

How to Set Up a Dwolla Account / Submit Payments to Tilden Preparatory School

Please Note:

- There is no cost to sign up for Dwolla or additional fees when submitting a payment to Tilden Preparatory School.
- Dwolla does not process payments via credit card.

Tilden's Dwolla ID:

Tilden Preparatory School's Registered Organization Name on Dwolla is "Tilden Preparatory School." Our Dwolla ID is 812-525-1513.

Before You Get Started:

Have your bank routing number and account number available.

How to Set Up a Dwolla Account:

Step 1: Follow this link to create an account:

<https://www.dwolla.com/register/customers>

Step 2: Enter your email and create a password (Must be 8 characters minimum with at least one (1) uppercase letter, one (1) lowercase letter, and a number.)

- Forget your password? Click here: www.dwolla.com/forgot/password
- It may take 2-3 days before you can make a payment as Dwolla will verify your funding source bank account.

Please note: If you would like to pay via your mobile phone, you can do so via mobile.dwolla.com after you have received a payment request from Tilden.

Step 3: Once you have created an account, you will be asked to add your bank account. Depending on your bank, your bank will be verified through **instant verification** or the **deposit method**; if you are given a choice, choose the **instant account**. If you bank with a smaller bank the **instant verification** won't show up and the **deposit method** will be your only option.

- The **instant account** verifies banking credentials. If for some reason, you are non-approved after 3 attempts, you will be locked out for an hour and will need to return to try again.
- If you are non-approved, Dwolla will offer a default option called **deposit method**. This option is only chosen when your bank can't be verified. In this case within the next 1-3 business days, you will see two small deposits (under \$0.20) in your bank account from Dwolla. This to ensure that you have typed in the correct information and that it's your account. You can verify these two small deposits by entering the information into your account or call Dwolla to verify those two small deposits (under .20) if you can't do it on your account 1-888-289-8744.

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Make a Payment with Your Dwolla Account:

A recurring payment request will be sent to you via Tilden Admin.

- Pay via your dashboard or the recurring email that will be sent to you.
- Payments submitted to Dwolla may take up to 3 days to process.

After Payment:

When Tilden receives a Dwolla payment, we receive only the payer's name with the transaction. We rely on our list of guardians on file to match the payment submitted to the intended student. In the case of an unlisted party (e.g. extended family) providing payment, please note the student's name in the Details box. You may also check your student's register over the next 1-2 business days or call your Tilden campus to confirm that the payment has been properly assigned.

Cancellation of Payment:

Dwolla payments will only be removed from a student's register in the event that we receive a payment cancellation notice.

Questions?

Contact Dwolla Support at 1-888-289-8744 (Monday-Friday, 8am-6pm CST) or support@dwolla.com.

The Dwolla Help page may be located at <http://help.dwolla.com/>