

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.



The screenshot shows the myPay homepage with a red arrow pointing to the "Forgot or Need a Password?" link in the login section. The page is divided into three main columns: Log In, Important Information, and Quick Links.

Log In

Account Access

Login ID:

[Forgot your Login ID?](#)

Password:

[Forgot or Need a Password?](#)



To enter your Password more securely, click on the On-Screen Keyboard link below.

[On-Screen Keyboard](#)




DoD CAC | PIV

New User

Read this First: [How New Accounts are Added to myPay](#)

[Create an Account](#)
 You will need a temporary password to proceed.

Stay Connected

 It's about the customer!

Important Information

Roth TSP Problem Corrected

The Roth TSP problem you may have experienced is corrected. You can now go into myPay to re-enroll and input your percentage based contribution elections. Again, we apologize for any inconvenience this caused you and thank you for your patience.

Military Pay Allotment Policy Change

Effective 1 January 2015 the policy governing military discretionary allotments changes. More information is available at www.dfas.mil/MIL_AL_HTML

2014 myPay Tax Statement Schedule

| | |
|---|------------|
| Annuitant 1099-R | Available |
| Retiree 1099-R | Available |
| Civilian W-2 (DoD/Non-DoD) | Available |
| Reserve Component Air Force, Army, and Navy W-2 | 01/07/2015 |
| Army Student Loan Repayment Program (SLRP) W-2 | 01/13/2015 |
| Active/Reserve Component Marine Corps W-2 | 01/14/2015 |
| Army Non-Appropriated Fund (NAF) Civilian W-2 | 01/14/2015 |
| Savings Deposit Program (SDP) 1099INT | 01/23/2015 |
| Active Component Air Force, Army, and Navy W-2 | 01/24/2015 |
| Travel/Miscellaneous W-2 | 01/31/2015 |

System Availability

RECURRING WEEKLY SYSTEM MAINTENANCE:

All myPay Customers:

- Access to myPay unavailable between 0000 and 0100 ET daily, Monday – Friday
- Access to Travel Advice of Payment (AoP) unavailable between 0600 and 1800 ET every 3rd Sunday of the month

Marine Corps Customers:

- Access to LES and W-2 unavailable between 2200 ET every Friday and 0400 ET every Saturday
- Access to all transactions unavailable between 2300 ET every Friday and 0800 ET every Saturday

NO ADDITIONAL WEEKEND SYSTEM MAINTENANCE

Quick Links


DFAS Resources

- [DFAS - Home](#)
- [How do I get a new myPay Password?](#)
- [myPay Assistance and Customer Support](#)
- [myPay SmartCard \(DoD CAC and PIV\)](#)
- [myPay Trusted agents](#)
- [Pay Inquiries: Army Active, Navy \(Active/Reserve\) Air Force \(Active/Reserve/Guard\)](#)
- [Pay Inquiries: Army National Guard](#)
- [Pay Inquiries: Army Reserve](#)
- [SmartVoucher - Complete a DD 1351-2](#)
- [Travel Voucher Checklist](#)
- [AskDFAS Tax Statement Reissue Requests](#)

External Resources

- [Adobe Reader](#)
- [Army Retirement Services Office](#)
- [IRS Withholding Calculator \(Form W-4\)](#)
- [Military Compensation - Retirement Calculators](#)
- [PDHRA for Army Civilians](#)
- [Plan SmartChoice](#)
- [Thrift Savings Plan](#)
- [TreasuryDirect](#)
- [US Air Force - Home](#)
- [US Army - Home](#)
- [US Marine Corps - Home](#)
- [US Navy - Home](#)
- [Veterans Affairs - Home](#)
- [Veterans Affairs - Returning Service Members \(OEF/OIF\)](#)

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

myPay 

Password on Demand | [Exit](#)

USE THIS PROCESS if you have lost, do not remember or have not received a Password. This process will determine if you can reset your Password online by answering established Security Questions for Password resets, or if we can email or mail a new temporary Password.

THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.

Please enter your Login ID:

OR Please enter your Social Security Number:

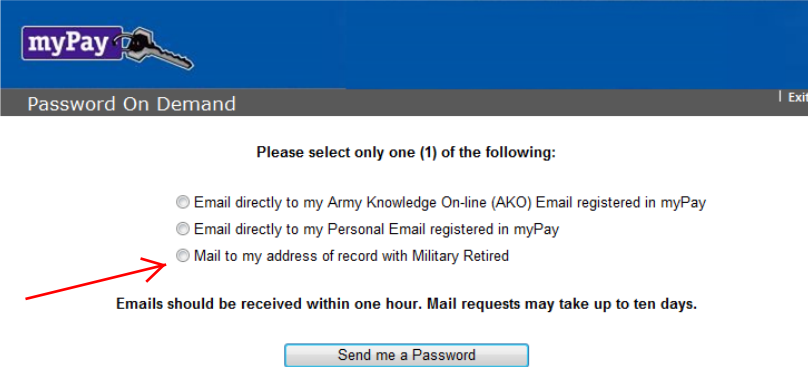
18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the credentials you enter are not your own, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of 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 return to the Home Page

