



Aloha United Way Give at Work (GaW) Frequently Asked Questions

Welcome to Give At Work!

This FAQ provides donors participating in an Aloha United Way workplace giving campaign with answers to common questions about using the **Give At Work (GaW)** platform. Inside, you will find information about creating an account, making, and managing donations, supporting nonprofit organizations, payment options, donor privacy, and troubleshooting common issues. Whether you are making your first gift or participating in another workplace campaign, our goal is to make your giving experience simple, secure, and convenient.

If you are a Campaign Leader, please refer to the Campaign Leader FAQs beginning on page 7 for information about campaign administration, reporting, and other campaign management tools.

Contents

Getting Started with Give at Work.....	2
Account Access & Technical Support	3
Making a Donation	4
Credit Card Donations.....	5
Managing Existing Donations	6
Matching Gifts.....	6
Privacy & Security.....	7
Campaign Leader FAQs	7
Quick Troubleshooting Guide.....	9
Contact Information.....	9



Getting Started with Give at Work

What is Give at Work?

Give at Work is Aloha United Way's online giving platform that connects donors with nonprofits and causes they care about. The platform also allows Campaign Leaders to manage workplace campaigns, generate reports, and monitor campaign progress.

How do I create a Give at Work account?

Enter your primary work email address and follow the prompts to create an account. Your username should be your work email address. Once registered, you will receive an email to verify your account.

A screenshot of the StratusLIVE login or signup interface. At the top, the "StratusLIVE" logo is displayed. Below it is a white form box. Inside the box, there is a text input field labeled "Username or Email". Below the input field is a large orange button labeled "Next". Underneath the "Next" button is the text "Or connect with". At the bottom of the form box are two buttons: a red button with the Google logo and the word "Google", and a blue button with the Facebook logo and the word "Facebook".



Give. Volunteer. Engage.

Each day, millions of change agents are making a difference by supporting the causes they care about.

Sign up to join the world's largest social good platform.

Username Business Email

Password

Or connect with

What are the password requirements?

Passwords must be at least 7 characters long and may not contain the * or ? symbols.

How do I reset my password?

Select the “Forgot Password” option on the login page and follow the instructions sent to your email address.

Account Access & Technical Support

What should I do if I receive an “Access Denied” error?

This can occur for several reasons. Here are a few workable solutions:

1. Ensure you are logging into the correct campaign site.
2. Confirm that you are using the email address associated with your Give at Work account.
3. Sign out of your profile and log back in.
4. Try using an Incognito/Private browser window.
5. Clear your browser cache and cookies.

If the issue persists, contact Aloha United Way for assistance.

I did not receive my account verification or password reset email. What should I do?

Verify that the email address associated with your account is correct, check your Spam or Junk folder, and contact Aloha United Way if you still do not receive the email.

What should I do if I accidentally created multiple accounts?



Do not continue using multiple accounts. Contact Aloha United Way and provide the email addresses associated with each account so AUW can determine the appropriate account to retain and assist with resolving duplicate records.

Who do I contact if I need technical support?

Please contact your Aloha United Way team at donorrelations@auw.org.

Making a Donation

Is there a minimum donation amount?

Yes. Payroll pledges have a \$1 minimum per pay period, credit card donations have a \$5 one-time minimum, and designations outside of Aloha United Way have a \$20 minimum.

Is there a maximum number of designations I can make?

No. There is no limit to the number of organizations or funds you may designate.

How do I find a nonprofit organization to support?

You may search for organizations by selecting “Find a Charity” during the donation process, browsing Aloha United Way Partner Agencies, or searching by organization name .

I cannot find my charity of choice. What should I do?

Try the following if you cannot find your charity:

- Search using the charity’s AUW agency code, using the partner agency list.
- Search using only part of the charity’s name instead of the full name.
- Select the correct state or leave the State field blank to broaden your search.

Can I make a one-time pledge instead of payroll deduction?

Yes. Give at Work offers several giving options depending on your organization’s campaign setup, including one-time credit card donations.

How will I know if my pledge was processed successfully?

A confirmation email will be sent to the email address associated with your account and will include the pledge amount, payment method, and designation information.

Will I receive a receipt for my donation?



Yes. If you make your donation through the Give at Work platform, your confirmation email serves as your donation receipt. Please retain this email for your tax records.

In addition, donors who make eligible tax-deductible contributions of **\$250 or more** will automatically receive a year-end tax acknowledgment letter by **January 31, 2027**.

If you need an additional copy of your receipt or have questions about your donation, please contact Aloha United Way.

Can I remain anonymous?

Yes. Click the “I wish to remain anonymous” checkbox during the donation process to remain anonymous. Your name will not be shared in AUW’s annual report or with the designations you choose.

Credit Card Donations

I see a \$1 charge on my credit card. Was I charged?

No. A temporary \$1 authorization hold may appear when a credit card donation is initiated. This is a standard verification process and is not an actual donation charge. The authorization will automatically disappear after processing.

Will my credit card information be stored?

Aloha United Way cannot view your full credit card number. Only the last four digits, card type, and expiration date are visible.

Can I edit my recurring credit card donation?

In some cases, recurring credit card gifts may be modified through your Give at Work account. If you are unable to make changes online, please contact Aloha United Way for assistance.

My credit card donation is not processing. What should I do?

