


GRAY AREA FUTURE RETIREE MYPAY ACCOUNTS – LOGIN TIPS

There is a new avenue for Gray Area Retirees to stay connected and informed between the time they stop drilling and the time they start receiving retired pay: a new kind of myPay account especially for Gray Area Retirees.

How to Access a Gray Area Future Retiree myPay Account

Please use the specific tips that best fit your situation:

- 1** If you entered the gray area less than 13 months ago and used myPay and you have access to the email address in your myPay account - [click here](#)
 - 2** If you entered the gray area less than 13 months ago and used myPay but do not have access to the email address in your myPay account - [click here](#)
 - 3** If it's been a few years (or longer) since you used myPay and you DO have access to the email address in your myPay account - [click here](#)
 - 4** If it's been a few years (or longer) since you used myPay and you do NOT have access to the email address in your myPay account - [click here](#)
 - 5** If you've never used myPay, here's how to get started - [click here](#)
-  If you need additional assistance - [click here](#)
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1 If you entered the gray area less than 13 months ago and used myPay and you DO have access to the email address in your myPay account:

You may be able to use the myPay login you created prior to your retirement from your service, if you previously set up a Login ID and you have access to the email address in your myPay account.

If you have access to the email address in your myPay account and you don't remember your Login ID or your password (or your password has expired), you can use the "Forgot your Login ID?" Or "Forgot or Need a Password?" links on the myPay homepage: <https://mypay.dfas.mil>.

2 If you entered the gray area less than 13 months ago and used myPay but do NOT have access to the email address in your myPay account:

You may be able to use the myPay login you created prior to your retirement from your service, if you previously set up a Login ID, password and security questions, even if you do not have access to the email address in your myPay account or you do not remember your password (or it has expired).

You do need to know your Login ID and remember the correct answers to the security questions.

With your Login ID, you can reset your password by using the "Forgot or Need a Password?" link on the myPay homepage (<https://mypay.dfas.mil>) and correctly answering the security questions. You can then use your Login ID and your new password to log in and update your contact information.

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If it's been a few years (or longer) since you used myPay and you DO have access to the email address in your myPay account:

You may be able to use the myPay login you created prior to your retirement from your service, if you previously set up a Login ID and security questions, and you have access to the email address in your myPay account.

If you have access to the email address in your myPay account and you don't remember your Login ID you can use the "Forgot your Login ID?" link on the myPay homepage <https://mypay.dfas.mil>.

If it's been more than a year since you used myPay, your password has expired. With your Login ID, you can reset your password by using the "Forgot or Need a Password?" link on the myPay homepage and correctly answering the security questions. You can then use your Login ID and your new password to log in and update your contact information.

If you have not set up the Security Questions, or if you fail to correctly answer the questions, you may request to have a new temporary password sent to you via your email address in myPay.

If you have not accessed myPay since November 2009, have never created a Login ID, or there was a delay that prevented DFAS from receiving your gray area status, please [follow the instructions below for new myPay users](#).

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If it's been a few years (or longer) since you used myPay and you do NOT have access to the email address in your myPay account:

You may be able to use the myPay login you created prior to your retirement from your service, if you previously set up a Login ID and security questions and remember them, even if you do not have access to the email address in your myPay account.

If it's been more than a year since you used myPay, your password has expired. With your Login ID, you can reset your password by using the "Forgot or Need a Password?" link on the myPay homepage (<https://mypay.dfas.mil>) and correctly answering the security questions. You can then use your Login ID and your new password to log in and update your contact information.

If you have not set up the Security Questions, or if you fail to answer the questions correctly, you may:

- Select Contact Us on the myPay homepage, then Trusted Agents to locate a Trusted Agent in your area that can provide an in-person password reset.

- Call the myPay Customer Support Unit Toll-Free at 1-888-332-7411 or 216-522-5096 for additional assistance. Please identify yourself as a Gray Area Retiree.
- Or, use the "Forgot or Need a Password?" link to request to have a new temporary password mailed to you. The new temporary password will be mailed to your address of record in the DFAS Retired Pay system.

