

How to Request Your *myPay* Login ID

1. Click the "Forgot your Login ID?" link on the *myPay* homepage.



The screenshot shows the myPay homepage with a red arrow pointing to the "Forgot your Login ID?" link in the Account Access 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/MLL_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](#)
- [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 \(OEF/OIF\)](#)

2 You can then **either**:

- a. enter your previously registered email address and your Social Security Number and click “Email Login ID” to receive it in an email; **or**
- b. enter your Social Security Number and Password, and click “Display Login ID” to display it on the *myPay* website screenshot

myPay

Forgot Your Login ID | Exit

If you have established a Login ID and have forgotten it, there are two methods to retrieve this information:

- You may enter your previously registered email address and your Social Security Number and we will email your Login ID to you.
- You may enter your Social Security Number and Password and we will display your Login ID.

Enter your Social Security Number:

Enter your Registered Email Address:

Email Login ID

OR

Enter your Social Security Number:

Enter your Password:

Display Login ID

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

TIP: If you do not have enough information to complete this request, you should click [Forgot your Password](#) on the Home Page and request a temporary Password. When you get your temporary Password, come back to this screen to retrieve your Login ID using your SSN and the temporary Password.

- Use your computer keyboard to enter your Social Security Number and your Email Address. Your Password can be entered with your computer keyboard or with the On-Screen keyboard.
- 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.

3. Once you have your Login ID, return to the *myPay* homepage and log in to your account.

The screenshot shows the myPay homepage with a blue header and a navigation bar. The main content is divided into three columns: Account Access, Important Information, and Quick Links.

Account Access: Includes a login form with fields for Login ID and Password, a "Go" button, and links for "Forgot your Login ID?" and "Forgot or Need a Password?". A red arrow points to the "Forgot your Login ID?" link. Below the form is a "SmartCard Login" button and a "DoD CAC | PIV" label.

Important Information: Contains three main announcements:

- Roth TSP Problem Corrected:** States that the Roth TSP problem is corrected and users can now go into myPay to re-enroll.
- Military Pay Allotment Policy Change:** Announces a policy change effective 1 January 2015 regarding military discretionary allotments.
- 2014 myPay Tax Statement Schedule:** A table listing various categories and their availability dates.

Category	Availability
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

Quick Links: Lists various resources including "DFAS Resources", "External Resources", and "System Availability".

System Availability: A section titled "RECURRING WEEKLY SYSTEM MAINTENANCE:" listing unavailability periods for "All myPay Customers" and "Marine Corps Customers".

Footer: Includes a "Stay Connected" section with Facebook and YouTube icons, and a "DFAS It's about the customer!" logo.

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