



## Aloha United Way

### Aloha United Way Ignite Give At Work FAQs

**Q: What is Ignite?**

A: Ignite is the online giving platform of Aloha United Way that connects donors with nonprofits and causes they care about. It also allows campaign administrators and campaign coordinators the ability to easily generate reports and monitor the progress of the campaign.

**Q: What should you do if you have trouble accessing Ignite or need technical assistance?**

A: Contact your Aloha United Way Team:

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Ellen Kazama	ekazama@auw.org	808.543.2223
Grayce McCullough	gmccullough@auw.org	808.543.2253
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**Q: How do I generate an Ignite password?**

A: Enter your primary work email address. You will be asked to create a username: please use your work email address and create a password. You will be sent an email to confirm your email address.

A screenshot of the StratusLIVE login interface. At the top, the "StratusLIVE" logo is displayed. Below it is a white login box with a "Username or Email" label and a text input field. A red "Next" button is positioned below the input field. Underneath the button, the text "Or connect with" is shown above two buttons: a red "Google" button and a blue "Facebook" button.A screenshot of a sign-up page titled "Give. Volunteer. Engage." The page features the text "Each day, millions of change agents are making a difference by supporting the causes they care about." and "Sign up to join the world's largest social good platform." Below this is a sign-up form with fields for "Username" (containing "abc") and "Business Email" (containing "abc@aol.com"). A "Password" field is also present. A red "Sign Up" button is located below the fields. At the bottom, the text "Or connect with" is shown above "Google" and "Facebook" buttons.

**Q: What are the password requirements?**

A. At least 7 characters and cannot contain the \* or ? symbols

**Q: What should I do if I make a cash or check donation via the on-line giving platform?**

A: If your workplace allows cash and check donations, instructions will be provided once you select the Cash or Check payment method. If there are no instructions, please speak with your campaign coordinator or contact AUW.

**Q: Will credit card information be kept on file?**

A: AUW can only view the last 4 digits, expiration date and card type.

**Q: Is there a maximum number of designations that I can make?**

A: There is no limit. The minimum pledge dollar amount to designate outside AUW is \$20.00

**Q: Is there a minimum pledge dollar amount?**

A: The minimum pledge dollar amount is \$5.00 for credit card donations and \$1.00 for all other payment options. The minimum pledge dollar amount to designate outside AUW is \$20.00

**Q: How can I find a list of nonprofit partner agencies to choose from?**

A: On the homepage in the navigation tab click PARTNER AGENCIES. During the donation process, you may click on Find A Charity to designate to a nonprofit agency of your choice. If your nonprofit does not display, you may use the Write In feature.

**Q: How will I know if my pledge was processed correctly?**

A: A confirmation email will be sent to the email address provided. You can confirm your gift amount, method of payment and designations.

**Q: What are Aloha United Way's policies regarding donor information and privacy issues?**

A: Aloha United Way's code of ethics guides employees and volunteers in their use of confidential information and requires that it be held in strict confidence. AUW uses your information only for its intended business purpose – we do not sell or trade your information with other organizations. AUW allows access to your information to auditors and other third parties only as mandated by regulatory requirements. The only other outside party privy to your name and address (if authorized by you) is the partner agency that you designated funds to via the donor choice program in order to allow the recipient agency to acknowledge you for your gift. AUW's privacy promise extends online to their Internet website. Online donations are transmitted to a secured server using encryption technology. Please see [Aloha United Way Privacy Policy](#), for more information.