

## Why use myPay?

The system is convenient and easy to use. Each individual user has the ability to control their pay account by tailoring their account to what they want to have for their financial protection. Each user can create allotments, make changes to deposits, change address, and manage U.S. Savings bonds online instead of waiting on the phone, waiting in line at a pay office or mailing in forms. (Features may vary by armed service and status.)

In addition to better serving the men and women who defend America, using *myPay* saves money by reducing the cost associated with offline support and eliminating the costs associated with unnecessary printing and mailing of paper documents and pay statements.

- *myPay* delivers the information people want when they want it – virtually anytime and anywhere, as long as users have access to the internet
- *myPay* improves confidence and satisfaction and eliminates errors and long waits

**Have questions?**

**1 (888) 332-7411**



## myPay Awards

LTG Timothy J. Maude Award

Grace Hopper Government Technology Leadership Award

Accenture and MIT Digital Government Award

DFAS Best Business Practice

e-Gov Pioneer Award

DoD Value Engineering Achievement Award

USD (Comptroller) Financial Management Award

ASMC Distinguished Performance Award

e-Gov Trailblazer Award

## myPay



The key to controlling your Pay

Easy, Secure, Reliable

<https://mypay.dfas.mil>

## myPay

brought to you  
by



[www.dfas.mil](http://www.dfas.mil)

email: [askdfas@dfas.mil](mailto:askdfas@dfas.mil)



# myPay puts YOU in control

myPay offers faster enhanced services, security, accessibility and reliability to all customers of DFAS worldwide.

With myPay, YOU can:

- View, print, and save Leave and Earnings Statements
- View, print, and save tax statements
- Change federal and state withholdings
- Update bank account and electronic fund transfer information
- Manage allotments
- Make address changes
- Manage U.S. Savings Bonds
- View, print, and save travel vouchers
- Control Thrift Savings Plan enrollment
- View, print, and save retiree statements
- View, print, and save annuitant account statements
- Provide report of existence
- Update certificate of eligibility
- Turn off hard-copy Leave and Earnings Statements
- Turn off hard-copy for tax statements
- View, print and save Savings Deposit Program statements
- Request Savings Deposit program withdrawals
- Manage Health Savings Account
- Manage Federal Employee Health Benefits
- Change Personal Identification Number (PIN)

*Features may vary by  
Armed Service and Status.*



## Convenience

The service provides a head start on preparing tax returns and allows users or family members to print and save copies of W-2s and 1099R statements. Confirmation of all account changes is sent directly to a user's email account.

## Control

myPay provides immediate access to pay account statements anywhere and anytime. It gives more control over finances to customers who travel extensively or to those who require assistance from family and friends. It also allows users to update personal records with changes to mailing address, allotments, tax withholdings and direct deposits.

## Security

The system is completely secure. myPay uses a variety of security features to protect data in its transmission to users' computers. The secure technology provided to myPay customers meets or exceeds security requirements in private industry worldwide. The features include secure systems such as 128 bit encryption, firewalls, Virtual Private Networks (VPN) and other measures. It is also important that customers do everything they can to protect data from being compromised or captured on their computers, especially when using personal computers at home. Maintaining the safety and security of myPay is a top priority for DFAS; we proactively implement new security features on a routine basis to protect our customers against identity theft and scams.



**It is your time and money,  
take command of them today  
through myPay.**



**Have questions?** Get help by calling the Customer Support Unit. Representatives can assist you with any question you may have and help navigate you through the system. Open M-F 7a.m. to 6:30p.m. Eastern time.

**Toll free 1 (888) 332-7411**

Call direct (216) 522-5096

To find answers online, go to our Frequently Asked Questions (FAQ) section of the Web site.

<https://mypay.dfas.mil>

