

**DARTMOUTH D-PAY**

*Electronic Billing and Payment System*

# Security Settings for Students and Parents/Other Payers

Last updated: October 18, 2024

### 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](#).

### Student Account

ID: xxx27K4

Balance \$21,253.00

[View Activity](#) [Make Payment](#)

### Payment Plans

8.7 202303 6-2-2023 \$21,253.00

Description	Due Date	Amount	Action
Installment 1 of 2	7/1/23	\$10,626.50	<a href="#">Settings</a>
Installment 2 of 2	8/1/23	\$10,626.50	<a href="#">Settings</a>

[Schedule All Installments](#) [Pay Next Installment](#)

Balance Not Included in Plan \$0.00

### Statements

Your latest eBill Statement (5/1/23) Statement: -\$1.00

[View Statements](#)

### My Profile Setup

[Authorized Users](#)

[Personal Profile](#)

[Payment Profile](#)

[Security Settings](#)

[Consents and Agreements](#)

[Electronic Refunds](#)

To protect your account information, D-Pay uses **multi-factor authentication** (previously described as **two-step verification**) to ensure that changes to your account are being made by you [and soon for login by parents and other authorized users]. When profile changes (such as the username, 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 select your primary and backup methods to receive these codes.

**Starting October 18, 2024, students will be required to enroll in D-Pay's multi-factor authentication. In the coming weeks, parents (and other authorized users) will be required to enroll in multi-factor authentication. Any user may click on "Security Settings" to enroll right now.**

# My Profile

Personal Profile

Payment Profile

Security Settings



## Multi-Factor Authentication

Multi-factor authentication (MFA) enhances security by requiring multiple proofs of identity.

Select your preferred method for one-time passcode (OTP) delivery.

### Primary Method

**Google Authenticator (Preferred)**  
New to Google Authenticator? Download from the App Store or Google Play to get Started!

Text message to existing or new mobile number

Email message to existing or new email address

### Backup Method (optional)

Adding a backup method allows a passcode to be obtained by way of an additional method.

[Setup Method](#)

Select a Primary Method

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

**Highly recommended:** Please also select a backup method.

## Primary Method

### Google Authenticator (Preferred)

New to Google Authenticator? Download from the App Store or Google Play to get Started!



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

Text message to existing or new mobile number

Email message to existing or new email address

### 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 QR code 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.

## Primary Method

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

Edit

## Backup Method (optional)

Adding a backup method allows a passcode to be obtained by way of an additional method.

Text message to existing or new mobile number

New mobile number



+1

Send Code

Email message to existing or new email address

### 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].
  - 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.

## Primary Method

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

Edit

## Backup Method (optional)

Adding a backup method allows a passcode to be obtained by way of an additional method.

Text message to existing or new mobile number

Email message to existing or new email address

New email address

Send Code

### E-mail Method:

1. Enter your E-mail address in the box next "New email address."
  - a. If you choose this method, you **must** enter a non-Dartmouth 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.
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

Student ID

Full name Velma R. Test

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.

Secondary email address:

Edit

To get text messages about selected account events, enter your mobile phone number and carrier.

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.**

Mobile Number

Remove

Edit

Send me additional text message notifications about my account events (such as new bills or upcoming payments)

**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 multi-factor authentication first. Enter your (North American) mobile number in the XXX-XXX-XXXX format and choose your mobile service provider. In the future, the system may support any mobile number in the Personal Profile like it does in the Security Settings.

#### Additional Information:

Each time you change your mobile number or 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.

#### Onboarding:

To make enrollment in multi-factor authentication easier, this User Onboarding page will be displayed first in D-Pay. It may be followed by other set-up pages. For new users to D-Pay, this onboarding experience will guide both students and parents through common set-up pages (like authorizing users, setting up an ACH payment method, and so on).

Students: Starting on October 18, 2024, all students must enroll in multi-factor authentication.

Parents (and other authorized users): In the coming weeks, all authorized users must enroll in multi-factor authentication. Parents may enroll in this by clicking on “Security Settings” now.



# User Onboarding



## Multi-Factor Authentication Enrollment

Due to enhanced security, multi-factor authentication is required.

### Primary Method

**Google Authenticator (Preferred)**

New to Google Authenticator? Download from the App Store or Google Play to get Started!



Text message to existing or new mobile number

Email message to existing or new email address

### Backup Method (optional)

Adding a backup method allows a passcode to be obtained by way of an additional method.

Setup Method

Cancel

Continue