

**United Way of Massachusetts Bay and Merrimack Valley**  
**Frequently Asked Questions**  
**January 19, 2012**

**Where can I find the e-CImpact website?**

- On the UW website, go to the Agency page (<http://agency.supportunitedway.org>) and click on "eCImpact Log In". Be sure that all pop-up blockers are turned off.

**How do I the e-CImpact User Guide?**

- The e-CImpact User Guide at Under the General Tools area at: <http://agency.supportunitedway.org>, from here you can print or save the .pdf.

**Who should I include as an Agency Contact?**

- United Way should have completed contact information for the Executive Director, the Board Chair and any other personnel who are responsible for entering information into eCimpact

**What should I do about contacts that are no longer at my agency?**

- Please remove any inactive contacts. Be sure to have one primary contact listed.

**How do I access the reports?**

- Once logged in, check the link under the **General Operating Support** area "MY12 Reporting"

**When are the reports due?**

- The reporting period will open on January 20 and close on February 17. Submission is due no later that 4 pm on February 17.

**How do I get my Username and Password?**

- Each agency should have a User Name and Initial Password for the Executive Director. To create additional users and request a log-in, use the Ed's User

Name and Password. Then, click "User Profile" and enter additional contacts. For more information, please use the instructions found in the User Guide:

- If you have not done that yet, use the copy of the e-CImpact User Guide at Under the General Tools area at:  
<http://agency.supportunitedway.org> to set up your user profile and request a password
- If you do not remember your password, you can reset your password using instructions in the e-CImpact User Guide at Under the General Tools area at: <http://agency.supportunitedway.org> or by emailing Barbara Bembery at [bbembery@supportunitedway.org](mailto:bbembery@supportunitedway.org)

### **What are the All Agency Forms?**

- These are forms that all agencies are expected to compete. They are:
  - Agency Budget
  - Agency Client Demographics
  - Agency Community Served
  - Success Stories

### **What dates do I use to report the Agency Budget information?**

- The correct dates to report your Budget information are: Using your own fiscal year –
  - Your previous fiscal year
  - Your most recently completed fiscal year

### **What dates do I use of Demographic reporting data?**

- The correct dates to report Demographic information are July 1, 2010 – June 30, 2011. Agency Demographics cover all clients served regardless of programs or measure

### **What dates are covered in the measure reporting?**

- The correct dates to report on your measures for MY12 results are July 1 , 2011 – December 31, 2011

### **How do I know which Impact Area/Measure forms to complete?**

- Impact area measure forms have been pre-assigned. You will only be able to view forms your agency needs to complete

### **Who do I ask when I have a content question?**

- For Agencies in Massachusetts Bay and Merrimack Valley, send your questions to Nicole Shiner at 617-624-8126 or [nshiner@supportunitedway.org](mailto:nshiner@supportunitedway.org)
- For Agencies in the Greater Seacoast, send your questions to Helen Long 603-436-5554 x 135 or [hlong@uwgs.org](mailto:hlong@uwgs.org)

### **Who do I ask when I have a technical question?**

- All technical related questions should go to Barbara Bembery who can be reached at 617.624.8203 or [bbembery@supportunitedway.org](mailto:bbembery@supportunitedway.org)

### **How can I save a hard copy of my reports?**

- At the bottom right of the application overview, there is a link to export and print as a .pdf. For more detailed instructions, use instructions found in the e-CImpact User Guide at Under the General Tools area at: <http://agency.supportunitedway.org>

### **How do I submit my report?**

- At the bottom left of the application overview, click on the button "submit Application". For more detailed instructions, use instructions found in the e-CImpact User Guide at Under the General Tools area at: <http://agency.supportunitedway.org>

### **How do I exit e-CImpact?**

- To exit e-CImpact, click on "Sign Out"