



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 at donorrelations@auw.org

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 form. At the top is the "StratusLIVE" logo. Below it is a text input field labeled "Username or Email". Underneath the field is an orange button labeled "Next". Below the button is the text "Or connect with". At the bottom are two buttons: a red one with the Google logo labeled "Google" and a blue one with the Facebook logo labeled "Facebook".A screenshot of the "Give. Volunteer. Engage." sign-up form. The header text is "Give. Volunteer. Engage." followed by the tagline "Each day, millions of change agents are making a difference by supporting the causes they care about." and the instruction "Sign up to join the world's largest social good platform." Below this are two input fields: "Username" with the value "abc" and "Business Email" with the value "abc@aol.com". Below these is a "Password" input field. At the bottom is an orange button labeled "Sign Up". Below the button is the text "Or connect with". At the very bottom are two buttons: a red one with the Google logo labeled "Google" and a blue one with the Facebook logo labeled "Facebook".

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 is committed to respecting our donors' privacy and being transparent in how we use donor information. For more information, see our [Donor Privacy Policy](#) which explains how we collect, use, and safeguard your donor information.