

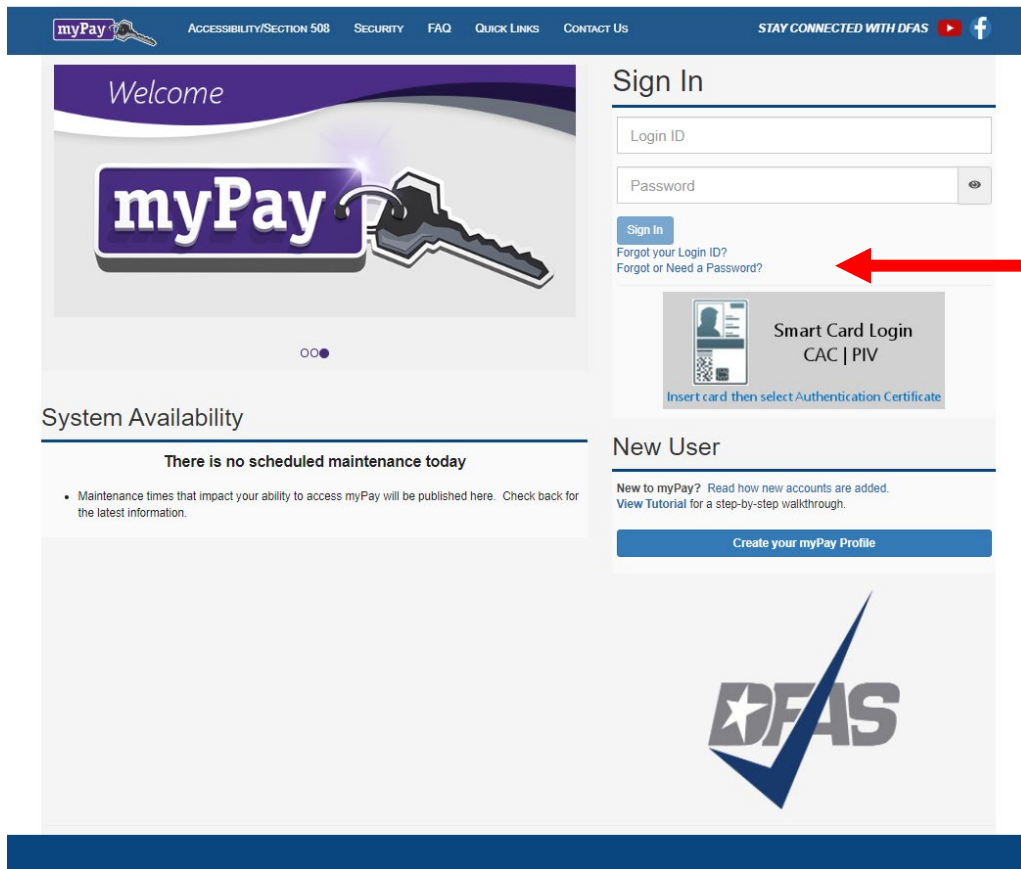
New to myPay? How to Get Started

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



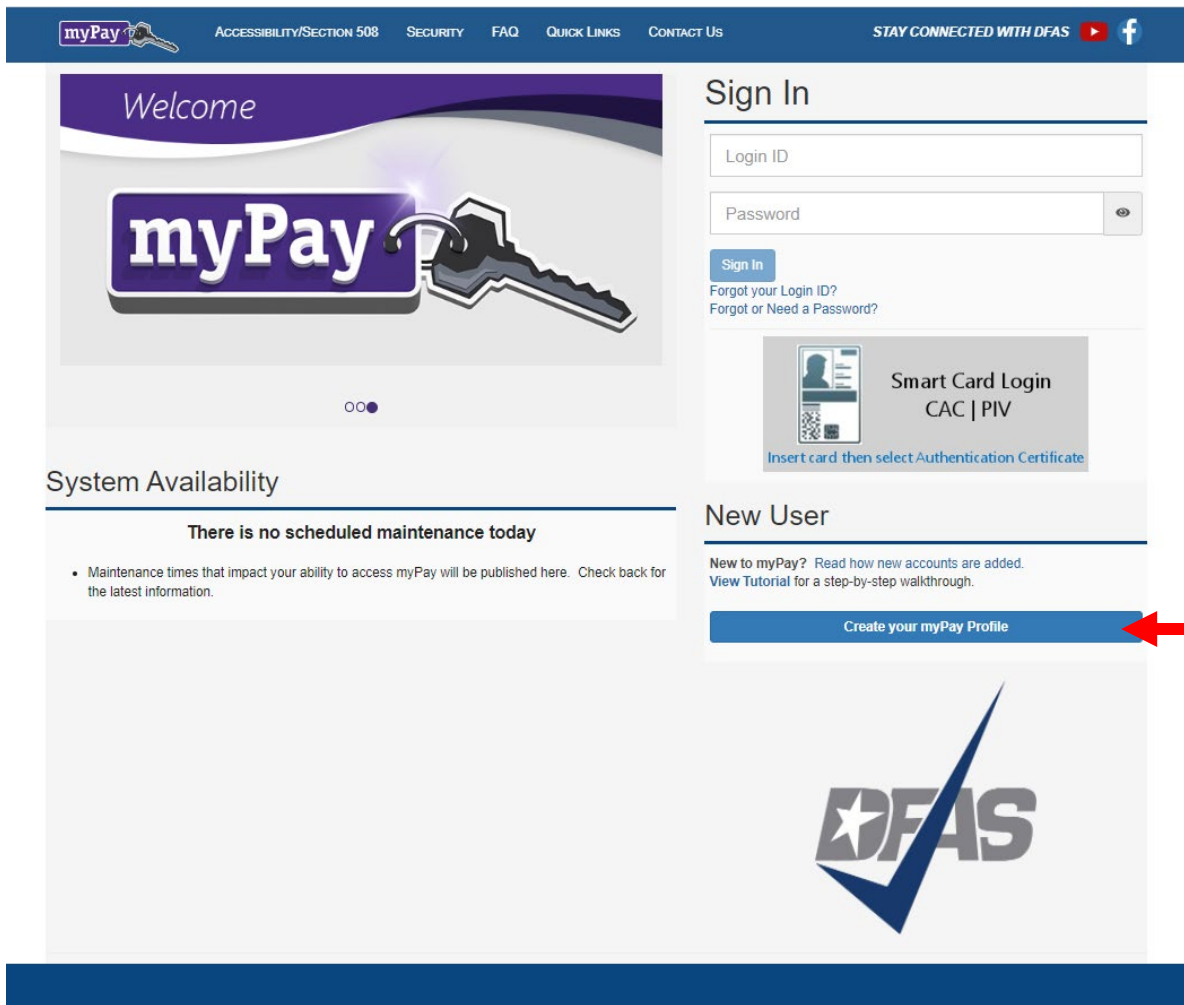
2. Enter two of the following: your Login ID, Social Security Number and/or email address. Check the box affirming you are the account owner, and click "Continue".

