

**DARTMOUTH D-PAY**

*Electronic Billing and Payment System*

# eRefund Setup for Students

Last updated: July 16, 2019

### Announcement

**THIS IS A TEST SYSTEM.**

**Welcome to D-Pay!**

D-Pay's automated E-mail messages are now easier to read (HTML) with our logo at the top of every message.

**Security Updates:** 1. Add your mobile number to your Personal Profile. You'll receive text alerts when changes are made to your account. 2. Add your mobile number or an alternative E-mail address to your Security Settings. When you make changes to your account, D-Pay will send a unique code by text/E-mail. You will enter that code into D-Pay to save your changes. These alerts and codes are designed to protect your information. Read more about these settings in our new **step-by-step** guide.

Please use the **Payment Explanation Form** to let us know when you are deducting additional financial aid or other credits from your current statement balance.

**Add funds** to your **DASH Discretionary Account**.

**Students:** Please authorize your parents/other payers to view and pay your bills.

New to D-Pay? Click for **step-by-step** instructions.

Protect your investment: Enroll in the **optional tuition insurance** plan for undergraduates and their families.

### Student Account

ID: xxx27K4

Balance

\$0.00

View Activity

Make Payment

### Scheduled Payments

Description	Payer	Date	Method	Status	Amount	Action
No data available in table						

### Statements

Your latest eBill Statement  
(2/1/19) Statement : \$1,600.00

View Statements

### My Profile Setup



Authorized Users



Personal Profile



Payment Profile



Security Settings



Consents and Agreements



Electronic Refunds



Dartmouth Students: How to set up your D-Pay account to receive direct deposit (automated clearinghouse or ACH) refunds

The eRefund is the quickest way to receive your student account refund. The eRefund is an electronic transfer of funds from Dartmouth's bank to your own bank. The eRefund is sometimes referred to as a direct deposit, an automated clearinghouse transaction or an ACH. D-Pay needs to know which bank account should receive the electronic refunds you request in [DartHub](#). These simple steps walk you through the process. Please note that eRefunds may only be sent to checking and savings accounts at US-based banks. All other refunds are paid by check. Electronic refunds may take up 4 to 5 business days to post to your personal bank account. Some students will never have credit balances and will never need to create a refund profile or designate a payment method for refunds.

Click [here](#) for more information about **requesting** a student account refund.

Step 1: Log into D-Pay by logging into [DartHub](#).

Click on the D-Pay tile in your menu (or search for "D-Pay")

If you do not already have a refund account established, click on the "Refund Account Setup" link or click on the "Electronic Refunds" button on the right or "Refunds" on the menu at the top of the page.

## eRefunds

eRefunds puts money in your account... FAST!

No more trips to the bank or waiting for a paper check. Direct Deposit is the secure and convenient way to get your refund.

[Click for a summary of how the refund request process works.](#)

Current Refund Method

A Direct Deposit account for refunds has not been set up.

[Set Up Account](#)

Step 2: Click on the "Set Up Account" button.

## eRefunds

eRefunds puts money in your account... FAST!

No more trips to the bank or waiting for a paper check. Direct Deposit is the secure and convenient way to get your refund.

[Click for a summary of how the refund request process works.](#)

Current Refund Method

A Direct Deposit account for refunds has not been set up.

A passcode was sent to you for Two-Step Verification. Please enter the passcode to save this refund method.

[Cancel](#) [Resend Code](#) [Verify](#)

[Set Up Account](#)

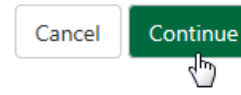
Step 3: If you have not already entered your security settings (for two-step verification; see the separate guide for this), you will be prompted to enroll. If you are already enrolled, you will be prompted to enter a code (shown above). Click "Verify."

## Set Up Refund Account

---

Would you like to use an existing account or set up a new account?

- My Checking - xxx567
- Velma's Checking 2 - xx1
- Jane's account - xxxxxx6789
- Mabe's account - xxx678
- Velma Account 3 - xxx456
- Set up a new account.



Step 4: If you have a saved payment method or methods, you may simply select one of them and click on the “Continue” button. Please note that only ONE saved payment method may be designated to receive your student account refunds. You may change this designation at any time.

## eRefunds

Your changes have been saved.

### eRefunds puts money in your account... FAST!

No more trips to the bank or waiting for a paper check. Direct Deposit is the secure and convenient way to get your refund.

[Click for a summary of how the refund request process works.](#)

Current Refund Method

Velma Account 3 - xxx456

Update  
Remove

Refund History for Velma Test

Date	Time	Type	Reference Number	Amount(\$)
------	------	------	------------------	------------

Success! Velma selected her saved payment method named "Velma Account 3" to be used for eRefunds.

Please note that you may click on the gear icon to update or remove this account. Removing the account means that it will no longer be used for eRefunds. It may still be used as a payment method for payments.

