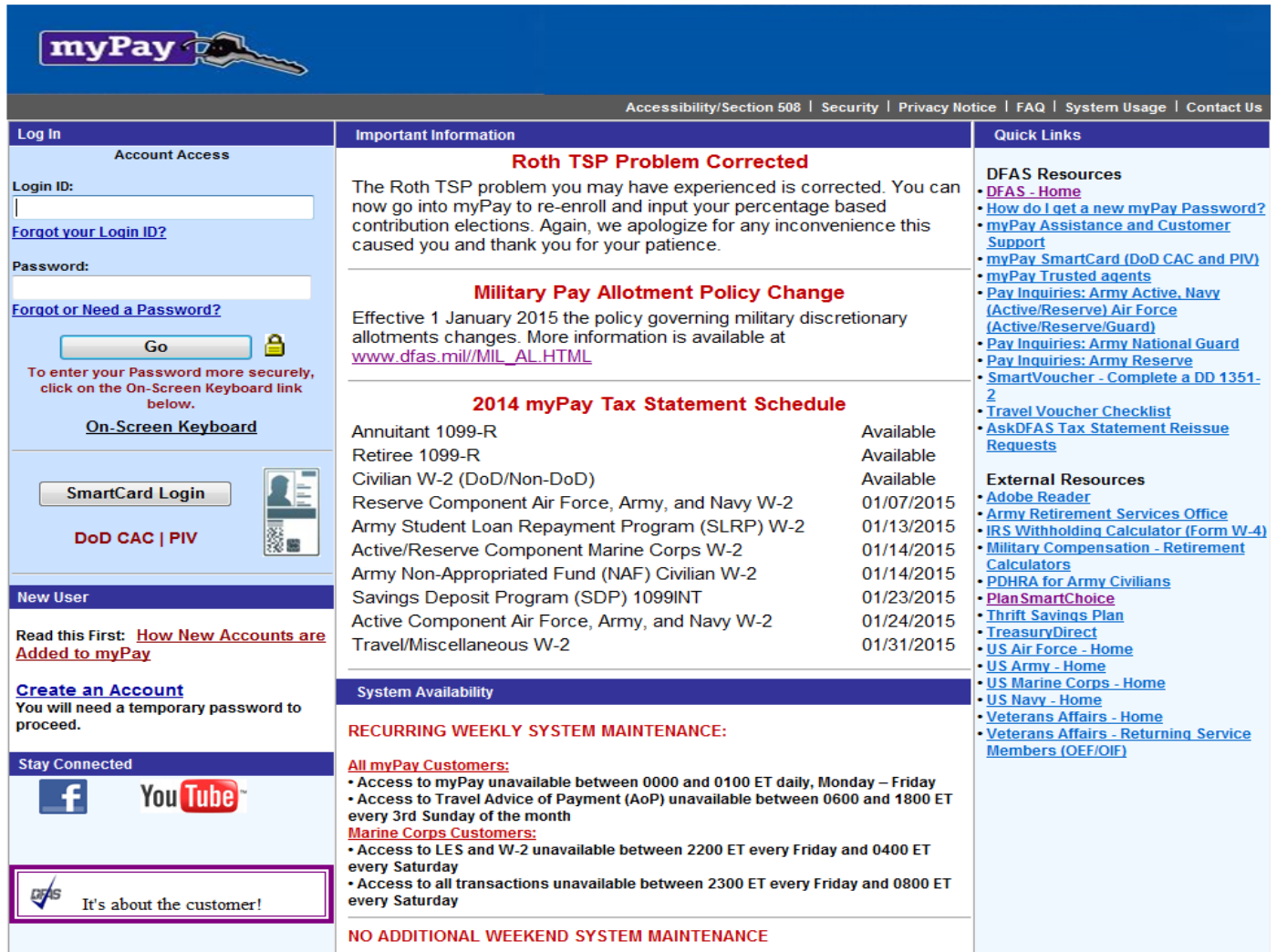


# How to Create a New *myPay* Account

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 navigation bar at the top containing links for Accessibility/Section 508, Security, Privacy Notice, FAQ, System Usage, and Contact Us. The main content is divided into three columns: Log In, Important Information, and Quick Links.

