

New to myPay?

The information in this document covers how new accounts are established in myPay, and explains how temporary passwords are created and delivered. If you're a new customer, you do not need to request a password, it will be sent to you automatically. To learn more, find the area that best applies to you below. If you're looking for a detailed walkthrough on how to create your profile once you receive your password, view the video tutorial:

DFAS myPay: New to myPay? Get Started

<https://youtu.be/FVyoFfAeeMA>

Military Active and Reserve Members: myPay accounts are established on the 3rd and the 13th of each month.

- Using your **DoD Common Access Card (CAC)** and a **Smart Card Reader**, you can access myPay any time after you receive your first paycheck by selecting "Smart Card Login" on the myPay home page.
- Members of **Marine Corps Active and Reserve, Army Active and Reserve, Air Force Active and Reserve and Navy Active who do not have a Smart Card Reader** will receive an email with a temporary password on a Tuesday (after your first payday). myPay will send it to the email address your employer provided us, or to the work email address you provided when you received your CAC. When you receive your temporary password, get started by selecting "Create your myPay Profile" on the myPay home page. If you do not receive your temporary password, please verify/change your email address with your branch of service by following the instructions below. You can also select "Forgot or Need a Password" on the myPay home page for additional temporary password options.
 - **Military Active and Reserve with a Common Access Card (CAC)** – Contact your RAPIDS Station point of contact, Personnel Center or the DMDC Help Desk at (800) 538-9552. myPay updates these email addresses daily.
- **All other military members, except Navy Reservists, who do not have access to a Smart Card Reader**, will receive their passwords by mail at their Unit Address.
- **Navy Reservists'** passwords will be mailed to the home address on record. Upon receipt of your temporary password, get started by selecting "Create your myPay Profile" on the myPay home page.

Civilian employees: myPay accounts are established twice a week.

- If you are a **DoD Civilian Employee** with a **Common Access Card (CAC)** and a **Smart Card Reader**, you can access myPay any time after you receive your first paycheck by clicking "Smart Card Login" on the myPay home page.
- **Civilians employed by the Air Force, Army, DFAS, US Agency for Global Media (USAGM), Department of Veterans Affairs (VA), Health and Human Services, Department of Energy, and Defense Information Systems Agency (DISA)** will receive a temporary password via email on a

Tuesday (after your first payday). myPay will send it to the email address your employer provided us, or to the work email address you provided when you received your CAC. Upon receipt of your temporary password, get started by selecting "Create your myPay Profile" on the myPay home page. You can also select "Forgot or Need a Password" on the myPay home page for additional temporary password options. If you do not receive your temporary password, please verify/change your email address with your employer by following the instructions in the bullets below:

- **DoD employees with CAC** – Contact your RAPIDS Station point of contact, Personnel Center or the DMDC Help Desk at (800) 538-9552. myPay updates daily.
 - **VA, Army, Air Force, and USAGM employees** – Contact your local site's email administrator or Human Resources office, and they will update your email address. myPay updates on Tuesdays.
 - **Department of Energy (DOE) email address (doe.gov)** - Access DOE's Employee Self Service (ESS).
 - **Health and Human Services (HHS) email address (hhs.gov)** - Contact your local security or badging office.
- **All other employees, including DoD employees that DO NOT have access to a Smart Card Reader:** you will receive your temporary password by mail at your home address of record. If you do not receive your password letter, please verify/change your mailing address with your local customer service representative. Once they have updated it in your pay system, you can request a temporary password by mail by selecting "Forgot or Need a Password" on the myPay home page. Upon receipt of your temporary password, get started by selecting "Create your myPay Profile" on the myPay home page.

Military Retirees: myPay accounts are established on the 2nd of each month.

You can continue to access myPay using the Login ID and Password established when you were on Active/Reserve duty. Your retired pay account will be visible (in addition to your active/reserve pay account) once it has been established, generally, on the 2nd of the month following your first retired pay payday.

If you have never established a Login ID / Password, click 'Forgot or Need a Password'. The password will be sent to your mailing address on record with DFAS Retired and Annuitant Pay (R&A Pay). Upon receipt of your temporary password, get started by selecting "Create your myPay Profile" on the myPay home page. If R&A Pay does not have your current address, please contact R&A Pay at 1-800-321-1080 to update your address before requesting a new temporary password.

Future Retirees:

A future retiree is a reservist who qualifies for retirement based on creditable years of service, but has yet to meet the age requirement to receive retired pay. While in this status, the functionality available to you on myPay will be limited to personal settings and a number of changes such as direct deposit and correspondence address. Keeping your personal settings such as your myPay password and email address up to date during this time will help you stay connected with DFAS to receive newsletters and

valuable updates related to retired pay. In addition, you will be able to keep your direct deposit information and correspondence address current.

Recently separated reservists moving into the future retiree status can maintain their myPay access using the login ID and password they created while on reserve duty. If you have forgotten the password you previously used, please click “Forgot or Need a Password” on the myPay home page to request a temporary password.

If you are a future retiree that separated more than 13 months ago, we will send you a new temporary password when your account is established. If you do not receive this password, please click “Forgot or Need a Password” on the myPay home page to request a temporary password. Upon receipt of your temporary password, you can create a new Login ID and password by selecting “Create your myPay Profile” on the myPay home page.

Annuitants: myPay accounts are established on the 2nd of each month.

Passwords will be mailed to the home address on record with DFAS Retired and Annuitant Pay (R&A Pay). Upon receipt of your temporary password, get started by selecting “Create your myPay Profile” on the myPay home page. If R&A Pay does not have your current mailing address, please contact R&A Pay at 1-800-321-1080 to update your address before requesting a new temporary password.

Former Spouses: myPay accounts are established on the 2nd of each month.

Passwords will be mailed to the home address on record. Upon receipt of your temporary password, get started by selecting “Create your myPay Profile” on the myPay home page. If DFAS does not have your current mailing address, please contact DFAS Garnishment Law Directorate to update your address before requesting a new temporary password. Their contact information and additional information can be found at <https://www.dfas.mil/garnishment.html>

JROTC Instructors: myPay accounts are established on the 10th of each month.

- **Military Retiree JROTC Instructors** can continue to access myPay using the Login ID and Password established for their retired pay account.
- **Gray Area Reservist JROTC Instructor** passwords will be emailed on a Tuesday after the account is established. myPay will send it to the email address your employer provided us. Upon receipt of your temporary password, get started by selecting “Create your myPay Profile” on the myPay home page. If you do not receive your temporary password, please verify/change your email address with your JROTC office before requesting a new temporary password. myPay receives email address updates on the 8th of each month and will update them on the Tuesday after the update file is received.