If you encounter issues processing a credit card donation, contact Aloha United Way for assistance.



Managing Existing Donations

How do I view my donation history?

To view your donation history and account information, log in to your Give at Work account. Once you are logged in, click the dropdown arrow next to your email address in the upper-right corner of the screen and select **Profile**.

From your **Donor hub**, you can:

- View your current and past donations
- Review your designations
- Manage your payment methods
- Update your contact info
- View/Print Gift Acknowledgement

I selected the wrong designation. Can I change it?

If the donation was made within the last 48 hours, log into Give at Work, select Give, and choose Modify Existing Donation. If the donation was made by credit card or more than 48 hours have passed, Aloha United Way staff will need to assist with the adjustment.

Can I save my donation and finish it later?

Depending on your organization's campaign setup, donations may be saved and completed later. However, donors are encouraged to complete the donation process in one session whenever possible.

What happens if I leave my employer during the campaign year?

If you leave your employer, future payroll deductions will generally stop when your employment ends. Previous deductions already processed will still be honored, and remaining unpaid payroll pledge amounts may not be collected. Contact Aloha United Way if you would like to continue supporting your pledge through an alternative payment method.

Matching Gifts

How do matching gifts work?

Some employers offer matching gift programs that increase the impact of employee donations. If your employer participates, your donation may be matched dollar-for-dollar or



according to your employer's matching guidelines. Matching gift eligibility and limits are determined by your employer.

Privacy & Security

How does Aloha United Way protect donor information?

Aloha United Way is committed to protecting your privacy. We use physical, technical, and administrative safeguards to protect your personal information, encrypt online donations, and do not retain credit card numbers after payment processing. We do not sell, rent, lease, or trade donor information. Access to donor information is limited to authorized staff and trusted service providers who are required to maintain confidentiality. Donors may also request to remain anonymous and can update or manage their privacy preferences at any time.

What donor information can Campaign Leaders see?

Access to donor information is determined by assigned permissions and organizational settings. Users will only be able to view information appropriate to their role and access level.

Where can I learn more about donor privacy?

Please refer to Aloha United Way's [Donor Privacy Policy](#) for complete information regarding donor data collection, use, storage, and protection.

Campaign Leader FAQs

The following section is intended for Campaign Leaders. If you are participating in your workplace campaign as a donor, you may skip this section.

I cannot access my Dashboard. What should I do?

Dashboard access requires the Campaign Leader role. If you do not have access, contact Aloha United Way to verify your permissions.

Can I access multiple business units?

Yes. Access to multiple business units can be granted through Explicit User Authorizations.



Can I limit access to only the employees or departments I manage?

Yes. Explicit User Authorizations can be configured to provide access only to designated business units or employee groups.

I need access to both the O‘ahu and Out-of-Area campaign sites. How should this be handled?

To maintain accurate participation reporting, campaign leaders can be added as a non-employee user on the secondary campaign site.

Our organization does not provide an employee roster. Can we still use Give at Work?

Yes. Self-registration can be enabled, allowing employees to create their own accounts and participate in the campaign.

How do Campaign Leaders run reports?

Campaign Leaders with appropriate permissions can access reporting through their Dashboard. Available reports may include participation reports, campaign progress reports, donation summaries, designation reports, leadership giving reports, and business unit reports.

Why does the campaign thermometer not match our actual campaign total?

Campaign thermometers update at scheduled intervals and may not immediately reflect pending payroll files, recently processed pledges, reporting filters, or donations made through separate campaign sites. If your organization is using a self-registration site, the thermometer is designed to track dollar goals only. Participation percentage is not a reliable metric for self-registration campaigns because everyone who self-registers is also making a pledge, causing participation to appear as 100%. If you notice a significant discrepancy, please contact Aloha United Way for assistance.

Why does our participation percentage appear incorrect?

Participation percentages can be affected when former employees remain in the system as inactive or soft-deleted records. Review participation calculations manually using exported reports, request permanent deletion of former employees when appropriate, or contact Aloha United Way for assistance evaluating participation metrics.

We are conducting a statewide campaign. How should campaign goals be established?



Statewide campaigns often require separate goals for the O‘ahu Campaign Site and the Out-of-Area Campaign Site. Aloha United Way can assist with dividing and configuring goals based on organizational preferences.

Can employees participate if they were not included in the employee roster upload?

Yes. If self-registration has been enabled for your campaign, employees may create their own accounts and participate. If self-registration is not enabled, contact your Campaign Leader or Aloha United Way for assistance.

Quick Troubleshooting Guide

Issue	Recommended Action
Access Denied error	Verify email, clear cache, try Incognito mode
Verification email not received	Check Spam folder and confirm email address
Dashboard unavailable	Verify Campaign Administrator permissions
Import errors	Check Employee IDs and remove blank rows
Participation appears low	Review inactive employee records
Credit card issue	Contact AUW support
Wrong designation selected	Modify donation within 48 hours or contact AUW
Donation confirmation not received	Verify email address and Spam folder
Duplicate accounts	Contact AUW for assistance consolidating accounts

Contact Information

Still Need Help?

If you cannot find the answer to your question in this document, please contact Aloha United Way for assistance.

Email

donorrelations@auw.org

Please include your organization name, campaign name, and a description of the issue when requesting support.

Phone

Please call Resource Development and Donor Relations at 808-536-1951