

2025 ALOHA UNITED WAY CAMPAIGN

StratusLive Ignite FAQs

For University of Hawai'i Employees

Q: What is Ignite?

A: Ignite is the online giving platform of Aloha United Way that connects donors, nonprofits, and companies with one another and the communities and causes they care about. This all-in-one platform allows donors to give, volunteer, and engage with the causes and organizations most important to them. It also allows campaign administrators and campaign coordinators the ability to easily generate reports and monitor the progress of the campaign.

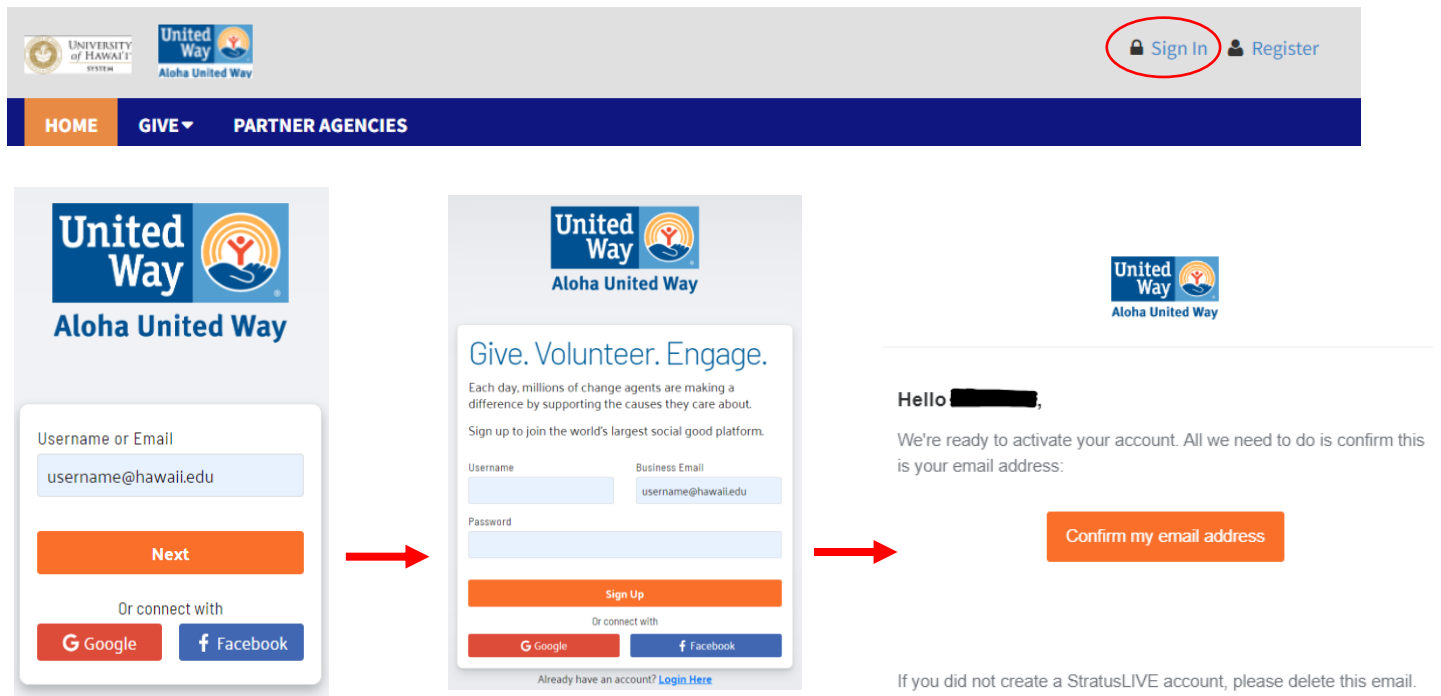
Q: What should you do if you have trouble accessing Ignite or need technical assistance?

A: Contact Raine McAngus from Aloha United Way at RMcangus@auw.org.

Q: How do I generate an Ignite password?

A: Log into <https://uhgiving.auw.stratuslive.com/>, click on Sign In on the top right and enter your primary university email address and click Next. You will then be asked to create a username and a password. Passwords must be eight characters long and have at least one non-alphanumeric character, a digit, and a lowercase and uppercase letter.

Before you are able to activate your AUW account, you will be sent an email to confirm your email address.



If the system does not recognize your email address, you will be prompted to Register for an Account or you can click on the Register button located next to the Sign In button and set up your profile using the registration form.

Q: May I continue to submit a paper pledge form?

A: No, Aloha United Way has made the decision to pivot to a fully digital workplace giving campaign ecosystem. All gifts, and pledges must be made through the IGNITE platform

Q: Will credit card information be kept on file?

A: The only information that is stored is the last 4 digits, expiration date and card type.

Q: Why are the last 4 digits of my SSN required for payroll deduction?

A: This is required by the Department of Accounting and General Services (DAGS) for all state employees who donate using payroll deduction. AUW submits the payroll file to DAGS and upon completion of this process, AUW deletes the last four digits of the SSN.

Q. Why does payroll deduction have an earlier deadline than other pledge options?

A: The deadline of November 7, 2025 is set by DAGS in order to be able to process your payroll deduction.

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

A: There is no limit to the number of designations that you can make via Ignite.

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

A: Your Ignite homepage navigation tab includes a PDF of the partner agency list. 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: Is there a minimum pledge dollar amount?

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

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. This information is also in the Profile section of your Ignite page. If you have questions, please contact your campaign coordinator immediately.

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.