How to Request a New myPay Password

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

2. Enter your Login ID or Social Security Number and click the “Yes” button on the bottom right side of the page.

USE THIS PROCESS if you have lost, do not remember or have not received a Password. This process will attempt to determine if we can email or mail a new temporary Password. If we cannot, we will mail a new random temporary Password to you, the system will display procedures for obtaining a new Password.

THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.
3. If you have added an email address to your myPay account or you have an Army AKO account, choose one of the “email directly...” options. If you don’t have an email address in myPay, select “Mail to my address of record with Military Retired.” Then click the “Send me a Password” button.

4. Once you receive your temporary password, return to the myPay homepage and log in to your account using your Login ID and the temporary password.
5. You will be prompted to create a permanent password. Enter a password that meets all of the requirements listed on the page and then re-type it before clicking the “Accept/Submit” button.

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