

NOTE TO PRESENTER

This presentation provides information on the FSA ID that can be used in outreach to students and parents. The presentation was created by Federal Student Aid, an office of the U.S. Department of Education (ED). You can add or delete content to/from it. However, you must ensure that any edits made to this presentation and/or any uses of this presentation are done in a manner that furthers the goals of ED. [This presentation was updated in September 2019.]

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Creating and Using Your FSA ID: An Overview

[Presenter Name] | [Presenter Date]

Topics Covered

- What is the FSA ID?
- Do parents need FSA IDs?
- How do you create your FSA ID?
- Where can you use your FSA ID?
- What to do if you forget your username or password
- What to do if you're locked out of your account
- Where to get more information

What is the FSA ID?

- The FSA ID is a username and password used by students, parents, and borrowers to log in to U.S. Department of Education online systems and to electronically sign documents.
- You use it to
 - apply for federal student aid at fafsa.gov;
 - access the myStudentAid mobile app;
 - sign for a federal student loan; and
 - perform important activities such as choosing a repayment plan or applying for a deferment on your federal student loan.

Do parents need FSA IDs?

- If you're a dependent student, then your parent will need an FSA ID in order to sign your *Free Application for Federal Student Aid* (FAFSA®) form electronically.
- Not sure if you're considered a dependent student for FAFSA purposes? Go to [StudentAid.gov/dependency](https://studentaid.gov/dependency) to find out.

IMPORTANT

- You and your parent must have different FSA IDs.
- You must create your own FSA ID—it's your electronic signature and you need to own it.
- Your parent must create his or her own FSA ID.
- You and your parent should each use your own email address and mobile phone number when creating an FSA ID (**NOTE:** A mobile phone or an email address can be associated with only one FSA ID).

How do you create your FSA ID?

Getting Started

- Go to StudentAid.gov/fsaid.
- Select the “Create Your FSA ID Now” button.

The screenshot shows the Federal Student Aid website. At the top, there are links for "ENGLISH" and "ESPAÑOL", and a "LOG IN" button. The main header features the "Federal Student Aid" logo, the text "An OFFICE of the U.S. DEPARTMENT of EDUCATION", and the "PROUD SPONSOR of the AMERICAN MIND®" logo. A search bar is located on the right. Below the header is a navigation bar with dropdown menus for "Prepare for College", "Types of Aid", "Who Gets Aid", "FAFSA®: Apply for Aid", and "How to Repay Your Loans". The main content area has a breadcrumb trail: "Home » FAFSA®: Apply for Aid » Filling Out the FAFSA® Form » The FSA ID". A text box explains that the FSA ID is the username and password used on federal student aid websites. It includes a link to "create an FSA ID now". Below this, a paragraph states that students, parents, and borrowers are required to use an FSA ID to access certain U.S. Department of Education online systems. A dark blue banner at the bottom contains the text "If you want to create an FSA ID now, go for it!" and a button labeled "Create Your FSA ID Now". A link to "Update your FSA ID account" is also present. On the right side, there is a "Quick Links" section with links to "Filling Out the FAFSA® Form" and "Dependency Status".

ENGLISH | ESPAÑOL LOG IN

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Search StudentAid.gov

Prepare for College ▾ Types of Aid ▾ Who Gets Aid ▾ FAFSA®: Apply for Aid ▾ How to Repay Your Loans ▾

Home » FAFSA®: Apply for Aid » Filling Out the FAFSA® Form » The FSA ID

The FSA ID is the username and password you use on federal student aid websites such as fafsa.gov and StudentLoans.gov, and on the myStudentAid mobile app.
If you're ready, you can [create an FSA ID now](#).

Students, parents, and borrowers are required to use an **FSA ID**, made up of a username and password, to access certain U.S. Department of Education online systems. Your FSA ID is used to confirm your identity when accessing your financial aid information and electronically signing your **federal student aid** documents.

If you want to create an FSA ID now, go for it!

Create Your FSA ID Now

[Update your FSA ID account](#)

Quick Links

- [Filling Out the FAFSA® Form](#)
- [Dependency Status](#)

Create Your FSA ID

Username:

- Don't include personal info such as date of birth or name.
- If you see a message "The username you entered is already in use," then someone has already used that username.

Password:

- Your password must be between 8 and 30 characters in length, and it must contain at least one uppercase letter, one lowercase letter, and one number.
- Your password is case-sensitive.

English | Español **HELP**

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Create a New FSA ID

An FSA ID is a username and password that gives you access to Federal Student Aid's online systems and can serve as your legal signature.

Only create an FSA ID using your own personal information and for your own exclusive use. You are not authorized to create an FSA ID on behalf of someone else, including a family member.

You are not allowed to have an employee or agent of a commercial entity, or other third party, create an FSA ID for you for any purposes including but not limited to: payment reductions, debt consolidation or applying for aid. Misrepresentation of your identity to the federal government could result in criminal or civil penalties.

Important: When you are done, select the CANCEL button to clear your data even if you did not finish creating your FSA ID. Leaving your browser window or going to another website may not be enough to prevent other people using this computer until the session expires.

Create an FSA ID | Manage My FSA ID

Create your FSA ID username and password below.

Username

Password

Confirm Password

✓ Numbers ✓ Uppercase Letters ✓ Lowercase Letters ✓ 8-30 Characters **Show Text**

CONTINUE >

You can select "Show Text" to see what you're typing.

Provide Personal Identification Information

- Make sure your Social Security number (SSN), date of birth, and name match what's on your Social Security card.
- You must have an SSN to create an FSA ID.

Personal Identification Information

To apply for an FSA ID, enter your information below and select CONTINUE.

I understand that I will be required to certify that the information that I provide to obtain an FSA ID is true and correct and that I am the individual who I claim to be. If I am not that person who I claim to be, I understand that I am not authorized to proceed and that I should exit this form now. If I provide false or misleading information, I understand that I may be fined, sent to prison for not more than five years, or both.

1 Personal Information 2 Contact Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Enter your name, date of birth, and social security number exactly as they appear on your Social Security card.

