

How to Request a New myPay Password

myPay provides convenient access to a range of information about your payments, and lets you easily update your contact information or your tax withholding, check your SBP coverage and your AOP beneficiary (retirees), submit your annual certification (annuitants), or download your tax documents. And when you have an email address in myPay, you can receive important email messages from DFAS about your pay account and information from your branch of service. myPay is available using the internet from your computer or your mobile device browser at: <https://mypay.dfas.mil>

If you have used myPay, but don't remember your myPay password, just follow the steps below.

1. Click the "Forgot or Need a Password?" link on the **myPay** homepage.

The screenshot shows the myPay homepage with a dark blue header. The header contains the myPay logo, navigation links for Accessibility/Section 508, Security, FAQ, Quick Links, and Contact Us, and social media links for YouTube and Facebook. The main content area is divided into several sections:

- Welcome**: A purple banner with the myPay logo and a key icon.
- System Availability**: A section with a blue header and a message: "There is no scheduled maintenance today." Below this is a bullet point: "Maintenance times that impact your ability to access myPay will be published here. Check back for the latest information."
- Sign In**: A section with a blue header and a white background. It contains a "Login ID" input field, a "Password" input field with an eye icon, a "Sign In" button, and two links: "Forgot your Login ID?" and "Forgot or Need a Password?". A red arrow points to the "Forgot or Need a Password?" link.
- Smart Card Login**: A section with a blue header and a white background. It features a smart card icon, the text "Smart Card Login CAC | PIV", and a link: "Insert card then select Authentication Certificate".
- New User**: A section with a blue header and a white background. It contains a link: "New to myPay? Read how new accounts are added. View Tutorial for a step-by-step walkthrough." and a "Create your myPay Profile" button.

The DFAS logo is visible in the bottom right corner of the page.

2. Enter two of the following: your Login ID, Social Security Number and/or email address. Check the box affirming you are the account owner, and click "Continue".

FORGOT OR NEED A PASSWORD

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.

PROVIDE TWO OF THE FOLLOWING IN ORDER TO CONTINUE: Login ID, Social Security Number, and/or registered Email Address.

Login ID

Social Security Number

Email Address

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.
Required to continue.

Continue

3. If, you completed the security questions, you'll be presented three security questions to answer. When finished answering the questions, click "Check my Answers".

FORGOT PASSWORD

Please answer the questions below. You must match the responses we have on file.

1. In what city did you meet your spouse/significant other?
The answer is required!

2. What was the second state or country you lived in?
The answer is required!

3. What is the first name of the cousin who is closest to your age?
The answer is required!

TIP: If you are unsure of or want to change your password reset questions and/or answers, select the Security Questions option under Personal Settings the next time you log in. Then select and answer eight questions.

Previous Check my Answers

4. If, you haven't set up security questions or answer them incorrectly, you'll get the option to have a temporary password sent to you.

FORGOT PASSWORD

Please select only one (1) of the following:

Mail to my address of record with Marine Corps Reserve

Email directly to my registered in myPay

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

Send me a Password

5. Once you succeed in answering the security questions, you'll be prompted to create a new password. Please follow the guidelines provided on the page to create a strong password. Enter your new password twice, then click the "Change Password" button.

The screenshot shows a web page titled "FORGOT OR NEED A PASSWORD" with a "Change Password" section. The page includes instructions on password requirements, a list of password pitfalls, and two input fields for "Enter your password" and "Re-enter your password". Below these fields is a "NEW PASSWORD METER" with several criteria: "not contain only spaces" (checked), "contain at least 1 uppercase letter (A-Z)", "contain at least 1 lowercase letter (a-z)", "contain at least 1 number (0-9)", "contain at least 1 special character (! @ \$ % ^ * & ' " ~ + = _)", "be 8 to 30 characters in length", and "no other password must match password". A "Change Password" button is located at the bottom right. Red arrows point to the two password input fields and the "Change Password" button.

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