eRefund Setup
for Students

Last updated: June 24, 2020
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.
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.
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.”
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.
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!
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.

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.
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.