First Name ⓘ

Middle Initial ⓘ

Last Name ⓘ

Date of Birth ⓘ

Social Security Number - - ⓘ

[Show Text](#)

[PREVIOUS](#) [CONTINUE](#)

Provide Profile Information

1 Personal Information 2 Contact Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Email

Confirm Email

Mobile Phone

Confirm Mobile Phone

☒ I would like to use my phone to receive one-time secure codes if I forget my username or password. I have read and agree to the [Terms](#) and [Privacy Policy](#). Message and data rates may apply.

Alternate Phone

Mailing Address

City, State, Zip Code

Language Preference ☒ English ☐ Español

[PREVIOUS](#) [CONTINUE](#)

You can register your mobile phone number for account recovery.

- You'll be required to either provide your email address or mobile phone number and opt-in to messaging before you can proceed.
- Make sure your information is correct; any errors could result in a delay or problem in your receiving financial aid (or in the repayment of your federal student loans).

Select Challenge Questions and Answers

- Answering your challenge questions is one way to unlock your account or reset your username and password.
- Select a question from the dropdown menu and then enter your answer.

The screenshot displays a four-step process bar at the top: 1. Personal Information, 2. Contact Information, 3. Challenge Questions (highlighted), and 4. Confirm and Verify. Below this, four challenge questions are listed, each with a corresponding answer field. A red circle highlights the 'Show Text' checkbox for the first question, with a callout box explaining its function.

Step	Section
1	Personal Information
2	Contact Information
3	Challenge Questions
4	Confirm and Verify

Challenge Question	Answer	Criteria Met	Show Text
Challenge Question 1 What city were you born in?	chicago	✓ Criteria Met	<input checked="" type="checkbox"/> Show Text
Challenge Question 2 What was the name of your first teacher?	*****	✓ Criteria Met	<input type="checkbox"/> Show Text
Challenge Question 3 In what city did your parents meet?	*****	✓ Criteria Met	<input type="checkbox"/> Show Text
Challenge Question 4 What was your childhood nickname?	*****	✓ Criteria Met	<input type="checkbox"/> Show Text

You can select "Show Text" to see what you're typing.

Review Info and Agree to Terms

Review Your Information and Terms and Conditions

Verify the information you provided for your FSA ID below. Mistakes can cause delays or problems with the disbursement or repayment of financial aid. If there are no errors, then read the Terms and Conditions, check the box to signal you accept them, and select CONTINUE.

1 Personal Information 2 Contact Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Personal Information

Username: pastetS

Password: [masked] ☐ Criteria Met ☐ Show Text

Confirm Password: [masked]

First Name: Paul

Middle Initial: R

Last Name: Smith

- Review and confirm your information.
- If you need to make a correction, use the “Previous” button.
- Review and agree to the terms and conditions for using your FSA ID.

Verify Your Mobile Phone Number

“Mobile Phone Number Verification” Page

Verify Your Mobile Phone Number

You must verify your mobile phone number before you can create an FSA ID. Once your phone number is verified, you can use your mobile phone number to log in and for account recovery. Follow the instructions below to verify your mobile phone number.

1 Personal Information 2 Contact Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Enter the Secure Code

A six-digit secure code has been sent to the mobile phone number below.

XXX-XXX-4316

Enter the secure code on this page to verify your mobile phone number. It may take a few minutes for the text to arrive. You can request a new secure code using the “Resend Secure Code” link below.

Secure Code

[Resend Secure Code](#)

[PREVIOUS](#) [VERIFY](#)

FSA: Your FSA ID temporary secure code is 989046

Enter this online to verify your mobile phone number.

- If you provided a mobile phone number, you’ll be taken to the “Mobile Phone Number Verification” page.
- Once you verify your mobile phone number, you can use your mobile phone number to log in to U.S. Department of Education online systems, unlock your account, retrieve your username, or reset your password.
- You also can continue without verifying.

How to Verify Your Mobile Phone Number

- Don’t close the “Mobile Phone Number Verification” page.
- You’ll receive a text message with a secure code.
- The text message will include a six-digit numeric code that you will enter in the “Secure Code” data field.

Text Message With Your Secure Code

Verify Your Email

“Email Verification” Page

Verify Your Email Address

You must verify your email address before you can create an FSA ID. Once your email address is verified, you can use your email address to log in and for account recovery. Follow the instructions below to verify your email address.

1 Personal Information 2 Contact Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Enter the Secure Code

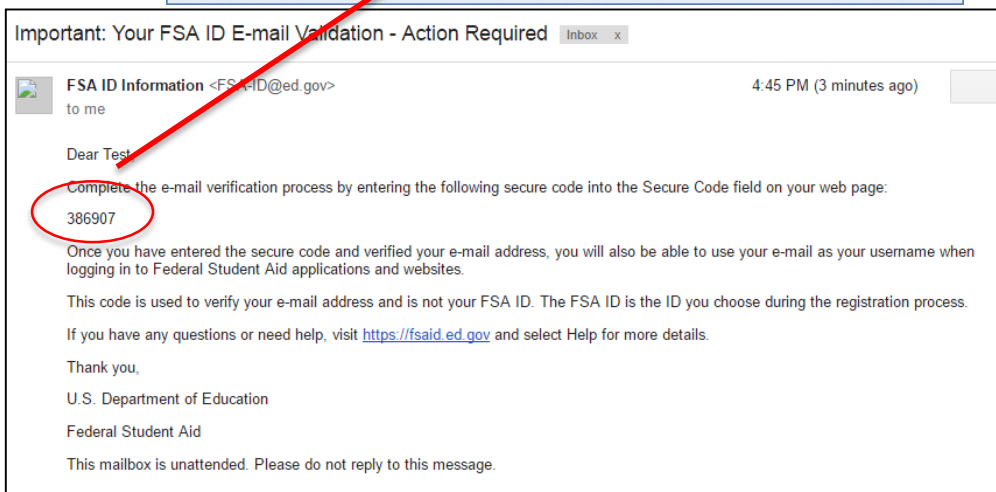
A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.

dc****@ed.com

Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page. If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the “Resend Secure Code” link below.