## Set Up Refund Account

---

Would you like to use an existing account or set up a new account?

- My Checking - xxxx567
- Velma's Checking 2 - xx1
- Jane's account - xxxxxx6789
- Mabe's account - xxxx678
- Velma Account 3 - xxx456
- Set up a new account.



Step 3: If you do not have a saved payment method or wish to create a new one, click on “Set up a new account” radio button and then click on the “Continue” button.

## Set Up Refund Account

### Account Information

\* Indicates required fields

You can use any personal checking or savings account.

Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks.

Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

\*Account type:

Select account type ▼

\*Routing number:

(Example)

\*Bank account number:

\*Confirm account number:

\*Name on account:

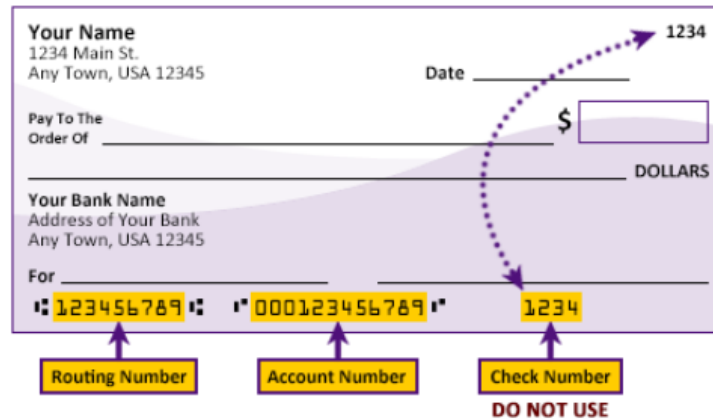
\*Save payment method as:  
(example My Checking)

Cancel

Continue



Step 4: Select your account type (checking or savings), enter your bank routing number, enter your US-based bank account number, enter this again (for confirmation), enter the name on the account, and then provide a name for this account in D-Pay ("My Checking" or "Velma's Account"). The name is used in D-Pay and in the E-mail messages from D-Pay about refunds and payments. Then click on the "Continue" button. You will then read the agreement, check the "I agree" box, and then click on the "Continue" button. Success!



Please enter your banking information as shown in the example above.

- **Routing number** - always comes first and is exactly 9 digits.
- **Account number** - varies in length. May appear before or after the check number. Include any leading zeros, but omit spaces and non-numeric characters.
- **Check number** - is not needed. Do not include the check number.

It is important to enter your banking account information accurately, or your payment cannot be successfully completed. If you have questions, please contact your bank.

**DO NOT enter your debit card number.**

This graphic shows you where to find these items on a typical personal check. The graphic above will display when you click the "Example" link located near the routing number field.



Announcement

THIS IS A TEST SYSTEM.

Welcome to D-Pay!

D-Pay's automated E-mail messages are now easier to read (HTML) with our logo at the top of every message.

**Security Updates:** 1. Add your mobile number to your Personal Profile. You'll receive text alerts when changes are made to your account. 2. Add your mobile number or an alternative E-mail address to your Security Settings. When you make changes to your account, D-Pay will send a unique code by text/E-mail. You will enter that code into D-Pay to save your changes. These alerts and codes are designed to protect your information. Read more about these settings in our new [step-by-step](#) guide.

Please use the [Payment Explanation Form](#) to let us know when you are deducting additional financial aid or other credits from your current statement balance.

Student Account

ID: xxx27K4

Balance

\$0.00

View Activity

Make Payment

Scheduled Payments

Description	Payer	Date	Method	Status	Amount	Action
No data available in table						

Statements

Your latest eBill Statement  
(2/1/19) Statement : \$1,600.00

View Statements

My Profile Setup

Authorized Users

Personal Profile

Payment Profile

Security Settings

Consents and Agreements

Electronic Refunds

My Profile

Personal Profile Payment Profile Notifications

A saved payment method securely stores the account information for a bank account. To get started, select the Add New Payment Method option on this page. When you add a bank account as a saved payment method, you can select it for direct deposit of your refunds.

Saved Payment Methods

Payment methods	Use for Refunds	Modified	Action
Velma's Checking 2	No	12/20/16 16:54:40	
My Checking	No	11/7/17 11:33:55	
Jane's account	No	6/9/17 11:54:36	
Mabe's account	No	6/9/17 15:06:20	
Mark May	No	6/8/18 11:54:01	
Mary's checking	No	6/4/18 16:48:01	
Mary Test Checking	Yes	6/8/18 11:57:21	
Velma Account 3	No	3/1/18 17:08:30	

You may manage all of your saved payment methods and which one is to be used for refunds by clicking on "My Payment Profile" on the main page. If you click to "Delete" here, the payment method will be permanently deleted for both payments and eRefunds.