

DARTMOUTH D-PAY

Electronic Billing and Payment System

Security Settings for Students and Parents/Other Payers

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.

Student Account

ID: xxx27K4

Balance

\$1,000.00

[View Activity](#)

[Enroll in Payment Plan](#)


[Make Payment](#)


Statements

Your latest eBill Statement
(10/3/18) Statement : \$1.00

[View](#)

My Profile Setup

 [Authorized Users](#)

 [Personal Profile](#)

 [Security Settings](#) 

 [Electronic Refunds](#)

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, a different E-mail address, or Google Authenticator) 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.

My Profile

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

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- Text message to existing or new mobile number
- Email message to existing or new email address
- Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

Backup Method (optional)

Passcode communications will be generated by **Google Authenticator**

[Edit](#)

Select a Primary Method

Click on either the "Text," "Email," or Google Authenticator radio buttons to select the method by which you will receive the code.

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.

My Profile

Personal Profile Payment Profile Security Settings

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

Text message to existing or new mobile number

Existing mobile numbers

Select

New mobile number

Verizon PCS

Send Code

Verify passcode

Cancel

Resend Code

Verify

A message with your passcode has been sent, please verify.

Email message to existing or new email address

Backup Method (optional)

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.

My Profile

Personal Profile Payment Profile Security Settings

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- Text message to existing or new mobile number
- Email message to existing or new email address

Existing email addresses

Select

New email address

Send Code

Backup Method (optional)

Email message will be sent to email address

Edit

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.

My Profile

Personal Profile Payment Profile Security Settings

Two-Step Verification Enrollment

Primary Method

Please select how you would like to receive a passcode.

- Text message to existing or new mobile number
- Email message to existing or new email address
- Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))

Open the Authenticator app on your device

Select the "+" sign

Choose "Scan barcode"



Or enter this unique key in the Authenticator App:

Verify passcode

Verify

Google Authenticator:

1. Download and install the app on your IOS or Android device.
 - a. The app generates 6-digit codes (just like the ones texted or E-mailed by D-Pay).
2. One-time only: Using the camera on your device, scan the barcode or enter the unique key (not shown) in the app.
 - a. This step makes the connection between D-Pay and Google Authenticator.
3. When a code displays on your app, enter it in the box and click on the "Verify" button.
 - a. The codes expire in a short period of time. A new code will take its place.
4. If this is the first time you are using the Google Authenticator app, you can click on the set-up text to configure the app. If you are already using the app for other applications, click on the "+" to add a token for D-Pay. The default name for the token is "Dartmouth College:" followed by an ID (students) or E-mail address (parents and other authorized users). You may rename the token within the application. You will only use this token with D-Pay.

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.

The screenshot shows the DARTMOUTH D-PAY Electronic Billing and Payment System interface. At the top, there is a dark green header with the text "DARTMOUTH D-PAY" and "Electronic Billing and Payment System" on the left, and "Logged in as: Velma R. Test | Logout" on the right. Below the header is a navigation bar with a home icon, "My Account", "Make Payment", "Payment Plans", "Refunds", "Help", and "My Profile". The main content area is titled "My Profile" and has three tabs: "Personal Profile" (selected), "Payment Profile", and "Security Settings". Under "Personal Profile", there are fields for "Student ID" and "Full name" (Velma R. Test). Below these is a section for "Secondary email address" with an "Edit" button. A note states: "If you choose to enter a secondary email address (in addition to your school-assigned address), emails generated by this system will be sent to both addresses." Below that is a section for "Mobile Number" with a "Remove" and "Edit" button. A note states: "To get text messages about selected account events, enter your mobile phone number and carrier." A yellow box contains the text: "Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages. Refer to the Terms and Conditions of your mobile wireless data plan provided by your carrier for documentation on any charges." At the bottom, there is a checkbox labeled "Send me additional text message notifications about my account events (such as new bills or upcoming payments)".