

# How to Request a New myPay Password

myPay provides convenient access to a range of information about your payments, and lets you easily update your contact information or your tax withholding, check your SBP coverage and your AOP beneficiary (retirees), submit your annual certification (annuitants), or download your tax documents. And when you have an email address in myPay, you can receive important email messages from DFAS about your pay account and information from your branch of service. myPay is available using the internet from your computer or your mobile device browser at: <https://mypay.dfas.mil>

If you have used myPay, but don't remember your myPay password, just follow the steps below.

1. Click the "Forgot or Need a Password?" link on the **myPay** homepage.

The screenshot shows the myPay homepage with a dark blue header. The header contains the myPay logo, navigation links (ACCESSIBILITY/SECTION 508, SECURITY, FAQ, QUICK LINKS, CONTACT US), and social media links (STAY CONNECTED WITH DFAS, YouTube, Facebook). The main content area is divided into several sections. On the left, there is a 'myPay on YouTube' banner with a filmstrip graphic. To its right, a text box says: 'If you've never accessed myPay, need help changing your myPay password, or changing your email address in myPay, check out our online training tutorials available on YouTube.' Below this is a progress indicator with four circles, the first of which is filled. The 'Sign In' section on the right has a 'Login ID' field, a 'Password' field, and a 'Sign In' button. Below the button are two links: 'Forgot your Login ID?' and 'Forgot or Need a Password?'. A red arrow points to the 'Forgot or Need a Password?' link. Below the sign-in section is a 'Smart Card Login' section with a CAC | PIV icon and the text 'Insert card then select Authentication Certificate'. At the bottom, there is a 'New User' section with a 'Create your myPay Profile' button. The DFAS logo is visible in the bottom right corner.

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

**myPay on YouTube**

If you've never accessed myPay, need help changing your myPay password, or changing your email address in myPay, check out our online training tutorials available on YouTube.

Sign In

Forgot your Login ID?

Forgot or Need a Password?

Smart Card Login  
CAC | PIV

Insert card then select Authentication Certificate

**System Availability**

**Recurring Weekly System Maintenance:**

**All myPay Customers:**

- Access to myPay unavailable between 0000 and 0100 ET daily, Monday – Friday
- Access to Travel Advice of Payment (AoP) unavailable between 1200 and 1700 ET every Sunday
- Access to Travel Advice of Payment (AoP) unavailable between 0400 and 1900 ET every fourth Sunday of the month

**Marine Corps Customers:**

- Access to LES and W-2 unavailable between 2200 ET every Friday and 0400 ET every Saturday
- Access to all transactions unavailable between 2300 ET every Friday and 0800 ET every Saturday

**New User**

New to myPay? Read how new accounts are added. View Tutorial for a step-by-step walkthrough.

Create your myPay Profile

DFAS

2. Enter your Login ID or Social Security Number, check the box affirming you are the account owner, and click "Continue"

**FORGOT OR NEED A PASSWORD**

USE THIS PROCESS if you have lost, do not remember or have not received a Password. This process will determine if you can reset your Password online by answering established Security Questions for Password resets, or if we can email or mail a new temporary Password.

THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.

Login ID

OR

Social Security Number

18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the credentials you enter are not your own, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of anything obtained via this unauthorized access, plus up to five years imprisonment.

I am the individual associated with the information provided above and I elect to continue with this transaction.

Required to continue.

Continue

3. If, you completed the security questions, you'll be presented three security questions to answer. When finished answering the questions, click "Check my Answers".

**FORGOT PASSWORD**

Please answer the questions below. You must match the responses we have on file.

1. In what city did you meet your spouse/significant other?

The answer is required!

2. What was the second state or country you lived in?

The answer is required!

3. What is the first name of the cousin who is closest to your age?

The answer is required!

TIP: If you are unsure of or want to change your password reset questions and/or answers, select the Security Questions option under Personal Settings the next time you log in. Then select and answer eight questions.

Previous

Check my Answers

4. If, you haven't set up security questions or answer them incorrectly, you'll get the option to have a temporary password sent to you.

**FORGOT PASSWORD**

Please select only one (1) of the following:

Mail to my address of record with Marine Corps Reserve

Email directly to my registered in myPay

Emails should be received within one hour. Mail requests may take up to ten days.

Send me a Password

5. Once you succeed in answering the security questions, you'll be prompted to create a new password. Please follow the guidelines provided on the page to create a strong password. Enter your new password twice, then click the "Change Password" button.

The screenshot shows a web page titled "FORGOT OR NEED A PASSWORD" with a "Change Password" section. The page includes instructions on password requirements, a list of password pitfalls, and two input fields for "Enter your password:" and "Re-enter your password:". Below these fields is a "NEW PASSWORD MIST" section with a checklist of requirements. A red arrow points to the "Change Password" button at the bottom right.

**FORGOT OR NEED A PASSWORD**

**Change Password**

The password must:

- Be 8 to 30 characters in length
- Contain at least one uppercase letter (A-Z)
- Contain at least one lowercase letter (a-z)
- Contain at least one number (0 - 9)
- Contain at least one of the following special characters: ! @ \$ % ^ \* & + = \_ , .
- Change at least 80% characters from your previous password

The password cannot:

- Contain spaces
- Be one of your last five previous passwords

**Password Pitfalls:** Avoid creating passwords that use:

- Dictionary words in any language
- Personal information: You, names, birthdate, address, phone number, or similar information
- Sequences or repeated characters: 12345678, 000000, 111111, or adjacent letters on your keyboard (qwerty)

The password will expire in 150 days.

Enter your password:

Re-enter your password:

**NEW PASSWORD MIST**

- Not contain only spaces
- contain at least 1 uppercase letter (A-Z)
- contain at least 1 lowercase letter (a-z)
- contain at least 1 number (0-9)
- contain at least 1 special character ( ! @ \$ % ^ \* & + = \_ , . )
- be 8 to 30 characters in length
- be either password or email password

Change Password

6. Your Login ID and password are the keys to keeping your retired or annuity pay account current, so be sure to remember them!