Secure Code

PREVIOUS VERIFY



Email With Your Secure Code


- If you provided an email address, you’ll be taken to the “Email Verification” page.
- Once you verify your email, you can use your email address as your username when logging in to U.S. Department of Education online systems.
- You also can continue without verifying.

How to Verify Your Email

- Don’t close the “Email Verification” page.
- You’ll receive an email with a secure code.
- Log in to your email account using a different tab or browser window or another device.
- Look for an email with the subject line, “Important: Your FSA ID E-mail Validation - Action Required.”
- The email will include a six-digit numeric code that you will enter in the “Secure Code” data field.

Your FSA ID is created!

FSA ID Created



1 Challenge Questions 2 Personal Information 3 Challenge Questions 4 Confirm and Verify 5 Complete

Your FSA ID has been created. You may immediately use your FSA ID to sign an original (first-time) FAFSA form, but nothing else (not even a Renewal FAFSA form). All other activities require that we match your information with the Social Security Administration (SSA) for verification. If you verified your email address, you'll receive an email once your information is matched with the SSA (one to three days from the date you apply).

Once your name, Social Security number, and date of birth are verified with the SSA, you can then use your FSA ID to access these Federal Student Aid systems:

fafsa.gov:

- Prefill data in this year's FAFSA form if you filed a FAFSA form last year.
- Make online corrections to an existing FAFSA form.
- View or print an online copy of your Student Aid Report.

myStudentAid app:

- Electronically sign your (or your child's) FAFSA form.
- Fill out a FAFSA Renewal.
- Manage your FSA ID.
- View your federal student aid history using the myFederalLoans service.

National Student Loan Data System (NSLDS®) site at nslds.ed.gov:

- View a history of any federal student aid that you have received.
- Look up your loan servicer information.

StudentLoans.gov:

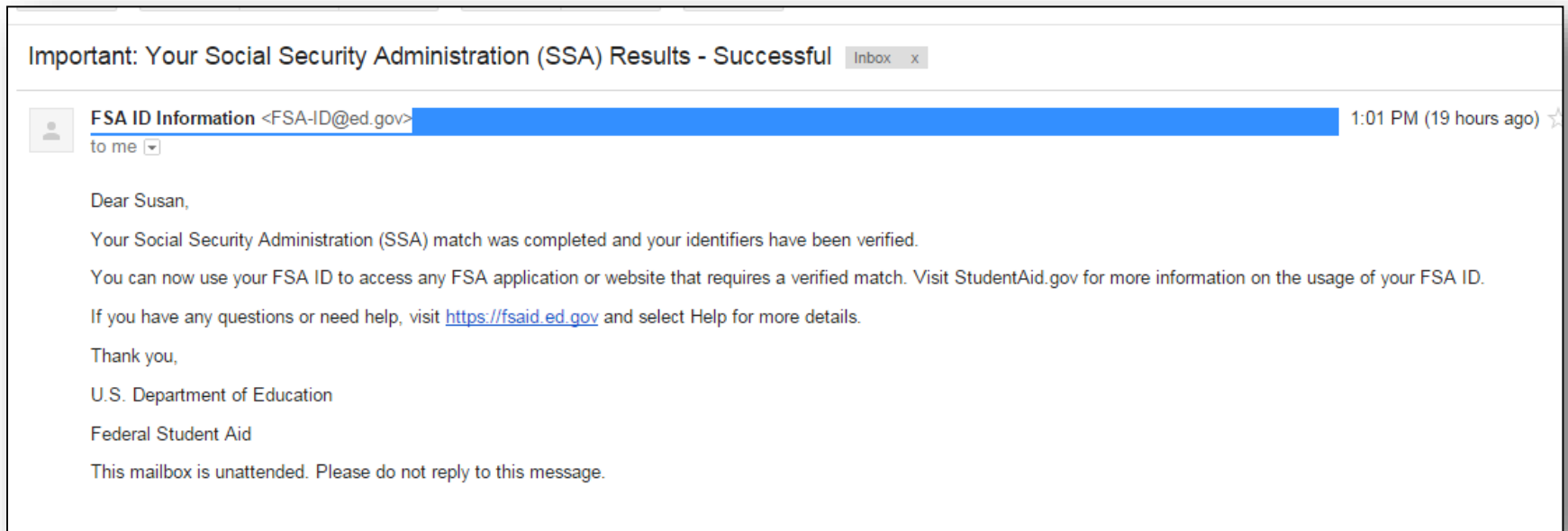
- Your FSA ID was created.
- If you provided an email address, you'll receive a confirmation email.

Using Your FSA ID

- You can immediately use your FSA ID to sign an original (first-time) FAFSA form.
- Your info will be sent to the Social Security Administration (SSA) for confirmation.
- SSA review will take 1–3 days.
- Until your info is verified, you won't be able to take certain actions, such as correcting your FAFSA form, submitting a FAFSA Renewal, or signing a *Master Promissory Note*.

Social Security Administration (SSA) Matching

- You should receive an email informing you of the results of the SSA review. If you didn't provide an email when creating your FSA ID, you can check the status by logging in at fsaid.ed.gov using the "Manage My FSA ID" tab.
- If there is an issue, log in at fsaid.ed.gov using the "Manage My FSA ID" tab and review/update your profile info. If your info is correct, you'll need to contact the SSA (to find your local SSA office, call 1-800-772-1213 or go to ssa.gov).



Where can you use your FSA ID?

