

How to set up myPay Two-Factor Authentication

Step 1: Sign in to myPay.



myPay ACCESSIBILITY/SECTION 508 SECURITY FAQ QUICK LINKS CONTACT US STAY CONNECTED WITH DFAS

Welcome

myPay

Sign In

Login ID

Password

Sign In

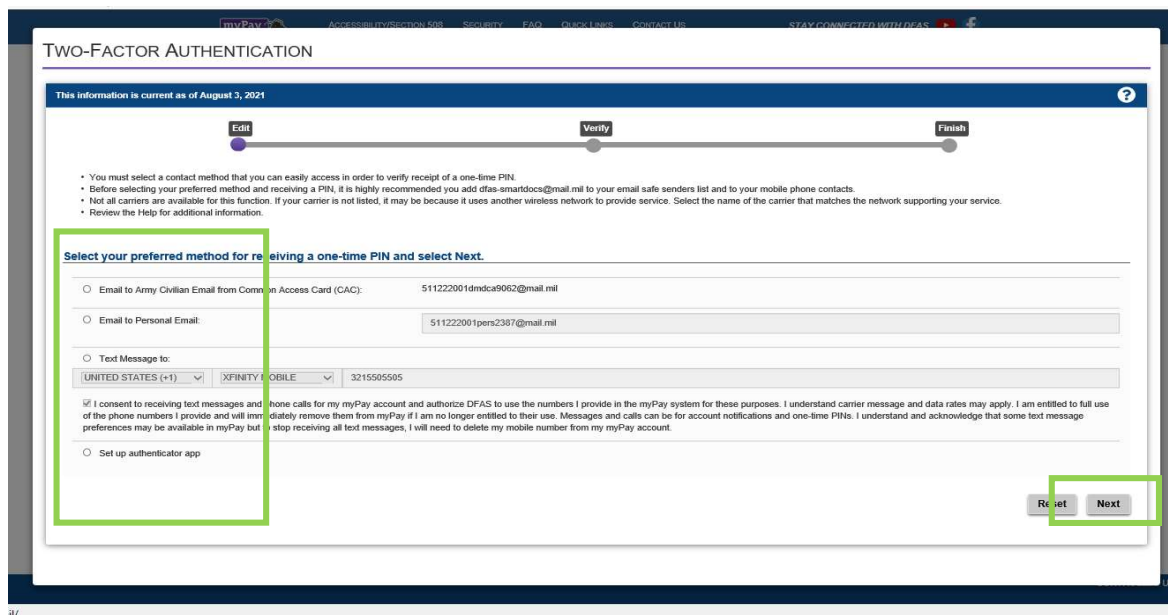
Forgot your Login ID?

Forgot or Need a Password?

Smart Card Login
CAC | PIV

Insert card then select Authentication Certificate

Step 2: Select a Preferred method to receive your One-Time PIN and click Next. This may be your phone number (capable of receiving text messages), your email address, or an authenticator app. **IMPORTANT:** Make sure you have access to the phone or email you select to complete the opt-in process. If you select an authenticator app, make sure you have installed and set up in the app on your phone or tablet.



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TWO-FACTOR AUTHENTICATION

This information is current as of August 3, 2021

Edit Verify Finish

- You must select a contact method that you can easily access in order to verify receipt of a one-time PIN
- Before selecting your preferred method and receiving a PIN, it is highly recommended you add dfas-smartdocs@mail.mil to your email safe senders list and to your mobile phone contacts.
- Not all carriers are available for this function. If your carrier is not listed, it may be because it uses another wireless network to provide service. Select the name of the carrier that matches the network supporting your service.
- Review the Help for additional information.

Select your preferred method for receiving a one-time PIN and select Next.

Email to Army Civilian Email from Common Access Card (CAC): 511222001dmdca9062@mail.mil

Email to Personal Email: 511222001pers2387@mail.mil

Text Message to:

