



## Getting Into *myPay* After You Separate

Take the following steps at least **30 days** before you separate so you can easily access your **myPay** account for important tax and pay information without your CAC. Separating? You'll have access to **myPay** for 13 months after you leave. Retiring? You'll have continued access with new login credentials.

### 1) Update Your Email Address

- Select "Email Address" on the main screen
- Under "Personal Email Address," enter and re-enter your personal email address
- Select the "Primary" bubble to the right of your newly entered email address
- Select "Accept/Submit" to save the change

**myPay**



### 2) Update Your Physical Mailing Address

Active duty Army and Navy members, contact your respective Personnel or Finance Office to update your mailing (correspondence) address. All others:

- Select "Correspondence Address" on the main menu
- Enter and Save your new correspondence address
- Click "Save"
- NOTE: Address changes will take 3-7 days to become effective

### 3) Update Your "Security Questions For Password Resets"

- Select "Security Questions for Password Resets"
- Your 8 questions and answers will be used if you need a new **myPay** Password

### 4) Review Your "Personal Settings Page" For Accuracy And Outdated Information

- Select "Personal Settings Page." Remember, you won't have your CAC card after you separate so establish or update your passwords NOW. This is how you'll access your account after you leave the service.

### 5) Maintain Your Records

- Save/print a copy of all of your **myPay** W2s within 13 months of separation. Retirees will receive all future tax statements in your account.

## Contact DFAS

- For **myPay** problems including support establishing and changing your password: 1-888-DFAS411 or 1-888-332-7411
- Travel voucher status is available at 1-888-332-7366 (option 1).
  - Online Customer Service - askDFAS: <http://go.usa.gov/g4Q>
  - For ALL other payroll information contact your servicing pay office or your customer service representatives.
    - NOTE: Military Retirees that are in a non-pay status due to a VA Waiver or Combat Pay can still access **myPay** but will have limited options available.



## Websites

**myPay**  
[mypay.dfas.mil/](http://mypay.dfas.mil/)

**DFAS**  
[dfas.mil/militaryseparations](http://dfas.mil/militaryseparations)  
[dfas.mil/customerservice/mysolutions](http://dfas.mil/customerservice/mysolutions)



LOADING...