Using Your FSA ID

Online System	What You Can Do
fafsa.gov	<ul style="list-style-type: none"> • Electronically sign your (or your child's) FAFSA® form • Prefill data in this year's FAFSA form if you filed a FAFSA form last year (FAFSA Renewal) • Make online corrections to an existing FAFSA form • View or print an online copy of your <i>Student Aid Report</i> (SAR)
myStudentAid app	<ul style="list-style-type: none"> • Electronically sign your (or your child's) FAFSA form • Fill out a FAFSA Renewal • Manage your FSA ID • View your federal student aid history using the myFederalLoans service
"My Federal Student Aid" at StudentAid.gov/login or the National Student Loan Data System (NSLDS®) site at nslds.ed.gov	<ul style="list-style-type: none"> • View a history of any federal student aid that you have received • Look up your loan servicer's contact information
StudentLoans.gov	<ul style="list-style-type: none"> • Complete entrance counseling, the <i>Financial Awareness Counseling</i> tool, or exit counseling • Electronically sign a <i>Master Promissory Note</i> • Complete PLUS loan requests • Estimate your student loan payments using the <i>Repayment Estimator</i> • Apply for an income-driven repayment plan or a consolidation loan
Agreement to Serve (ATS) at StudentLoans.gov/myDirectLoan/launchTeach.action	<ul style="list-style-type: none"> • Sign your ATS for the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program

What to do if you forget your
username or password

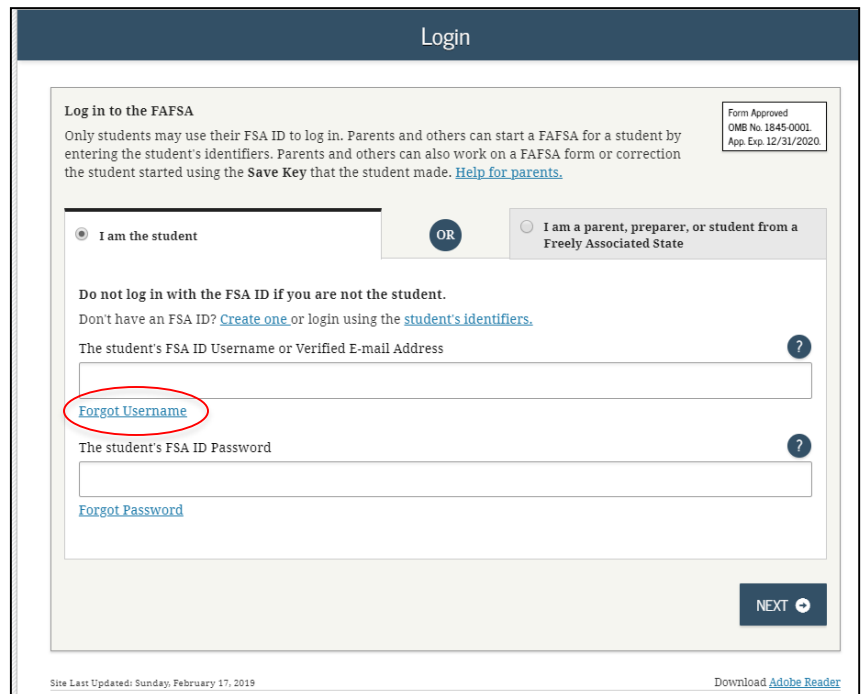
Forgot Username

- Select “Forgot My Username” at the log-in screen.
- The appearance of the link might vary depending on what website you are visiting.



The screenshot shows the StudentAid.gov login interface. At the top, there are three tabs: "Log in to STUDENTAID.GOV" (active), "Create an FSA ID", and "Manage My FSA ID". Below the tabs, the text "Please enter your:" is followed by two input fields. The first field is labeled "Username, E-mail, or Phone" and the second is labeled "Password". A red circle highlights the link "Forgot My Username" located to the right of the first input field. At the bottom right, there is a green button labeled "LOG IN TO STUDENTAID.GOV".

StudentAid.gov Log-in Screen



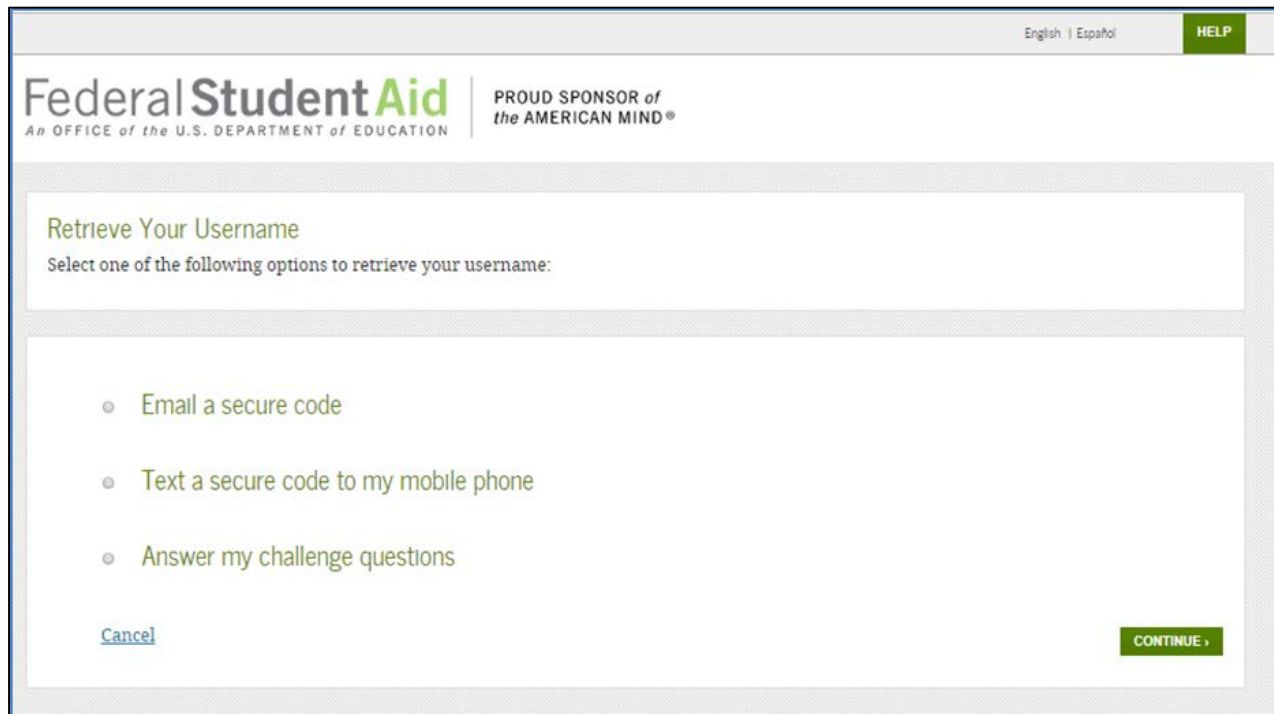
The screenshot shows the FAFSA® login interface. At the top, there is a dark blue header with the word "Login". Below the header, the text "Log in to the FAFSA" is followed by a paragraph explaining that only students can use their FSA ID to log in. To the right, there is a box indicating "Form Approved OMB No. 1845-0001 App. Exp. 12/31/2020". Below the text, there are two radio buttons: "I am the student" (selected) and "I am a parent, preparer, or student from a Freely Associated State". An "OR" button is between them. Below the radio buttons, there is a section titled "Do not log in with the FSA ID if you are not the student." followed by a paragraph and two links: "Create one" and "student's identifiers". Below this, there is a text input field labeled "The student's FSA ID Username or Verified E-mail Address" with a red circle highlighting the link "Forgot Username" to its left. Below the input field, there is another text input field labeled "The student's FSA ID Password" with a red circle highlighting the link "Forgot Password" to its left. At the bottom right, there is a blue button labeled "NEXT". At the bottom left, there is a small text "Site Last Updated: Sunday, February 17, 2019". At the bottom right, there is a small text "Download Adobe Reader".