YES to reset my Password online or to request a 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.



myPay

Password On Demand | Exit

Please select only one (1) of the following:

- Email directly to my Army Knowledge On-line (AKO) Email registered in myPay
- Email directly to my Personal Email registered in myPay
- Mail to my address of record with Military Retired

Emails should be received within one hour. Mail requests may take up to ten days.

Send me a Password

4. Once you receive your temporary password, return to the *myPay* homepage and log into your account using your Login ID and the temporary password.

The screenshot shows the myPay homepage with a blue header and a navigation bar. A red arrow points to the 'Login ID' input field in the 'Log In' section. The 'Log In' section includes fields for 'Login ID' and 'Password', a 'Go' button, and links for 'Forgot your Login ID?' and 'Forgot or Need a Password?'. Below this is a 'SmartCard Login' section with a 'DoD CAC | PIV' button. The 'New User' section contains links for 'How New Accounts are Added to myPay' and 'Create an Account'. The 'Stay Connected' section features social media icons for Facebook and YouTube, and a 'DFAS It's about the customer!' logo.

The 'Important Information' section contains three main announcements:

- Roth TSP Problem Corrected:** The Roth TSP problem you may have experienced is corrected. You can now go into myPay to re-enroll and input your percentage based contribution elections. Again, we apologize for any inconvenience this caused you and thank you for your patience.
- Military Pay Allotment Policy Change:** Effective 1 January 2015 the policy governing military discretionary allotments changes. More information is available at www.dfas.mil/MIL_AL_HTML.
- 2014 myPay Tax Statement Schedule:**

| Statement Type | Availability |
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The 'Quick Links' section is divided into three categories:

- DFAS Resources:**
 - DFAS - Home
 - How do I get a new myPay Password?
 - myPay Assistance and Customer Support
 - myPay SmartCard (DoD CAC and PIV)
 - myPay Trusted agents
 - Pay Inquiries: Army Active, Navy (Active/Reserve) Air Force (Active/Reserve/Guard)
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 - SmartVoucher - Complete a DD 1351-2
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 - AskDFAS Tax Statement Reissue Requests
- External Resources:**
 - Adobe Reader
 - Army Retirement Services Office
 - IRS Withholding Calculator (Form W-4)
 - Military Compensation - Retirement Calculators
 - PDHRA for Army Civilians
 - PlanSmartChoice
 - Thrift Savings Plan
 - TreasuryDirect
 - US Air Force - Home
 - US Army - Home
 - US Marine Corps - Home
 - US Navy - Home
 - Veterans Affairs - Home
 - Veterans Affairs - Returning Service Members (OEF/OIF)

The 'System Availability' section includes:

- RECURRING WEEKLY SYSTEM MAINTENANCE:**
 - All myPay Customers:**
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- NO ADDITIONAL WEEKEND SYSTEM MAINTENANCE**


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.

Due to Security Requirements, you are required to establish a Login ID.

Step 1: Create Login ID

- Must not be less than 6 or greater than 129 characters.
- May contain alpha or numeric or a combination of alpha/numeric characters. It may also contain the @ sign, underscore, dash, period and apostrophe. Spaces are not allowed within the LOGIN ID.
- Cannot be 9 numbers.
- **HINT:** An email address can be used as a Login ID

ENTER your Login ID using your Computer Keyboard

| | | |
|--------------------------|----------------------|---|
| Establish Your Login ID: | <input type="text"/> |  |
|--------------------------|----------------------|---|

Complete Step 1 first. Then scroll down.

You are also required to establish a new Password. Please establish a new Password by entering the desired Password twice.

Step 2: Create Password

The PASSWORD MUST:

- be 9 to 30 characters in length
- contain at least one uppercase letter (A-Z)
- contain at least one lowercase letter (a-z)
- contain at least one number (0-9)
- contain at least one of the following special characters: # @ \$ % ^ ! * + = _
- change at least four characters from your previous password

The PASSWORD CANNOT:

- contain spaces
- be one of your last five previous passwords

The PASSWORD will expire in 150 days.

| | |
|------------------------|--------------------------|
| Enter your Password: | <input type="password"/> |
| Re-Type your Password: | <input type="password"/> |

[To enter your Password more securely, click here for the On-Screen Keyboard.](#)

Accept / Submit

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