

**DARTMOUTH D-PAY**

*Electronic Billing and Payment System*

# eRefund Setup for Students

Last updated: June 24, 2020

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.

**Late Payment Fees:** In order to avoid a 1.5% late payment fee, please pay your balance or enroll in a payment plan by the due date on your [eStatement](#).






International Payments:  PAY NOW WITH FLYWIRE

 To sign up for direct deposit of your refunds, complete your setup in the [Refund Account Setup](#) page.

<b>Student Account</b>	ID: xxx27K4
<b>Balance</b>	-\$100.00
<a href="#">View Activity</a> <a href="#">Make Payment</a>	

<b>Statements</b>
Your latest eBill Statement (3/10/20) Statement: \$220.00
<a href="#">View Statements</a>

My Profile Setup

-  Authorized Users
-  Personal Profile
-  Payment Profile
-  Security Settings
-  **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 your financial institution or waiting for a paper check to come in the mail. Direct Deposit is the secure and convenient way to get your refund.

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

### Refund Methods

**i No Refund Method Selected.** Two-Step Verification required before making a selection. Complete Two-Step Verification

#### Direct Deposit

Typically received in 1-2 business days  
Funds will be transferred to the personal checking or saving account of your choice.

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

Set up a new account Select Account

Step 2: The Two-Step Verification is an additional security feature to ensure your refund goes to your account. Click on “Complete Two-Step Verification.” If you have not already entered your “[Security Settings](#)” on the main page, you will be prompted to enroll. If you are already enrolled, you will be prompted to enter a code that will be sent to your mobile phone or a non-Dartmouth E-mail account. Click “Verify” to submit your code.

### Refund Methods

**i No Refund Method Selected.** Two-Step Verification required before making a selection. Complete Two-Step Verification

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

Cancel Resend Code Verify

**Refund Methods**

**i** No Refund Method Selected.

**Direct Deposit**  
Typically received in 1-2 business days  
Funds will be transferred to the personal checking or saving account of your choice.

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

[Set up a new account](#) [Select Account](#)

Step 4: If you have a saved payment method or methods, you may simply designate one of them to receive your refunds. 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. Click on "Select Account" and then choose your payment method for refunds and click on "Continue."

**Set Up Refund Account**

Would you like to use an existing account?

- Velma's Checking 2 - xx1
- My Checking - xxx567
- Ari's account - xx67
- Mabe's account - xxxx678
- Mark May - xxxxxxxx5566
- Mary's checking - xxx567
- Luke Skywalker - xxx566
- MarySmith - xxxx309
- Velma Account 3 - xxx456
- Bruce September Eighteen - xxx306

[Cancel](#) [Continue](#)

# eRefunds

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### Current Refund Method

**Direct Deposit**  
Luke Skywalker - xxx566 Remove

### Other Refund Methods

Select an option, below to save as the current refund method.

**Direct Deposit (Replace current account)**  
**Typically received in 1-2 business days**  
Funds will be transferred to the personal checking or saving account of your choice.

Luke Skywalker - xxx566

Set up a new account Update

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

Please note that you may click on the "Remove" button to stop this account from being used for refunds. It may still be used for payments. Click on the "Update" button to select a different account to be used for refunds.

### 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.

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

\*Name on account:

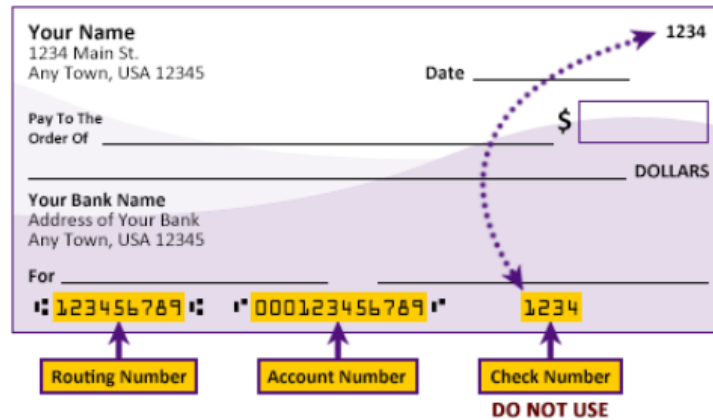
\*Account type:

\*Routing number:   
(Example)

\*Bank account number:

\*Confirm account number:

Alternate Step 4: If you do not have a saved payment method or wish to create a new one to be used for refunds, click on "Set up a new account" button. 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.

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**My Profile Setup**

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- [Payment Profile](#)
- [Security Settings](#)
- [Electronic Refunds](#)

## My Profile

[Personal Profile](#) [Payment Profile](#) [Security Settings](#)

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.

Payment methods	Use for Refunds	Modified	Action
Velma's Checking 2	No	12/20/16 16:54:40	
My Checking	No	12/4/19 11:21:26	
Ari's account	No	10/12/18 11:38:54	
Mabe's account	No	9/26/19 15:14:28	
Mark May	No	6/8/18 11:54:01	
Mary's checking	No	8/10/18 12:09:12	
Luke Skywalker	No	6/24/20 16:55:22	
MarySmith	No	9/20/18 17:41:48	<div style="border: 1px solid gray; padding: 2px;"> <a href="#">Edit</a>  <a href="#">Delete</a> </div>

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