

New to myPay? How to Get Started

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.

If you've never used myPay, you can request an initial password on the myPay homepage using the "Forgot or Need a Password" link. The password will be mailed to the address you have on file with DFAS and you will receive it in about 10 business days. Once you receive your password in the mail, you can return to the myPay homepage and login with your social security number and the password you received in the mail to create your myPay profile. Just follow the steps below.

myPay is available using the internet from your computer or your mobile device browser at: <https://mypay.dfas.mil>

1. Click the "Forgot or Need a Password" link on the myPay homepage to request a temporary password

The screenshot shows the myPay homepage with a dark blue header. The header contains the myPay logo, navigation links for ACCESSIBILITY/SECTION 508, SECURITY, FAQ, QUICK LINKS, and CONTACT US, and social media links for YouTube and Facebook. The main content area is divided into several sections. On the left, there is a section for YouTube tutorials. In the center, there is a section for users who have never accessed myPay, with a link to online training tutorials. On the right, there is a 'Sign In' section with input fields for Login ID and Password, a 'Sign In' button, and links for '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, there is a 'Smart Card Login' section for CAC | PIV users. At the bottom, there is a 'New User' section with a 'Create your myPay Profile' button. The footer contains the DFAS logo.

2. Enter your 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.

OR

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.

3. Choose "mail to my address of record with Military Retired" and click the "Send me a Password" button. Your temporary password will be mailed to your address on record with Retired and Annuitant Pay. You should receive it in about 10 business days.

FORGOT OR NEED A PASSWORD ✕

Please select only one (1) of the following:

Mail to my address of record with Army Military Retiree

Mail delivery time will vary and may take up to ten days.

4. Once you receive your temporary password, return to the myPay homepage, go to the New User Module and click the “Create your myPay Profile” button.

The screenshot shows the myPay homepage with a navigation bar at the top containing the myPay logo, accessibility links, and social media icons. The main content area is divided into several sections: a 'Sign In' section with input fields for 'Login ID' and 'Password', a 'Smart Card Login' section, and a 'New User' section. In the 'New User' section, a blue button labeled 'Create your myPay Profile' is highlighted with a red arrow pointing to it from the right. To the left of this button, there is a 'System Availability' section with a 'Recurring Weekly System Maintenance' notice. Above the 'Sign In' section, there is a 'YouTube' banner with a video player and a text box providing help for users who have never accessed myPay.

5. Create your account by entering your Social Security Number and your temporary password and click the “Submit” button.

The screenshot shows a form titled 'CREATE YOUR ACCOUNT ACCESS' with a close button in the top right corner. The form contains a heading and a list of instructions: 'This feature is for customers who have not created a Login ID for account access.', 'To create a Login ID and profile you will need your Social Security Number and a temporary Password.', 'Your initial temporary Password will automatically be generated after your pay has been established. For more information on when to expect your first Password, read about how new accounts are added.', and 'If 30 days have passed since you started receiving pay and you have not received your initial temporary Password, request one now.' Below the instructions are two input fields: 'Social Security Number' and 'Password'. Two red arrows point to the left of these fields. A blue 'Submit' button is located at the bottom right of the form.

6. You will be prompted to create a Login ID and a permanent password.

CREATE YOUR ACCOUNT ACCESS

Due to Security Requirements, you are required to establish a Login ID.

- If you need help using myPay, contact the Dedicated Customer Support Line at 1-888-234-3411, extension 2101, 2101-2106, or Dedicate Networking Network (DNN) 1-800-800-8000 (see FAQs for hours of operation).
- If you have specific pay account-related questions, contact your customer service representative as listed under the myAgency Access Guidelines.

LOGIN ID:

- Your Login ID must be 6 to nine (9) or greater than 150 characters.
- Your Login ID must contain upper or lowercase or a combination of alphanumeric characters. It may also contain () _ , /
- Numbers are not allowed within the Login ID.
- CANNOT BE NUMBERS.
- HINT: An email address can be used as a Login ID.

Enter your Login ID:

Login ID is required

You are also required to establish a new Password. Please establish a new Password by entering the desired Password twice.

Password:

The password must:

- Be 6 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 five 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: Your name, birthday, street name, phone number, or similar information.
- Repeated or mirrored characters: Example: 12345678, 222222, 111111, or 1111111111 on your keyboard (qwerty).

The password will expire in 150 days.

Enter your password:

Password is required

Re-enter your password:

Password is required

THE PASSWORD MUST:

- not include any symbols
- include at least 1 uppercase letter (A-Z)
- include at least 1 lowercase letter (a-z)
- include at least 1 number (0-9)
- include at least 1 special character (# @ % * + = - _)
- be 6 to 30 characters in length
- re-entered password must match password

[Create Account](#)

7. Follow the on-screen instructions for creating your Login ID and Password, then select Create Account when finished.

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