

## e Pledge – Frequently Asked Questions

1. I'm concerned about my personal information entered on the site. How safe is it?  
**A:** United Way / Centraide Ottawa has been awarded TRUSTe's Privacy Seal signifying that this privacy policy and practices have been reviewed by TRUSTe for compliance with [TRUSTe's program requirements](#) . In addition, when you enter sensitive information (such as a credit card number) on our electronic pledge form, we encrypt the transmission of that information using secure socket layer technology (SSL). Credit card number is also collected and processed by our payment processor, then automatically and permanently encrypted. Only the last four digits remain visible to authorized users in our database.
2. What options do I have to give using e Pledge?  
**A:** e Pledge offers you a choice of payroll deduction, one-time credit card or monthly credit card giving. You may also select a combination of the above mentioned options.
3. When will I receive a tax receipt if I choose to give through e Pledge?  
**A:** Gifts made via one-time credit card will be eligible for a tax receipt. Authorization of credit cards is managed in 'real time' through PayPal. Those results returned as approved will automatically generate a pdf version of a receipt that will be e mailed back to you immediately with your gift confirmation.
4. I accidentally deleted the emails that contained my confirmation and tax receipt. Can I get new copies?  
**A:** Yes. You may log back into e Pledge with your user name and password and resend e mails to yourself containing confirmations and/or a tax receipt.
5. How are employees at my organization assigned access to e Pledge?  
**A:** Access can be granted in two ways:
  - An employee list containing names and e mail addresses is provided to United Way Ottawa. That information is used to pre create user names and passwords which is then e mailed to employees. They will be prompted to enter a new password at first log in.
  - A workplace is assigned a specific link to a registration page. When logging in for the first time, employees will be asked to register and provide their name, e mail address etc and create a new password.