

# CHARITIES AT WORK FAQ

## for Campaign Administrators

### 1. How can I access *Charities At Work* as a campaign administrator?

Please refer to the [Charities At Work Administrator Guide](#).

### 2. Can I add employees after the campaign has been launched?

YES. Administrators can add employees by clicking the **Employee** menu and selecting **Employees**. Here you can search for employees by name or Employee ID. Add the employee by selecting **ADD** located at the bottom of the page.

### 3. Can I see donors' names in real time?

YES. You can see a list of donors by running an employee donor detail report found in the **Report** section of the **Admin Resources** menu. Alternatively, you can search for a specific employee using the **Employee** menu and **Employee Gift** submenu.

### 4. Where can I find campaign reports?

Under **Admin Resources**, select **Reports**.

### 5. How can I track the amount raised during the campaign in real time?

View the amount raised so far under the **Dashboard** tab, under **Admin Resources**.

### 6. Can we extend a campaign beyond its end date?

YES. Simply contact your **Account Manager** and include your preferred closing date.

### 7. Can employees continue to donate after the campaign end date? If so, for how long, and will these donations be included in the final reports?

Once the campaign officially closes, employees can no longer make donations. If you decide to extend the campaign, employees will be able to donate until the new closing date. Alternatively, you can close payroll on [date] and still allow donations via credit card or vacation time until [new date].

**8. Can I communicate directly with employees through the platform? And would it be under my personal name or under HP?**

YES. You also have the ability to select different groups of individuals to send emails to (all employees, non-respondents, donors, etc.) The sender's email address will be under your work email address.

**9. Can all Campaign administrators communicate through the platform?**

No

**10. Are donations secure and confidential?**

YES. All donations are secure and confidential. Only the HP Account managers have access to that list, and it is not shared externally.

**11. Where is sensitive information such as credit card information stored?**

We do not store credit card information. All credit card processing data, including name and address of the credit card holder, credit card number, expiry date and security code (CVV) are managed exclusively by CyberSource to maintain PCI compliance.