

Guidance for resetting your “myPay” (formerly known as Employee/Member Self Service – E/MSS) system pin number

The “myPay” system allows you, the soldier, to access your financial records over the Internet at <https://emss.dfas.mil/>. Functions currently active on the system are:

- View/Print your LES
- Option to stop the hard copy delivery of your LES
- Change bank information for direct deposit
- Start, Stop, Change Thrift Savings Plan participation
- Change number of dependents claimed for tax purposes

Future enhancements include the option to start, stop, or change allotments and change bond information (scheduled to begin in October 2002), enter address changes, print W-2's, etc. All of these functions (present and future updates) can be accomplished without submitting paperwork through the Orderly Room and having to wait for the Finance personnel to input your information. As the system develops, there are sure to be other improvements to the EMSS functionality.

The attached form letter has been created to help you gain access to the “myPay” system by helping you have your pin number reset. Once you have filled out the letter with your information, attach a Xerox copy of your ID card (make sure the copy includes the front and back of your ID card), then mail it to DFAS at the address indicated on the letter. No later than one week after you send the letter, go on the “myPay” system web site at <https://emss.dfas.mil/> and attempt to access your account. You will enter your SSN, then for your PIN, enter the last 5 digits of your SSN. Repeat this process at least once daily until you are able to access the account. As soon as you get access, you will be prompted to reset your pin number to one of your choosing. Don't forget your pin number after you have changed it, or you will have to submit to have your account reset again. Also, keep in mind that while your account is accessible using the last 5 digits of your SSN, it is accessible by anyone who has access to documents with your SSN. Exercise caution and check often to minimize the amount of time your account is in this state. You can also fax the letter and copy of your ID card, instead of mailing it. The fax number is 216-522-5800 or DSN 580-5800. If you fax your documentation, you will only need to allow 2 business days before you attempt to access your account.

If you have any questions or would like to provide feedback, please feel free to contact me via email at denver.smith1@us.army.mil

1SG Smith

(Today's Date)

(Name-Rank, Last, First, M.I.)

(Address 1)

(Address 2)

(City, State, Zip Code)

(Daytime Telephone Number)

DFAS-Cleveland/PMCAA
Attention: myPay
1240 East 9th Street
Cleveland, Ohio 44199

Sir or Maam,

I am (Rank, Last Name, First Name, M.I.) _____, SSN _____.

Please reset my pin number in accordance with the guidance you provided on your website at <https://emss.dfas.mil/FAQ.htm> to the last 5 numbers of my SSN. I understand I must allow additional time beyond the specified 2 business days since I am mailing this request, before attempting to access my account with the new pin number. I have attached a copy of my identification card (front and back) for confirmation of my identity. Thank you.

Sincerely,

(Signature)