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 via DartHub (students) or enter your username (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 sends to what you enter. 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,” “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.
Text Method:

1. Enter your mobile number in the box next to “New mobile number.”
   - The default telephone country code is 1 (for most of North America). You may change this by using the drop-down menu denoted by a flag. For example, the country code of the United Kingdom is 44.
2. Click on the “Send Code” button.
3. After a few seconds, check your mobile phone for a new text.
4. Enter the code into the “Verify Passcode” code box and click on the “Verify” button [not shown here].
   - 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.
Google Authenticator:

1. Download and install the application (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 here] 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.
**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** (by checking the box below “Mobile Number” after clicking the “Edit” button to enter a mobile number) 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.” 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.

You will be prompted to provide a code before you are able to opt-in for these systems messages via text [not shown here]. Be sure to enroll in the two-step verification first. Enter your (North American) mobile number in the XXX-XXX-XXXX format and choose your mobile service provider. In the future, the system will support any mobile number in the Personal Profile like it does in the Security Settings.
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. If you call Campus Billing, you may be prompted to provide a code to confirm your identity.

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.