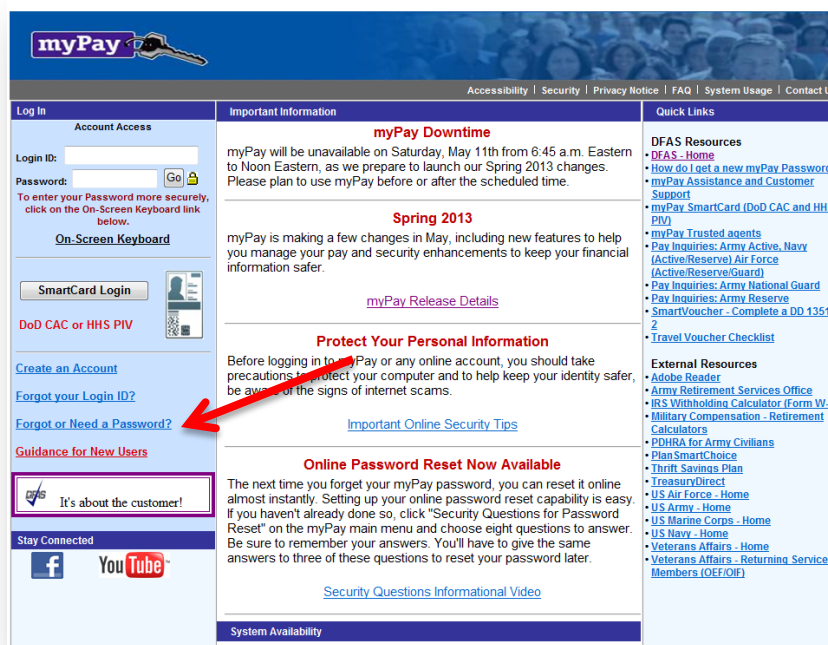


# How to Request a New myPay Password

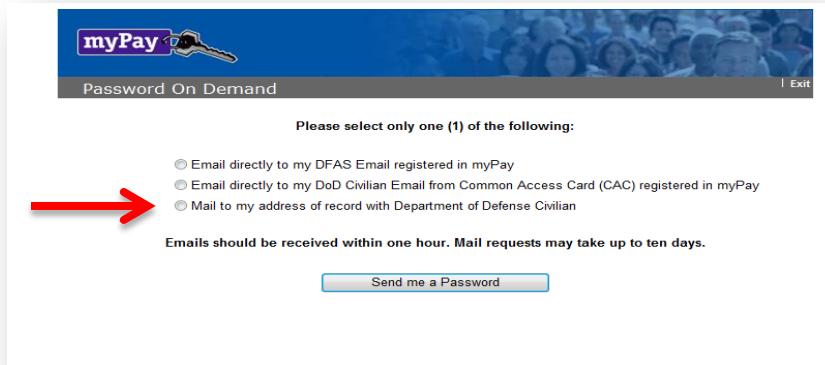
1. Click the “Forgot or Need a Password?” link on the **myPay** homepage to request a temporary password.



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

The screenshot shows the 'Password on Demand' page. It includes a header with the myPay logo and a navigation bar with an 'Exit' link. The main content area contains the following text: '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.' Below this, it states 'THIS PROCESS WILL VOID YOUR CURRENT PASSWORD.' and 'Please enter your Login ID:' followed by an input field (indicated by a red arrow). Below that, it says 'OR Please enter your Social Security Number:' followed by another input field (indicated by a red arrow). A legal disclaimer follows: '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.' At the bottom, there is a statement: 'I am the individual associated with the information provided above and I elect to continue with this transaction.' Below this statement are two buttons: 'No' (with the text 'NO return to the Home Page' below it) and 'Yes' (with the text 'YES to reset my Password online or to request a temporary Password' below it). A red arrow points to the 'Yes' button.

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.

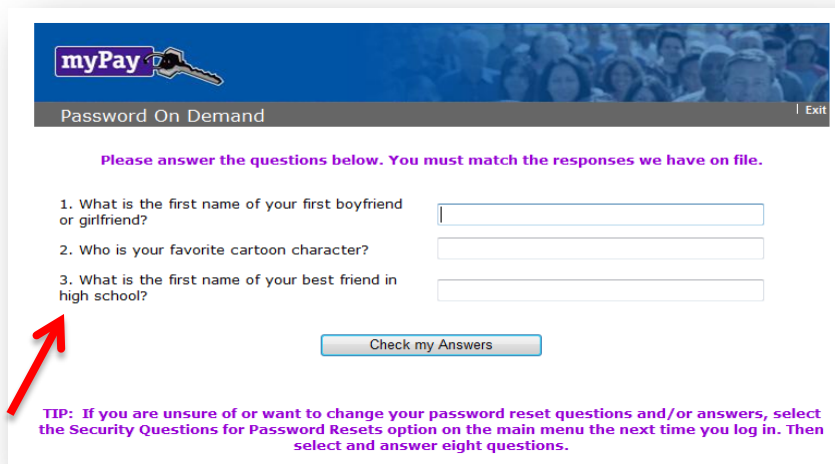


The screenshot shows the myPay Password On Demand interface. At the top, there is a myPay logo and a key icon. Below the logo, the text "Password On Demand" is displayed. A red arrow points to the first radio button option: "Email directly to my DFAS Email registered in myPay". Other options include "Email directly to my DoD Civilian Email from Common Access Card (CAC) registered in myPay" and "Mail to my address of record with Department of Defense Civilian". A "Send me a Password" button is located at the bottom of the form.

OR

If you have established security questions the 3 randomly generated questions will be the first option.

If you answer questions correctly then you will bypass #4 and go to #5.



The screenshot shows the myPay Password On Demand interface with security questions. At the top, there is a myPay logo and a key icon. Below the logo, the text "Password On Demand" is displayed. A red arrow points to the first question: "1. What is the first name of your first boyfriend or girlfriend?". Other questions include "2. Who is your favorite cartoon character?" and "3. What is the first name of your best friend in high school?". A "Check my Answers" button is located at the bottom of the form. A tip at the bottom reads: "TIP: If you are unsure of or want to change your password reset questions and/or answers, select the Security Questions for Password Resets option on the main menu the next time you log in. Then select and answer eight questions."

4. Once you receive your temporary password, return to **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.

**Security** Help | Exit

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

Create your Password:

Re-Type your Password:

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

Accept / Submit

**HELP INFO**

The PASSWORD MUST:

- be 15 to 30 characters in length
- contain at least two uppercase letters (A-Z)
- contain at least two lowercase letters (a-z)
- contain at least two numbers (0-9)
- contain at least two of the following special characters: # @ \$ % ^ ! \* + = \_
- change at least four characters from your previous password

The PASSWORD CANNOT:

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

The PASSWORD will expire in 60 days.

**Password Pitfalls:** Avoid creating passwords that use:

- Dictionary words in any language.
- Personal information: Your name, birthday, driver's license, passport number, or similar information.
- Sequences or repeated characters. Examples: 12345678, 222222, abcdefg, or adjacent letters on your keyboard (qwerty).

Top

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