UNITED STATES (+1) XFINITY MOBILE 3215505505

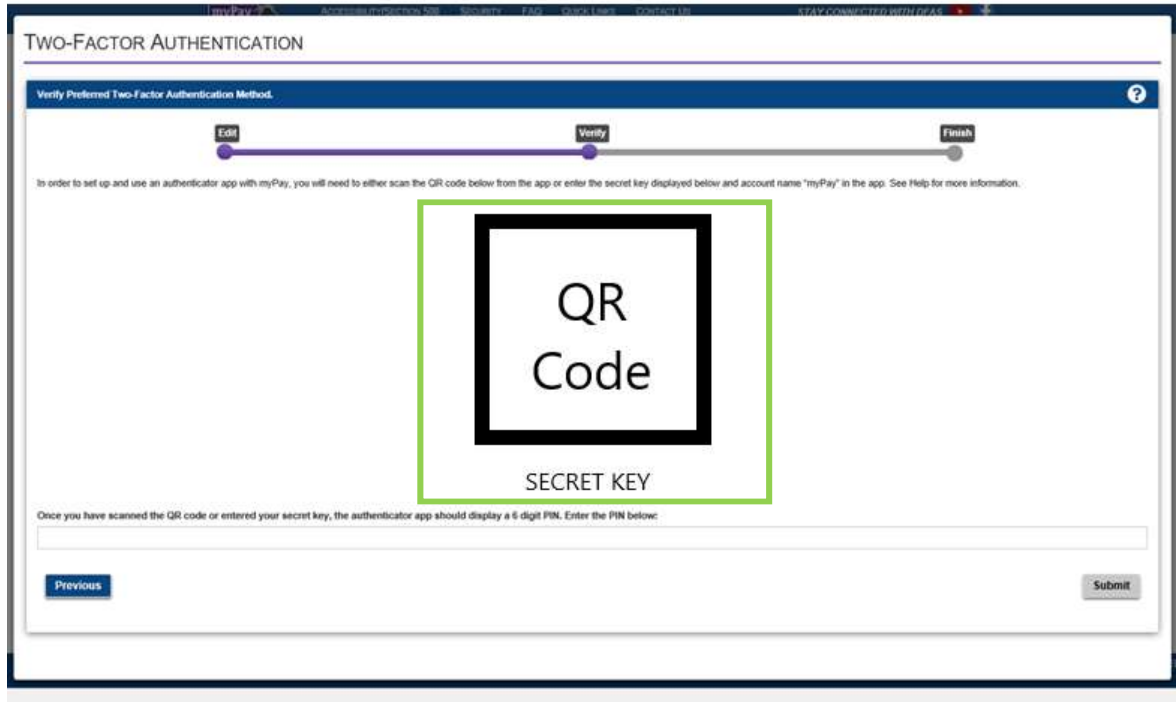
If I consent to receiving text messages and phone calls for my myPay account and authorize DFAS to use the numbers I provide in the myPay system for these purposes. I understand carrier message and data rates may apply. I am entitled to full use of the phone numbers I provide and will immediately remove them from myPay if I am no longer entitled to their use. Messages and calls can be for account notifications and one-time PINs. I understand and acknowledge that some text message preferences may be available in myPay but stop receiving all text messages, I will need to delete my mobile number from my myPay account.

Set up authenticator app

Reset Next

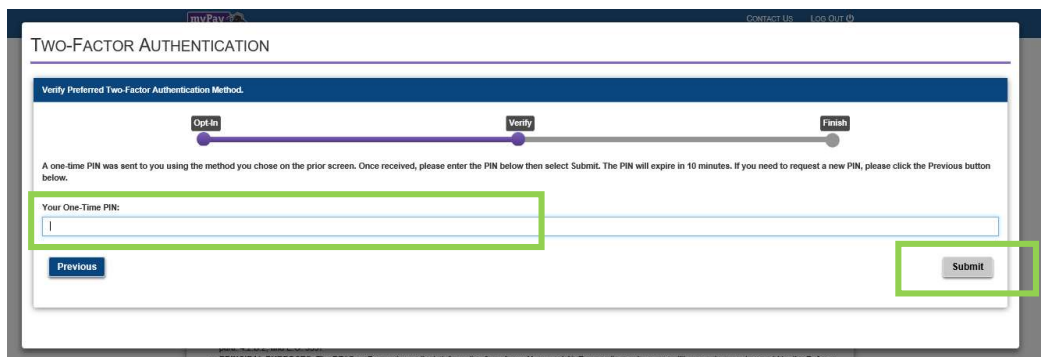
Step 3: If you selected phone or email: A One-Time PIN is sent to the phone or email address you have selected. This may take several minutes so please stay patient.

If you selected to set up an authenticator app: myPay will display a QR code and a secret key. Open the app on your smartphone, select add an account, and either scan the QR code OR enter the secret key, account name “myPay”, and make sure you select the time-based option.



Step 4: Type the one-time PIN into myPay and click Submit.

Using Phone or email: Enter the One-Time PIN. The PIN remains valid for 10 minutes. If not entered before PIN expires, you will need to request another.



Using the Authenticator App: Enter the PIN displayed by the authenticator app.

Step 6: Once your One-Time PIN is entered, you have validated your preferred method as capable to receive One-Time PINs for future myPay login sessions. Click Finish.

NOTICES:

1. Once you have opted in and selected a preferred method for receiving a One-Time PIN, your other email address(es) or mobile number on record become your alternate method(s). You may update your personal email address and mobile number at any time from your Personal Settings.
2. If using the Smart Card (CAC or PIV) Login after opting in for Two-Factor Authentication, receiving and entering a One-Time PIN will NOT be required as your smart card contains certificates to validate your identity.
3. **To ensure that you receive SmartDocs messages, please add DFAS-SMARTDOCS@MAIL.MIL to your email safe senders list and to your mobile phone contacts.**