

Donor Services FAQs

The United Way of Greater Milwaukee and Waukesha County offices are closed to the public while we work in a combination of in-office and remote environments for the 2023 campaign. We are still here to serve and offer the utmost customer service, but our preferred communication method is via email. Should you need to communicate by phone, please email us your name, company name, phone number, and a brief description of the issue and we will have someone call you directly.

What do I do if I cannot remember my login information?

Most likely your login information was sent in an email either from United Way or your place of employment. If you have misplaced this information, or did not receive it, please email donor@unitedwaygmwc.org and your login information will be sent to you.

What do I do if the payment option I want is not available?

Unfortunately, the payment types offered are specified by each individual workplace campaign prior to the website launch. United Way does not dictate this. If you have an issue with an option not being offered, please contact your workplace campaign ambassador to ask for an explanation.

Where can I find stock transfer information?

Please contact Chelsea Omari at 414.263.8144 or comari@unitedwaygmwc.org for information on stock transfer and what is needed to complete the transaction.

What do I do if my pledge is wrong and I want to change it?

If you login to the giving site and click the Pledge Now button, your current donation should show up with the option to “edit”. If this is not the case, please contact donor services at donor@unitedwaygmwc.org and ask a representative to change your account settings to allow edits.

How do I make a donation with multiple payment types?

You can only make one payroll deduction donation. However, you can make more than one donation with a different payment type. For example, you could donate \$50 with a payment type of payroll deduction. Then you can return to the Pledge Now button and give a one-time credit card donation of \$25. Even though both transactions were submitted separately, they count towards a total donation of \$75.

If you do not see the option to make another pledge, please contact donor@unitedwaygmwc.org to update your account settings.

I am having trouble finding the organization I would like to donate to. What do I do?

You can use the “Locate an Agency” feature to look up the organization you would like to designate your dollars to. If you cannot find them, please use the “Write In” option to manually enter where you would like to donate. Please include the city and state to ensure your money goes to the correct organization. If you need further assistance, please contact donor@unitedwaygmwc.org.

I am a new employee. Can I still participate?

Yes. However, you might not be set up in the online system yet. Please send an email to donor@unitedwaygmwc.org that includes your employer and contact information. We will contact your workplace campaign ambassador to get all the information we need to set you up. Login information will arrive in a welcome email once this process is complete (can take up to five business days).

How can I see what I gave last year?

Your giving history can be found under the “Giving History” link in the menu. Please note, your Giving History will only display donations made through the eWay online site at your current employer.

I want my spouse to be included in my donation recognition. How can I confirm this?

Please contact donor@unitedwaygmwc.org for confirmation on spousal recognition. Please include both names and company the pledge was made through.

Donor Service Contact Information:

Email: donor@unitedwaygmwc.org

*The Donor Services line is available during the normal business hours of 8am – 5pm CST Monday through Friday. A representative will get back to you within 24 hours or the next business day.