Please note: delivery time will vary based upon your location and postal service volume. If you do not receive your Password Letter within ten business days, please verify your mailing address with DFAS Retired & Annuitant Pay.

The mailing address in the DFAS Retired Pay system is based on your DEERS information. If your mailing address in DEERS is not current, you will need to update your mailing address with DFAS so we can mail you the temporary password.

You can update your mailing address by:

- Calling our Customer Care Center Toll-Free at 1-800-321-1080. Please identify yourself as a Gray Area Retiree.
- Or, writing or faxing your request. Either (A) complete Part I of the [Retiree Change of Address/State Tax Withholding Request \(DD2866\)](#), sign and date, and mail or fax it. Or (B) send us a written request to update your mailing address. Please identify yourself as a Gray Area Retiree and include the date, your full name, daytime phone number, social security number and signature.

Mail or fax your request to:
Defense Finance and Accounting Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis IN 46249-1200
Or, Fax: 800-469-6559

Allow 30-45 days from the time you send us your written request. Then, go to the myPay homepage at <https://mypay.dfas.mil> and click on the "Forgot or Need a Password?" link and request we mail a new temporary password to you.

When you receive your new temporary password, return to the myPay homepage at <https://mypay.dfas.mil> and log in using your temporary password.

If you've forgotten your Login ID, you can also use the "Forgot Your Login ID" link on the homepage to get a reminder, using your temporary password.

If you have not accessed myPay since November 2009, have never created a Login ID, or there was a delay that prevented DFAS from receiving your gray area status, please [follow the instructions below for new myPay users](#).

5 If you've never used myPay, here's how to get started:

Go to the myPay homepage at <https://mypay.dfas.mil> and click on the "Forgot or Need a Password?" link. Follow the instructions to have a temporary password emailed to you. If you don't receive the emailed password, it is likely we don't have a current email address for you.

You can:

- Select Contact Us on the myPay homepage, then Trusted Agents to locate a Trusted Agent in your area that can provide an in-person password reset.
- Call the myPay Customer Support Unit Toll-Free at 1-888-332-7411 or 216-522-5096 for additional assistance. Please identify yourself as a Gray Area Retiree.
- Or, use the "Forgot or Need a Password?" link to request to have a new temporary password mailed to you. The new temporary password will be mailed to your address of record in the DFAS Retired Pay system.

The mailing address in the DFAS Retired Pay system is based on your DEERS information. If your mailing address in DEERS is not current, you will need to update your mailing address with DFAS so we can mail you the temporary password.

- Calling our Customer Care Center Toll-Free at 1-800-321-1080
- Or, writing or faxing your request. Either (A) complete Part I of the [Retiree Change of Address/State Tax Withholding Request \(DD2866\)](#), sign and date, and mail or fax it. Or (B) send us a written request to update your mailing address. Please identify yourself as a Gray Area Retiree and include the date, your full name, daytime phone number, social security number and signature.

Mail or fax your request to:

Defense Finance and Accounting Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis IN 46249-1200

Or, Fax: 800-469-6559

Allow 30-45 days from the time you send us your written request for your mailing address to be updated. Then, go to the myPay homepage at <https://mypay.dfas.mil> and click on the "Forgot or Need a Password?" link. Follow the instructions to have a temporary password mailed to you.

When you receive your temporary password, return to the myPay homepage at <https://mypay.dfas.mil>, go to the New User Module and click the "Create your myPay Profile" button. Enter your Social Security Number and your temporary password and click the "Submit" button.

You will be prompted to create a Login ID and a permanent password. Follow the on-screen instructions for creating your Login ID and Password, and completing your profile.



If You Need Additional Assistance

If you need additional assistance with updating your mailing address, please contact the Customer Care Center Toll-Free at 1-800-321-1080.

If you need additional assistance with accessing a myPay account, please contact the myPay Customer Support Unit Toll-Free at 1-888-332-7411 or 216-522-5096.