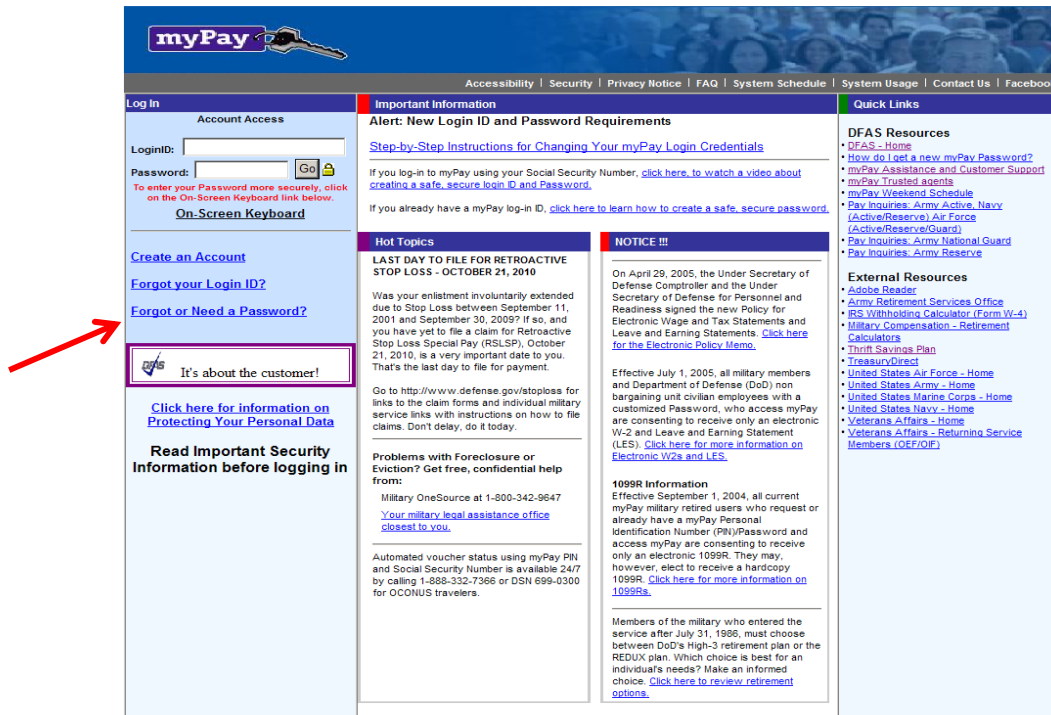


How to Request a New myPay Password

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 mail/email a new random temporary Password to you, the system will display procedures for obtaining a new Password.

THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.

Please enter your Login ID:

OR Please enter your Social Security Number:

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.

I am the individual associated with the information provided above and I elect to continue with this transaction.

No

NO return to the Home Page

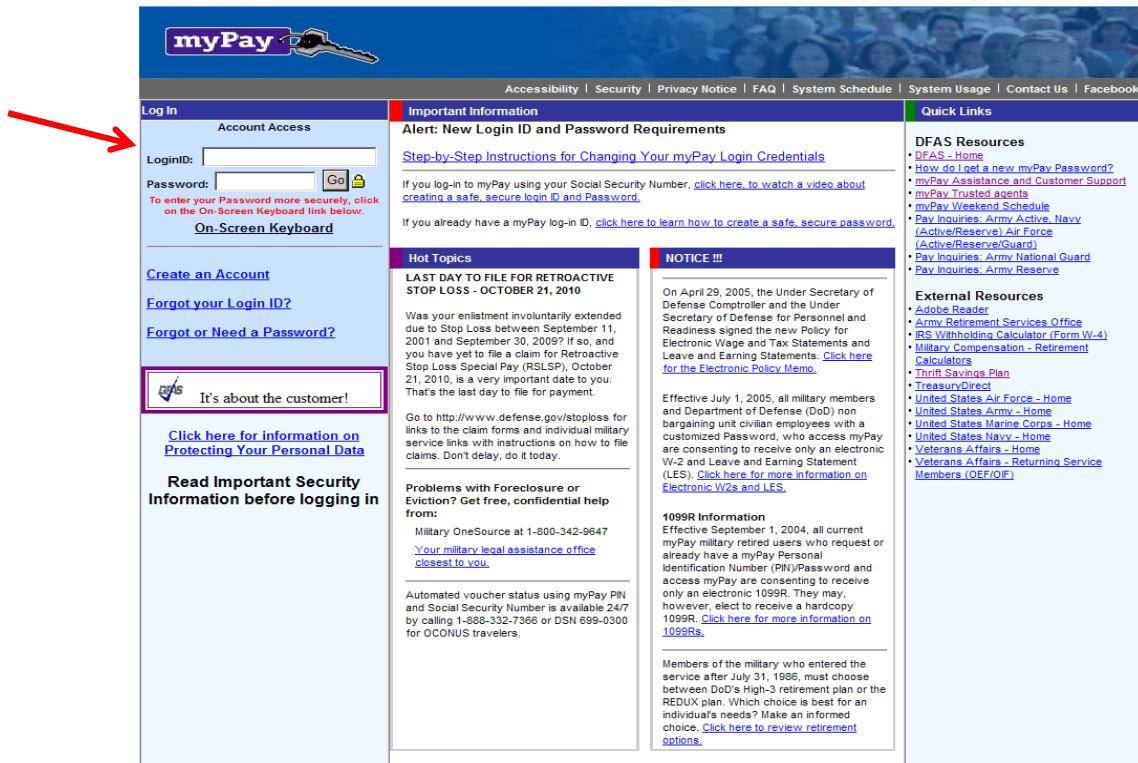
Yes

YES to request a new random temporary 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.



The screenshot shows the 'myPay Security' interface. At the top left is the 'myPay' logo with a key icon. Below it, the word 'Security' is displayed. In the top right corner, there are links for 'Help' and 'Exit'. The main heading reads: 'You are required to establish a new Password. Please establish a new Password by entering the desired Password twice.' Below this, there are two input fields: 'Create your Password:' and 'Re-Type your Password:'. A blue link below the fields says: 'To enter your Password more securely, click here for the On-Screen Keyboard.' At the bottom of the form is a button labeled 'Accept / Submit'.

HELP INFO

- Your PASSWORD must not be less than 8 or greater than 15 characters
- Your PASSWORD cannot contain the last 4 positions of your Social Security Number
- Your PASSWORD cannot be one of your last 10 previous passwords
- Your PASSWORD cannot match your Login ID
- Your PASSWORD must contain at least one letter (A-Z)
- Your PASSWORD must contain at least one number (0-9)
- Your PASSWORD must contain at least one of the following special characters: # @ \$ % ^ ! * + = _

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