**Log In Column:** Features a login form with fields for Login ID and Password, a "Go" button, and a link for "Forgot or Need a Password?". Below the form is an "On-Screen Keyboard" link and a "SmartCard Login" button. A red arrow points to the "Forgot or Need a Password?" link.

**Important Information Column:** Contains three sections:
 

- Roth TSP Problem Corrected:** A notice stating that the Roth TSP problem is corrected and users can re-enroll.
- Military Pay Allotment Policy Change:** A notice about a policy change effective January 1, 2015, with a link to [www.dfas.mil/MIL\\_AL.HTML](http://www.dfas.mil/MIL_AL.HTML).
- 2014 myPay Tax Statement Schedule:** A table listing various pay 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

**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 Column:** Contains two sections:
 

- DFAS Resources:** Links to DFAS Home, how to get a new myPay Password, myPay Assistance and Customer Support, myPay SmartCard (DoD CAC and PIV), myPay Trusted agents, Pay Inquiries for Army Active, Navy (Active/Reserve) Air Force (Active/Reserve/Guard), Pay Inquiries for Army National Guard, Pay Inquiries for Army Reserve, SmartVoucher - Complete a DD 1351-2, Travel Voucher Checklist, and AskDFAS Tax Statement Reissue Requests.
- External Resources:** Links to 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, and Veterans Affairs - Returning Service Members (OEF/OIF).

**Other sections:**

- New User:** Includes a link to "How New Accounts are Added to myPay" and a "Create an Account" button with a note that a temporary password is needed.
- Stay Connected:** Features social media icons for Facebook and YouTube.
- DFAS Logo:** A banner at the bottom left with the text "It's about the customer!"

2. Enter your 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 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

NO return to the Home Page

Yes

YES to reset my Password online or to request a temporary Password



3. Choose “mail to my address of record with Military Retired” and click the “Send me a Password” button. Your temporary password will be mailed to your address on record with Retired and Annuitant Pay. You should receive it in about 10 business days.

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 click the “Create an Account” link.

The screenshot shows the myPay homepage with a blue header and a navigation bar. The main content is divided into three 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](http://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](#)
- [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 \(OEF/OIF\)](#)

5. Create your account by entering your Social Security Number and your temporary password and click the “Accept/Submit” button.

The screenshot shows the 'myPay' logo with a key icon in the top left corner of a blue header. Below the header, a dark grey bar contains the text 'Create your Account Access' on the left and 'Exit' on the right. A red notice reads: 'This feature is for customers who have not created a Login ID for account access.' Below this, there are two input fields: 'Enter your SSN:' and 'Enter Password:'. Red arrows point to the right side of each input field. Below the fields is a blue link: 'To enter your Password more securely, click here for the On-Screen Keyboard.' At the bottom, there is a grey button labeled 'Accept / Submit' with a red arrow pointing to its left side.

Enter your SSN:	<input type="text"/>
Enter Password:	<input type="password"/>

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

Accept / Submit

6. You will be prompted to create a Login ID and a permanent password.

The screenshot shows the 'myPay' logo at the top left, with a key icon. Below it is a 'Security' header with an 'Exit' link on the right. A red message states: 'Due to Security Requirements, you are required to establish a Login ID.' Below this is 'Step 1: Create Login ID' with a list of requirements: must be 6-129 characters, alphanumeric with @, -, ., and ' allowed, cannot be 9 numbers, and a hint that an email address can be used. A red instruction says 'ENTER your Login ID using your Computer Keyboard'. There is a text input field labeled 'Establish Your Login ID:' and an icon of a hand typing on a keyboard. Below the field is the instruction 'Complete Step 1 first. Then scroll down.' A red message follows: 'You are also required to establish a new Password. Please establish a new Password by entering the desired Password twice.' 'Step 2: Create Password' lists requirements: 9-30 characters, uppercase and lowercase letters, a number, and special characters (#, @, \$, %, ^, !, \*, +, =, \_). It also lists what a password cannot be: spaces or one of the last five passwords. A note says 'The PASSWORD will expire in 150 days.' There are two text input fields: 'Enter your Password:' and 'Re-Type your Password:'. A blue link says 'To enter your Password more securely, click here for the On-Screen Keyboard.' At the bottom is a button labeled 'Accept / Submit'.

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