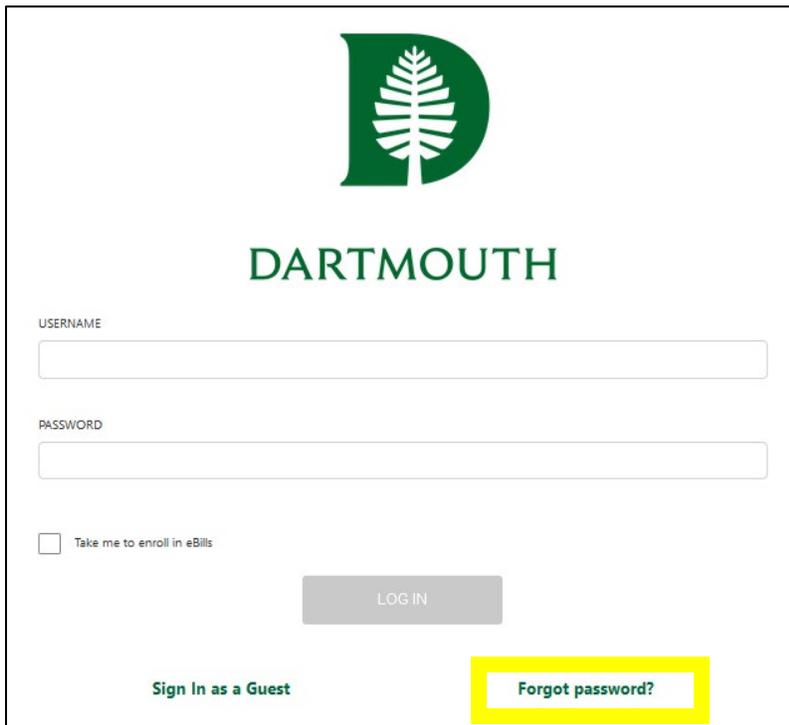


Troubleshooting when you can't log in

There are two ways to log in to the online payment system. The first option is as a guest which only allows you to make a one-time payment, and the second is to create a profile which allows for you to recreate reoccurring payments. When creating a profile, you will be asked to choose security questions and create a password.

Here are the direct links:

1. Make a one-time payment using guest pay:
<https://internet.speedpay.com/dartmouthcollege/#/login/guest>
 - a. You will need the account number which is listed in the email you received from us, as well as on your monthly invoice. Past students, staff, and faculty will use their Dartmouth ID# as their account number. Account numbers must be in ALL CAPITAL letters. If applicable, omit the “D” at the beginning of your account number. Double check that there are no spaces before or after the account number you have typed in.
 - b. You will also need the email address associated with the account. This is the email you received the statement at.
2. Setup a profile: <https://internet.speedpay.com/dartmouthcollege/#/login/guest>
 - a. Setting up a profile requires the same information as above. Once entered, select the box next to “take me to set up my profile” before clicking log in.
3. Log back in to an existing profile:
<https://internet.speedpay.com/dartmouthcollege/#/login/profile>
 - a. You will need your username which is the email associated with your account.
 - b. You will also need the password which you previously created when initially setting up your profile. This is case sensitive.



USERNAME

PASSWORD

Take me to enroll in eBills

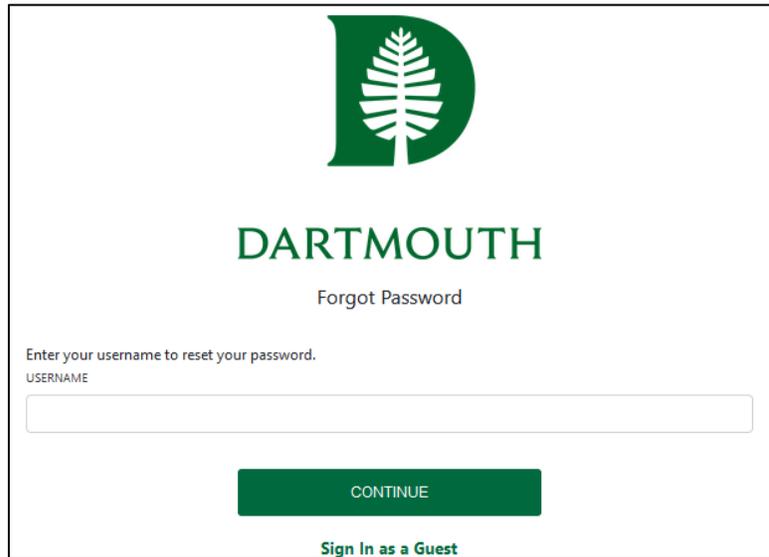
LOG IN

Sign In as a Guest

Forgot password?

- If you are not able to log in due to not knowing your password, click “Forgot password” (indicated in yellow to the left).

4. You will then see this screen where you will enter your username (the email associated with your account):



Enter your username to reset your password.

USERNAME

CONTINUE

[Sign In as a Guest](#)

5. Once entered, click “Continue.”
6. You will then need to enter your answer to your security question before clicking “Continue”.
7. Once answering it correctly, you will be sent an email with a password reset link. You will need to follow the instructions in the email to reset your password abiding by the following criteria:
 - a. A minimum of 7 characters and must include: at least one upper case character, at least one number, at least one symbol, should contain maximum 2 identical consecutive characters.
8. You should then be able to follow the original link: <https://internet.speedpay.com/dartmouthcollege/#/login/profile> and log in with your new password.
9. If you are unable to answer your security question(s) you will need to give our office a call to have a password reset link sent to you.