FAFSA® Log-in Screen

Forgot Username

You can retrieve your username by

- having a secure code emailed to you (enter your verified email address and date of birth);
- having a secure code texted to you (enter your verified mobile phone number and date of birth); or
- providing personal information and answering your challenge questions (enter your Social Security number, last name, and date of birth).



The screenshot shows the 'Retrieve Your Username' page on the Federal Student Aid website. At the top, there is a header with 'English | Español' and a 'HELP' button. Below the header, the 'Federal Student Aid' logo is displayed, along with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'Retrieve Your Username', followed by the instruction 'Select one of the following options to retrieve your username:'. There are three radio button options: 'Email a secure code', 'Text a secure code to my mobile phone', and 'Answer my challenge questions'. At the bottom left, there is a 'Cancel' link, and at the bottom right, there is a 'CONTINUE' button.

Retrieving Username Using Email Secure Code

- If you selected “Email a secure code,” an email will be sent to your email account and you will be taken to a page where you can enter a secure code.
- Don’t close this page!
- Open your email in a new browser window or tab or on a different device, copy the code from your email, and enter it into the “Secure Code” box.

The image shows two overlapping screenshots. The background screenshot is an email from 'FSA ID Information <FSA-ID@ed.gov>' with the subject 'Important: Your Forgot My Username Request - Action Required'. The email body says 'Dear Test, To retrieve your username, enter the following secure code into the box on the page: 865962'. The code '865962' is circled in red. The foreground screenshot is a web form titled 'Retrieve Your Username Using Your Email Address' from the 'Federal Student Aid' website. It has a section 'Enter the Secure Code' with the instruction 'A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.' It shows an email icon and 'ml*****@ed.gov'. Below this, it says 'Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page. If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the “Resend Secure Code” link below.' There is a text input field for the 'Secure Code' and a 'Resend Secure Code' link below it, both circled in red. At the bottom are 'Cancel' and 'SUBMIT' links.

Important: Your Forgot My Username Request - Action Required Inbox x

FSA ID Information <FSA-ID@ed.gov> 5:01 PM (4 minutes ago)

to me

Email With Your Secure Code

Dear Test,

To retrieve your username, enter the following secure code into the box on the page:

865962

Once you have entered the secure code you can retrieve your username.

If you have any questions or need help, visit <https://fsaid.ed.gov>

Please note that if you did not initiate the action that triggered this email, please ignore it.

Thank you,

U.S. Department of Education
Federal Student Aid

This mailbox is unattended. Please do not reply to this message.

English | Español HELP

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Retrieve Your Username Using Your Email Address

Enter the Secure Code

A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.

ml*****@ed.gov

Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page.

If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the “Resend Secure Code” link below.

