



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE
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myPay Changes Enhance Ease of Use

Cleveland (April 21, 2011) – **myPay**, the online pay account management system operated by the Defense Finance and Accounting Service for all U.S. military personnel and many federal civilian employees, will launch enhancements Saturday, April 30. Inspired by customer suggestions, the enhancements are designed to make the site easier and more convenient for DFAS customers.

myPay allows many of the six million payroll customers of DFAS to access pay information, retrieve tax forms, and update such items as direct deposit account numbers, allotments and tax withholding amounts.

The new upgrade will reduce the number of steps required to login to **myPay** and make the virtual keyboard, an unusual security feature designed to protect usernames and passwords, optional.

The new login procedures are similar to those of banks and other financial services. Users will simply enter their Login ID and password on the home page and click once to accept the user agreement for access to their accounts.

Though it is easier, the new login procedure still meets security requirements in private industry worldwide. Security features include encryption to protect sensitive information, firewalls, and intrusion detection software to block outsiders from accessing accounts.

For enhanced security, **myPay** users still have the option of using the virtual keyboard, which provides extra protection against identity thieves, who may use keystroke logging software.

myPay will be unavailable from 7 a.m. to noon April 30 as the upgrades are implemented. Users should plan on accessing their Leave and Earning Statements prior to the upgrade period.

Prior to designing the upgrade, DFAS reviewed customer feedback received through phone calls, Facebook and e-mail. The upgrade is the first of a series of enhancements **myPay** is planning to make this year. All are based on customer feedback.

Later this spring, the online account management system will become even easier to use! In response to customer demand, **myPay** is going mobile. Beginning in mid to late May users will be able to access Leave and Earning Statements using mobile devices, such as smart phones, enabled with web browsers.

Media Points of Contact

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About DFAS

The Defense Finance and Accounting Service provides responsive, professional finance and accounting services to the men and women who defend America. DFAS pays about 6.4 million people and in FY 2010 made 8.1 million travel payments, paid 11.4 million commercial invoices, made \$578 billion in disbursements to pay recipients, and managed \$487.9 billion in military retirement and health benefits funds. For more about DFAS visit <http://www.dfas.mil>.