the very bottom right of the page, you will see 'SIGN OFF'. Above 'SIGN OFF' click 'EMPLOYEE DONOR' to access the donor profile. To switch back to your Admin profile simply follow the same steps but click 'E-PLEDGE ADMINISTRATOR'.

Q: An employee wrote their pledge on a paper pledge form or verbally told me to keep their gift the same as last year. How do I manually enter their pledge on E-Pledge?

Step 1: On your Admin profile, there is a link at the top of the page called 'EMPLOYEE GIFTS'. Once you click the link, a drop-down menu will appear. Select the second option: 'EMPLOYEE TRANSACTION SEARCH'.

Step 2: In the middle of the page there will be a 'SEARCH FOR EMPLOYEE' box. Type the first or last name of the employee you need to enter the pledge for.

Step 3: Once their name appears, the following icons will appear to the left of their name: $ ✉ ✎ ✖
By clicking $ symbol, you can add an employee's pledge and it will take you to a screen reading 'PLEASE SELECT YOUR PLEDGE TYPE'. Follow the prompts to complete a pledge transaction.

Step 4: IF the name of the employee you are looking for does not appear in the 'EMPLOYEE TRANSACTION SEARCH', go to the top of the page and under 'EMPLOYEE GIFTS', select "EMPLOYEE SEARCH & ADD'. Click the blue box that reads 'ADD' and follow the prompts on the next screen to enter their employee and pledge information.

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Q: How do I enter a pledge form for a new employee or a new donor?

Step 1: If the name of the employee does not appear in the 'EMPLOYEE TRANSACTION SEARCH', go to the top of the page and click 'EMPLOYEE GIFTS' in the dropdown menu.

Step 2: Select 'EMPLOYEE SEARCH & ADD'.

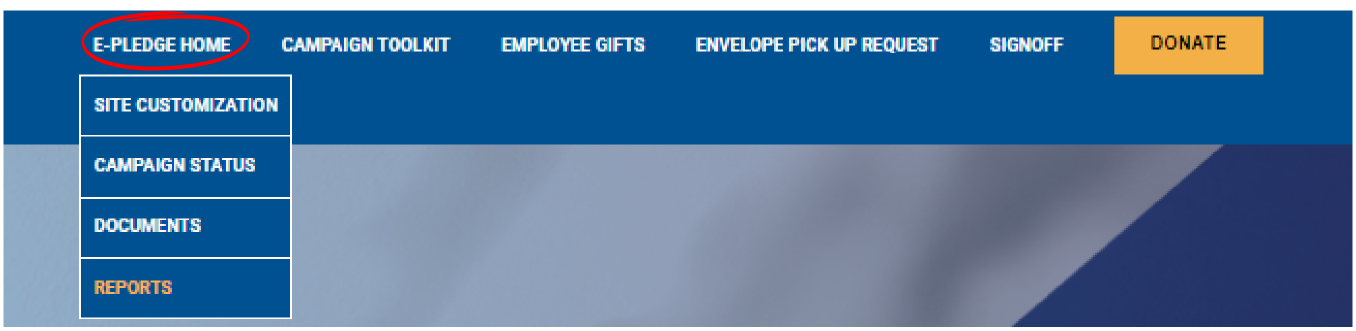
Step 3: Click the blue box that reads 'ADD' and follow the prompts on the next screen to enter their employee information.

Step 4: Click the dropdown menu item: 'EMPLOYEE TRANSACTION SEARCH'. In the middle of the page, there will be a 'SEARCH FOR EMPLOYEE' box. Type the first or last name of the employee as it appears on the paper pledge form and click the magnifying glass.

Step 5: Once the name appears, the following icons will appear to the left of their name: $ ✉ ✎ ✖
Click the $ symbol to add an employee's pledge. Follow the prompts on the next screen and select the appropriate pledge type. Follow the prompts to complete the pledge transaction.

Q: Where do I go to download and print a payroll report?

Step 1: On your Admin profile, there is a link at the top right of the site called 'E-PLEDGE HOME'.



When you click on 'REPORTS', you will be directed to a new page where you can select your desired report by selecting the round circle next to the report you want to run ◉ Payroll Report then click 'SUBMIT'

Step 2: Once the screen refreshes, scroll below to the 'SUBMIT' button and you will see a 'MY OUPUTS' box and a chart that will show the name of the report you selected.

☐	Job Number	Job	Names	Date	#Pages	Size	Type	Status	Description
☑	117782	Payroll Report	United Way of York County - Pledge Transaction Report	05/07/2021 03:42:42 PM	0	0.0 KB	pdf	Writing	

Step 3: Make sure to check the box to the left of the 'JOB NUMBER' and then click the blue box that reads 'REFRESH' which will change the status on the far right of the chart from 'WRITING' to 'READY'. Once the status reads 'READY', your report will appear as a blue hyperlink.

Step 4: To download the report right-click the hyperlink and save the report to your computer.