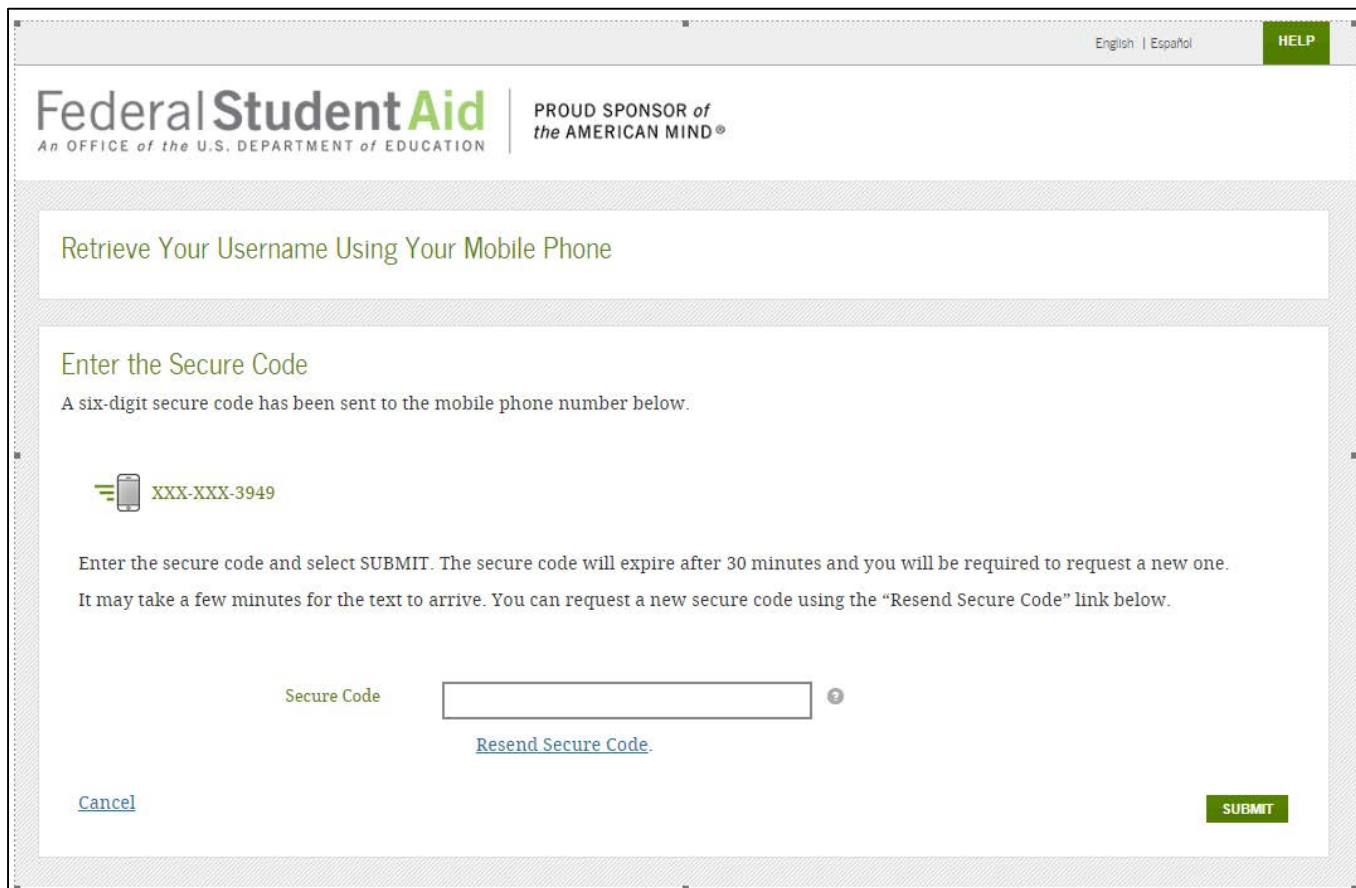
Secure Code

[Resend Secure Code](#)

[Cancel](#) SUBMIT

Retrieving Username Using Text Secure Code

- If you selected “Text a secure code to my mobile phone,” a text message will be sent to your mobile phone and you will be taken to a page where you can enter a secure code.
- Enter the secure code into the “Secure Code” box.



The screenshot shows the Federal Student Aid website interface for retrieving a username using a mobile phone. At the top, there is a header with the Federal Student Aid logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and a 'PROUD SPONSOR of the AMERICAN MIND' logo. Language options 'English | Español' and a 'HELP' button are in the top right. The main heading is 'Retrieve Your Username Using Your Mobile Phone'. Below this, the section 'Enter the Secure Code' contains the instruction: 'A six-digit secure code has been sent to the mobile phone number below.' A mobile phone icon is shown next to the number 'XXX-XXX-3949'. Further instructions state: 'Enter the secure code and select SUBMIT. The secure code will expire after 30 minutes and you will be required to request a new one. It may take a few minutes for the text to arrive. You can request a new secure code using the “Resend Secure Code” link below.' At the bottom, there is a 'Secure Code' label next to an empty input box with a help icon. Below the input box is a link 'Resend Secure Code'. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'SUBMIT' button.

English | Español **HELP**


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Retrieve Your Username Using Your Mobile Phone

Enter the Secure Code

A six-digit secure code has been sent to the mobile phone number below.

 XXX-XXX-3949

Enter the secure code and select SUBMIT. The secure code will expire after 30 minutes and you will be required to request a new one.
It may take a few minutes for the text to arrive. You can request a new secure code using the “Resend Secure Code” link below.

