



DEFENSE FINANCE & ACCOUNTING SERVICE



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The Defense Finance and Accounting Service (DFAS) has assigned you a new **myPay** Personal Identification Number (PIN). This is a temporary PIN and is located in the lower section of this letter.

MyPay will display your current pay account information and allows selected pay changes directly to your DFAS pay record using Internet or Interactive Voice Response System (IVRS) technology. Except for short periods of system maintenance, **myPay** is available to you seven days a week, 24 hours a day. After you access **myPay**, menus will guide you through the applications available. **MyPay** will edit the information and ask you to confirm your input. Finally, the system will tell you when your changes will be effective. The **myPay** web-site has Frequently-Asked-Questions (FAQs) and answers. If you want to review information about **myPay** or browser capabilities before you access the system, additional FAQs are posted on the DFAS informational web-site at <http://www.dfas.mil/mypay/>.

When accessing **myPay** for the first time using the temporary PIN, it will be necessary for you to customize your PIN to a number of your choice. You will also be asked to answer a series of questions to establish your new, customized PIN. These questions are used to establish your identity and allow you to reset your PIN on-line if you forget your PIN or suspend it.

If you have any problems accessing **myPay** or need further PIN assistance, call toll free 1-800-390-2348, commercial (216) 522-5122, or DSN 580-5122 from 7:00 a.m. to 7:30 p.m. EST.

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IMPORTANT CONFIDENTIAL INFORMATION

Your Temporary Personal Identification Number (PIN) is:

KEEP THIS PIN NUMBER IN A SECURE LOCATION!
This temporary PIN is valid for 45 days from issuance.

TO ACCESS myPay

IVR - Touch Tone Toll Free (CONUS ONLY):
(1-877-363-3677)
Commercial: (478) 757-3119

**** Internet - <https://myPay.dfas.mil>****
or from DFAS Web Site - <http://www.dfas.mil/myPay>

The personal information accessed via myPay is protected by the Privacy Act of 1974.