



**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS AIR FORCE PERSONNEL CENTER
JOINT BASE SAN ANTONIO-RANDOLPH, TEXAS**

Creating a myPers account

The myPers website has over 3,500 articles covering a multitude of personnel-related topics. All first-time myPers users must create an account regardless of whether or not they have a Common Access Card (CAC).

STEP 1: CREATE AN ACCOUNT

Enter the URL: <https://mypers.af.mil> into a web browser
Click "Create Account"



The screenshot shows the myPers login interface. On the left, there is a 'CAC Available? Select CAC Login' section with a 'CAC Login' button and a note: 'Please select your CAC E-Mail certificate to ensure proper logon to the myPers website.' On the right, there is a 'Log in with an existing account' section with fields for 'User ID' and 'Password', a 'LOG-IN' button, and a link for 'Forgot your username or password?'. Below these sections, a yellow arrow points to the text: 'No DOD-issued CAC and no User ID/Password available? Use this link: [Create Account](#).' At the bottom, there is a 'General Information' section with text about browser certificates and contact information.



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STEP 2: IDENTIFY YOURSELF

Complete the required fields and then click "Continue"



Create Account: Step 1

• Required

Tell us who you are.

• Last Name This should match the spelling exactly as it appears on your CAC.

• Date of Birth -- -- --

• Social Security Number - -

AUTHORITY: 5 U.S.C. 552a, Records maintained on individuals and Executive Order 9397 (SSN), as amended.
PURPOSE: To verify customer identity.
ROUTINE USE: The Air Force Personnel Center may use this information to provide customer service in relation to your request. Your information will not be disclosed outside of DoD except as required by law.
Disclosure: Voluntary. However, failure to disclose or provide the SSAN in required fields may prevent account creation.

COMPLETE

CONTINUE

Step 1 > Step 2

Complete blocks →

→ **Click here**



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STEP 3: USER ID, PASSWORD, ETC.

Passwords must be at least 15 characters long and contain at least one uppercase letter, a number, and a special character.

A user PIN must be 6 to 8 numerical digits.

Once a password and PIN are entered, users will need to select five security questions and provide answers to recall lost or misplaced information later.

The screenshot shows a registration form titled "Login Info" with the following fields:

- User ID: [Check Availability](#)
- Password:
- Verify Password:
- PIN:
- Verify PIN:
- Security Question 1:
- Secret Answer 1:
- Security Question 2:
- Secret Answer 2:
- Security Question 3:
- Secret Answer 3:
- Security Question 4:
- Secret Answer 4:
- Security Question 5:
- Secret Answer 5:

Annotations on the left side of the form:

- A large yellow arrow pointing right with the text "Complete blocks" is positioned over the first four fields.
- A smaller yellow arrow pointing right with the text "Click here" is positioned below the first arrow.

At the bottom of the form, there is a blue button labeled "CREATE ACCOUNT" and a progress indicator "Step 1 > Step 2".



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STEP 4: LOG INTO myPers

Once a new account is created, users will be brought back to the myPers home page. From here, they can log into and out of their account, manage accounts and change features like passwords.

myPers

CAC Available? Select CAC Login

Log in with an existing account

User ID

Password

LOG-IN

[Forgot your username or password?](#)

No DOD-issued CAC and no User ID/Password available?
Use this link: [Create Account](#)

General Information:

Airmen accessing the information from some personal use web browsers may need to download [Department of Defense root certificates](#) if they are having difficulties accessing the personnel services website from home.

If you are experiencing errors logging in or with this web site please contact 1-800-525-0102 or DSN 665-5004.

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