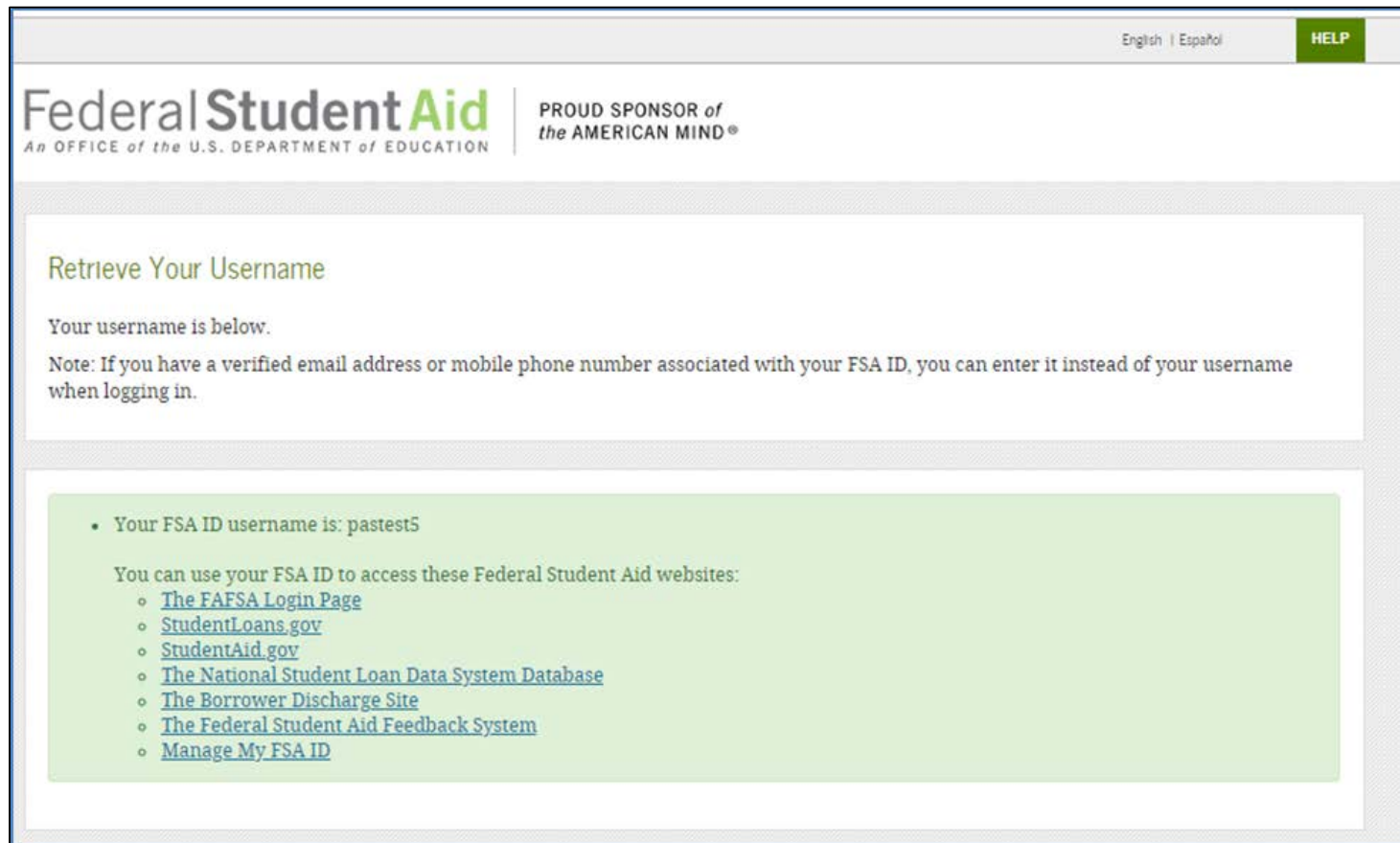
Secure Code

[Resend Secure Code.](#)

[Cancel](#) **SUBMIT**

Retrieving Username Using Secure Code

Once you enter the secure code, the screen will display your username.



The screenshot shows the Federal Student Aid website interface. At the top, there is a header with 'English | Español' and a 'HELP' button. Below the header, the 'Federal Student Aid' logo is displayed, along with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main content area is titled 'Retrieve Your Username'. It states 'Your username is below.' and includes a note: 'Note: If you have a verified email address or mobile phone number associated with your FSA ID, you can enter it instead of your username when logging in.' Below this, a green box contains a bullet point: '• Your FSA ID username is: pastest5'. At the bottom of the green box, it says 'You can use your FSA ID to access these Federal Student Aid websites:' followed by a list of links: 'The FAFSA Login Page', 'StudentLoans.gov', 'StudentAid.gov', 'The National Student Loan Data System Database', 'The Borrower Discharge Site', 'The Federal Student Aid Feedback System', and 'Manage My FSA ID'.

English | Español **HELP**

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Retrieve Your Username

Your username is below.

Note: If you have a verified email address or mobile phone number associated with your FSA ID, you can enter it instead of your username when logging in.

- Your FSA ID username is: pastest5

You can use your FSA ID to access these Federal Student Aid websites:

- [The FAFSA Login Page](#)
- [StudentLoans.gov](#)
- [StudentAid.gov](#)
- [The National Student Loan Data System Database](#)
- [The Borrower Discharge Site](#)
- [The Federal Student Aid Feedback System](#)
- [Manage My FSA ID](#)

Retrieving Username Using Challenge Questions

If you prefer to retrieve your username by answering your challenge questions, select “Answer my challenge questions.” Enter your Social Security number, last name, and date of birth. Then, select the “Continue” button.

The screenshot shows the 'Retrieve Your Username' page on the Federal Student Aid website. At the top, there is a header with the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and 'PROUD SPONSOR of the AMERICAN MIND®'. To the right of the header are links for 'English | Español' and a 'HELP' button. The main heading is 'Retrieve Your Username', followed by the instruction 'Select one of the following options to retrieve your username:'. There are three radio button options: 'Email a secure code', 'Text a secure code to my mobile phone', and 'Answer my challenge questions'. The 'Answer my challenge questions' option is selected. Below this, a text box explains: 'Enter your Social Security number, last name, and date of birth below and then select CONTINUE. On the next page, you will be prompted to answer two of your challenge questions.' There are three input fields: 'Social Security Number' (with a masked format []-[]-[] and a help icon), 'Last Name' (a text box with a help icon), and 'Date of Birth' (a date picker with the format MM/DD/YYYY and a help icon). At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE' button.

English | Español **HELP**

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Retrieve Your Username

Select one of the following options to retrieve your username:

- ☐ Email a secure code
- ☐ Text a secure code to my mobile phone
- ☒ Answer my challenge questions

Enter your Social Security number, last name, and date of birth below and then select CONTINUE. On the next page, you will be prompted to answer two of your challenge questions.

Social Security Number - - ⓘ

Last Name ⓘ

Date of Birth MM/DD/YYYY ⓘ

[Cancel](#) **CONTINUE**

Retrieving Username Using Challenge Questions

- You'll be taken to a page where you'll need to answer your challenge questions.
- After answering the challenge questions, you'll be taken to a page that displays your username.

The screenshot shows the 'Retrieve Your Username With Challenge Questions' page from the Federal Student Aid website. The page header includes the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and 'PROUD SPONSOR of the AMERICAN MIND®'. There are links for 'English | Español' and a 'HELP' button. The main heading is 'Retrieve Your Username With Challenge Questions', followed by instructions to enter answers and select 'SUBMIT'. A note states: 'Be sure to enter the answers exactly as you created them. The answers are not case sensitive.' Below this, there are two challenge questions. 'Challenge Question 1' asks 'What was the name of your elementary school?' with an 'Answer 1' text box and a 'Show Text' link. 'Challenge Question 2' asks 'What city do you live in?' with an 'Answer 2' text box and a 'Show Text' link. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'SUBMIT' button.

English | Español [HELP](#)

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Retrieve Your Username With Challenge Questions

Enter the correct answers to your challenge questions below and select **SUBMIT**.

Be sure to enter the answers exactly as you created them. The answers are not case sensitive.

Challenge Question 1: What was the name of your elementary school?

Answer 1 [Show Text](#)

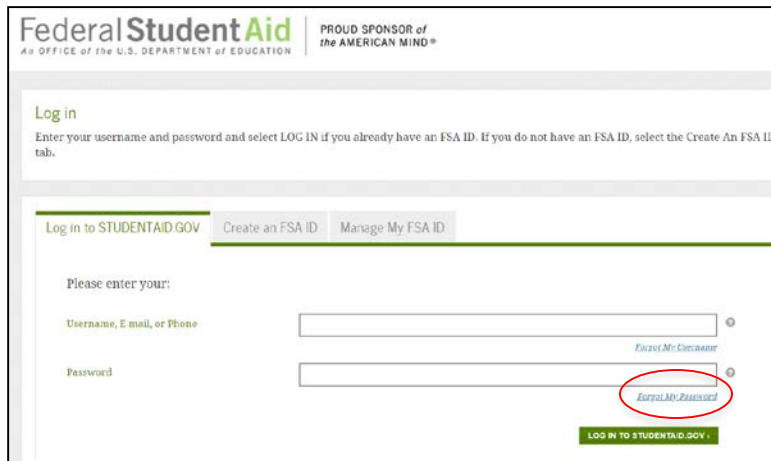
Challenge Question 2: What city do you live in?