The screenshot shows a web form titled "FORGOT OR NEED A PASSWORD". The form contains the following text: "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. PROVIDE TWO OF THE FOLLOWING IN ORDER TO CONTINUE: Login ID, Social Security Number, and/or registered Email Address." Below this text are three input fields: "Login ID", "Social Security Number", and "Email Address". To the left of each field is a red arrow pointing to it. Below the input fields is a legal disclaimer: "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." Below the disclaimer is a checkbox with the text "I am the individual associated with the information provided above and I elect to continue with this transaction." A red arrow points to this checkbox. Below the checkbox is a red triangle icon followed by the text "Required to continue." To the right of the form is a "Continue" button, with a red arrow pointing to it.

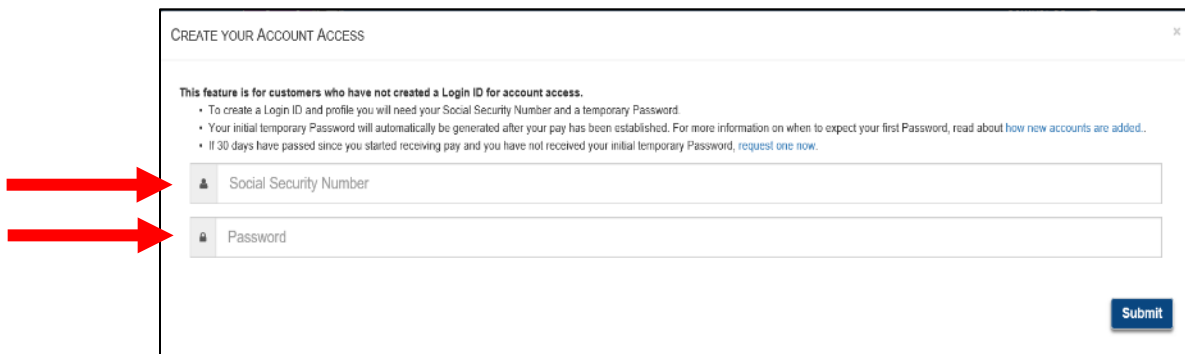
3. Choose "mail to my address of record with Military Retired" and click the "Send me a Password" button. Your temporary password will be mailed to your address on record with Retired and Annuitant Pay. You should receive it in about 10 business days.

The screenshot shows the same "FORGOT OR NEED A PASSWORD" form. Below the legal disclaimer and checkbox, there is a section titled "Please select only one (1) of the following:". Below this title is a radio button followed by the text "Mail to my address of record with Army Military Retiree". A red arrow points to this radio button. Below this text is the text "Mail delivery time will vary and may take up to ten days." To the right of the form is a "Send me a Password" button.

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.



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



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 Centralized Customer Support Unit at 1-888-CPAS411 or 1-888-332-7411, commercial (216) 522-6296, or Defense Switching Network (DSN) 565-5096 (see FAQs for hours of operation).
- If you have specific pay account-related questions, contact your customer service representative as listed under the Frequently Asked Questions.

Login ID:

- Your Login ID must not be less than 8 or greater than 120 characters.
- Your Login ID must contain alpha or numeric or a combination of alpha/numeric characters. It may also contain @, _ , - , *
- Spaces are not allowed within the Login ID.
- Cannot be 8 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 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 four 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, other's license, passport number, or similar information.
- Repeated or repeated characters. Examples: 12345678, ZZZZZZ, ababab, or adjacent letters on your keyboard (qwerty).

The password will expire in 150 days.

Enter your password:

Re-enter your password:

The PASSWORD MUST:

- not contain any 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
- 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!