

## New to myPay?

This is guidance on new accounts established in myPay and the delivery method of temporary passwords for the new accounts.

### **Military Active and Reserve Members:**

myPay accounts are established on the 3<sup>rd</sup> and the 13<sup>th</sup> of each month.

1. Using your **DoD Common Access Card (CAC)** and a **SmartCard Reader**, you can access myPay anytime after you receive your first pay check by selecting 'SmartCard Login' on the myPay home page.
2. Members of Marine Corps Active and Reserve, Army Active and Reserve, Air Force Active and Reserve and Navy Active who do not have a SmartCard Reader will receive an email with your temporary password on Tuesday. We'll send it to the email address your employer provided us or to the work email address you provided when you received your CAC. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password. If you do not receive your temporary password, please verify/change your email address with your branch of service by following the instructions provided in the bullets below. Once you've made the correction, myPay updates to email addresses occur every Tuesday. You can also select 'Forgot or Need a Password' on the myPay home page for additional temporary password options.
  - **Military Active and Reserve with a Common Access Card (CAC)** – Contact your RAPIDS Station point of contact, Personnel Center or the DMDC Help Desk at (800) 538-9552.
  - **Army Active and Reserve** – Contact your local site's email administrator or go to [Army Knowledge Online \(AKO\)](#). myPay updates these email addresses weekly.
  - **Air Force Active and Reserve** – Contact your local site's email administrator. myPay updates these email addresses weekly.
3. All other military members, except Navy Reservists, who do not have access to a SmartCard Reader, will receive their passwords by mail at their Unit Address. Navy Reservists' passwords will be mailed to the home address on record. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password.

### **Civilian employees:**

myPay accounts are established after you receive your first pay check.

1. If you are a **DoD Civilian Employee** with a **Common Access Card (CAC)** or a **Health and Human Services (HHS) Employee** with a **Personal Identity Verification (PIV)** and a **SmartCard Reader**, you can access myPay anytime after you receive your first pay check by clicking 'SmartCard Login' on the myPay home page.
2. Civilians employed by the Air Force, Army, DFAS, Broadcasting Board of Governors (BBG), Department of Veterans Affairs (VA), and Defense Information Systems Agency (DISA) will receive a temporary password via email on Tuesday. We will send it to the email address your employer provided us or to the work email address you provided when you received your CAC. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password.

If you do not receive your password, please verify/change your email address with your employer by following the instructions in the bullets below. Please note that myPay updates email addresses each Tuesday. You can also select 'Forgot or Need a Password' on the myPay home page for additional temporary password options.

- **VA employees** – Contact your local Human Resources office, and they will update your email address. myPay updates on Tuesday.
  - **DoD employees with CAC** – Contact your RAPIDS Station point of contact, Personnel Center or the DMDC Help Desk at (800) 538-9552. myPay updates daily
  - **DISA employees** – Go to the [Corporate Management Information System](#) and click "My Profile." Update your email address, and myPay will receive it by approximately the first of the following month.
  - **Army employees** – Contact your local site's email administrator or go to [Army Knowledge Online \(AKO\)](#) myPay updates on Tuesday.
  - **Air Force employees** – Contact your local site's email administrator. myPay updates on Tuesday.
  - **DFAS employees** – Contact your local site's email administrator. myPay updates on Tuesday.
  - **BBG employees** – Contact your local site's email administrator. myPay updates on Tuesday.
3. All other employees, including DoD employees that DO NOT have access to a SmartCard Reader, will receive your temporary password by mail at your home of record. If you do not receive your password letter, please verify/change your mailing address with your local customer service representative. Once they have updated it in your pay system, you can request a temporary password by mail by selecting 'Forgot or Need a Password' on the myPay home page. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password.

## Retirees

myPay Retired Pay accounts are established on the 2nd of each month for new retirees. You can continue to access myPay using the Login ID and Password established when you were on Active/Reserve duty.

If you have never established a Login ID / Password, click 'Forgot or Need a Password'. The Password will be sent to your mailing address on record with DFAS Retired and Annuitant Pay. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password. If they do not have your current address, please [contact R&A Pay](#) to update your address before requesting a new temporary Password.

### Gray Area Retirees:

A 'Gray Area' retiree is an individual who has met the 20-year qualifying service requirement for entitlement to receive retired pay, pending attainment of the statutory age.

If you are a 'Gray Area' retiree and have reached the statutory age, and do not have a myPay Password, please click 'Forgot or Need a Password' on the myPay home page. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password.

If you have not met the statutory age you will not have a myPay account. If you receive error message "your payroll is not associated with this service" when trying to access this indicates that your retired

pay account has not been established. New accounts are established in myPay on the 2<sup>nd</sup> of each month. If you feel that your Retired Pay account should be established please contact Retired Pay at 1-800-321-1080.

### **Annuitants/Former Spouses**

myPay accounts are established on the 2nd of each month. Passwords will be mailed to the home address of record. Upon receipt of your temporary password select the 'Create an Account' link to establish your Login ID and permanent password.

If you have never established a Login ID / Password, click 'Forgot or Need a Password'. The Password will be sent to your mailing address on record with DFAS Retired and Annuitant Pay. Upon receipt of your temporary password, select the 'Create an Account' link to establish your Login ID and permanent password.