Security Settings
for Students and Parents/Other Payers

Last updated: October 12, 2018
To protect your account information, D-Pay uses a **two-step verification** process to ensure that changes to your account are being made by you. When profile changes (such as the user name, mobile phone number, and refund method) are made, D-Pay will send you a 6-digit code that you will have to enter for your changes to be saved. In this two-step process, the **first step** is that you enter D-Pay through single-sign-on (students) or enter your user name (E-mail address) and password (parents/authorized users). The **second step** is this temporary code that is sent through a different method (text or a different E-mail address) and that expires in a very short time. The D-Pay system knows which passcode it sent you. D-Pay compares what it sent to what is entered. This is the verification step. This two-step method makes it harder for your account to be compromised.

Click on “Security Settings” to enter the mobile number or E-mail address at which you would like to receive the security code. You may enter this information at any time. If you never make any changes to your D-Pay profile information, you may never have to enter a code. If you have not configured your security settings and make a profile change, you will be prompted to first configure your security settings.
Select a Primary Method

Click on either the “Text” or “Email” radio buttons to select the method by which you will receive the code.

We recommend entering a mobile number as the primary method.

If students choose to use E-mail as the primary method of contact, they must use a separate E-mail address (Gmail, Yahoo, etc.). The reason for this is that the passcode needs to be sent through a method that has a different password credential than the method used to log into D-Pay.
**Text Method:**

1. Enter your mobile number in the box next to “New mobile number.”
2. Choose your service provider. The D-Pay system sends the code through an E-mail gateway and must know the provider to ensure that you receive the message. Several major providers are listed. If you do not see yours, please contact Campus Billing.
3. Click on the “Send Code” button.
4. After a few seconds, check your mobile phone for a new text.
5. Enter the code into the “Verify Passcode” code box and click on the “Verify” button.  
   a. The codes expire in a short period of time. You may click on the “Resend Code” to have a new code sent to you.
E-mail Method:

1. Enter your E-mail address in the box next “New email address.”
   a. Students: If you choose this method, you must enter a non-Dartmouth E-mail address (Gmail, Yahoo, etc.).
2. Click on the “Send Code” button.
3. After a few seconds, check your E-mail account for a new message with the code.
4. Enter the code into the “Verify Passcode” code box and click on the “Verify” button. [not shown here]
   a. The codes expire in a short period of time. You may click on the “Resend Code” to have a new code sent to you.
**Additional Information:**

Each time you change either the mobile number or the E-mail, you will be prompted to first enter a code. This is to ensure that you are making the change and that you are receiving the code.

For mobile phones, messaging rates may apply. Please check with your provider.

The D-Pay system will only use these methods of contact in your “Security Settings” to deliver the codes.

**Best Practice:** In addition to providing a mobile phone number and/or E-mail address in “Security Settings” to receive these security codes, we strongly suggest you opt-in to receive a small number of system messages relating to your account or your student’s account (a billing statement is available, a payment has been made, etc.) in your “Personal Profile.” D-Pay has always sent E-mail messages about account changes and other system events. If you provide a mobile phone number that can receive text messages in your “Personal Profile” (both students and parents/authorized users), you will receive brief text alerts when changes are made to your account. Receiving these alerts in a timely way helps you to recognize whether your account has been compromised. Contact [Campus Billing](#) if you believe changes have been made to your D-Pay account by someone other than you.