HEALTHPARTNERS
PARTENAIRESANTÉ

CHARITIES AT WORK FAQ
for Donors

1. **I didn't receive the campaign launch email, I can't access my corporate e-mail, or I have problems connecting or donating, what can I do?**

   Please contact your campaign administrator for assistance.

2. **Can I change my payroll donation?**

   YES. If the campaign is still open, please notify your campaign administrator and advise them of the change. If the campaign is over, please reach out to your Human Resources Department.

3. **How can I view my donation history?**

   You can find it under **My History** tab in your menu on the *Charities at Work* platform.

4. **Why do I no longer see payroll deduction as an option?**

   If you have already made your payroll donation, the option will disappear. If changes to your payroll donation need to be made, please refer to question 2.

5. **What do I do if I can't find the e-mail with the login link?**

   Simply log into https://portal.healthpartners.ca/Begin.jsp and select **Forgot User ID or Password**. You will be prompted to enter your work email address. Instructions will be sent to your email.

6. **How do I access and participate in special events?**

   Your campaign administrator will provide you with a link to access and participate in any Special Events.

7. **Am I able to donate through different pledge types?**

   The pledging options offered to you are decided by your campaign team.

8. **Can I reconnect using the same link if I've already clicked on the link once, but didn't complete my donation on the first visit?**

   YES. Please only use the link that was originally provided to you. If you can't find it, refer to question 6 and log into https://portal.healthpartners.ca/Begin.jsp.

9. **Can I have more information on the beneficiary organizations in the campaign?**

   For more information on the charities, you can click on their logo on the home page or click on the button on the in designation page.

10. **I am receiving an error message. What do I do?**

    If you are receiving an error message when trying to log in to the *Charities at Work* platform, follow these steps:

    Step 1: Close all open browsers.
    Step 2: Clear web browser history and cache.
    Step 3: Access your own personal link from the email you received or refer to question 6. If you still receive an error message, please contact your campaign team.

11. **Some of my information has changed. How do I update it?**

    The **Profile** option in your menu allows you to update your contact information and recognition name. If there are additional updates to your information such as a name change or change of workplace, please contact HealthPartners at info@healthpartners.ca.

12. **I donated to one of my workplace-supported charities but received a receipt from HealthPartners Canada. Why?**

    All donations are processed by HealthPartners Canada, with dollars then being forwarded to the charities that you have designated them to. If you have any questions or concerns about your donation, please let us know at info@healthpartners.ca and we would be happy to check your details for you.

13. **Where can I find my tax receipt?**

    Please remember that only payroll deductions, cash, cheque, and credit card donations are eligible for tax receipts. For payroll deductions the tax receipt will appear on your T4/RL1 slips. For the other listed donation types, you will automatically receive your tax receipt by email.

14. When will my donation start coming off my pay?

Your payroll team dictates when donations will start coming off your pay. Contact your campaign administrator for more details.

15. Is there a way to extend my payroll deduction from last year?

NO. You will have to log into the system and record your pledge for this year. You may refer to your **My History** tab for reference of what was given in the past.

16. Who will see my personal details and donation?

Your organization's payroll team and HP campaign manager will have access to this information.

Additional questions or concerns? Please contact your Campaign Manager.