Answer 2 [Show Text](#)

[Cancel](#) [SUBMIT](#)

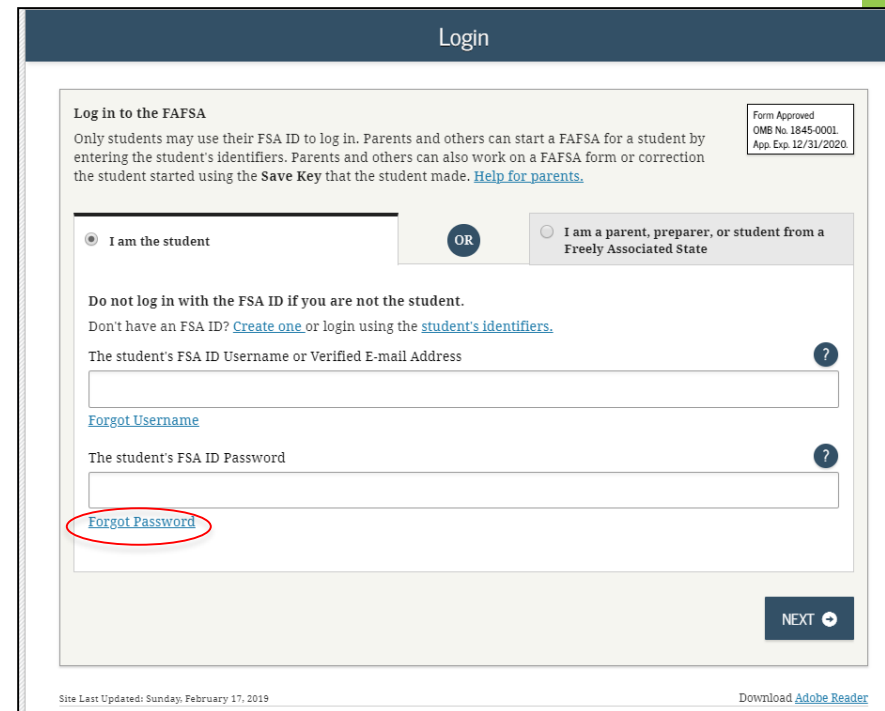
Forgot Password

- Select “Forgot My Password” link at the log-in screen.
- The appearance of the link might vary depending on what website you are visiting.



The screenshot shows the StudentAid.gov login page. At the top, it says "Federal Student Aid" and "PROUD SPONSOR of the AMERICAN MIND®". Below that, it says "Log in" and "Enter your username and password and select LOG IN if you already have an FSA ID. If you do not have an FSA ID, select the Create An FSA ID tab." There are three tabs: "Log in to STUDENTAID.GOV", "Create an FSA ID", and "Manage My FSA ID". The "Log in to STUDENTAID.GOV" tab is selected. Below the tabs, it says "Please enter your:" and "Username, E mail, or Phone". There is a text input field for the username. Below that, it says "Password" and there is a text input field for the password. A red circle highlights the "Forgot My Password" link next to the password field. At the bottom, there is a green button that says "LOG IN TO STUDENTAID.GOV".

StudentAid.gov Log-in Screen



The screenshot shows the FAFSA® login page. At the top, it says "Login". Below that, it says "Log in to the FAFSA" and "Only students may use their FSA ID to log in. Parents and others can start a FAFSA for a student by entering the student's identifiers. Parents and others can also work on a FAFSA form or correction the student started using the Save Key that the student made. [Help for parents.](#)" There is a "Form Approved OMB No. 1845-0001 App. Exp. 12/31/2020" stamp in the top right corner. Below the text, there are two radio buttons: "I am the student" (selected) and "I am a parent, preparer, or student from a Freely Associated State". There is an "OR" button between them. Below the radio buttons, it says "Do not log in with the FSA ID if you are not the student." and "Don't have an FSA ID? [Create one](#) or login using the [student's identifiers.](#)". There are two text input fields: "The student's FSA ID Username or Verified E-mail Address" and "The student's FSA ID Password". A red circle highlights the "Forgot Username" link next to the first input field and the "Forgot Password" link next to the second input field. At the bottom right, there is a blue button that says "NEXT". At the bottom left, it says "Site Last Updated: Sunday, February 17, 2019". At the bottom right, it says "Download [Adobe Reader](#)".

FAFSA® Log-in Screen

Forgot Password

You can reset your password by providing your username (or verified email address) or your verified mobile phone number and the month and day of your date of birth. You also can reset your password by answering your challenging questions.

The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. At the top, there is a header with 'English | Español' and a 'HELP' button. Below the header, the 'Federal Student Aid' logo is displayed, along with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'Reset Your Password', followed by the instruction 'Enter the following information and then select CONTINUE.'.

The form contains the following fields and elements:

- Username, Email, or Phone:** A text input field containing 'PAStest3111@gdit.com'. To the right of the field is a question mark icon. Below the field is a link that says 'Forgot My Username'.
- Date of Birth:** Two dropdown menus. The first menu shows the number '1', and the second menu also shows the number '1'. To the right of the second menu is a question mark icon.
- Buttons:** A 'Cancel' link on the bottom left and a green 'CONTINUE' button on the bottom right.

Forgot Password

You can reset your password by

- having a secure code emailed to you,
- having a secure code texted to you, or
- answering your challenge questions.

The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. At the top, there is a header with 'English | Español' and a 'HELP' button. Below this is the 'Federal Student Aid' logo, with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'Reset Your Password', followed by the instruction 'Select one of the following options to reset your password.' and a note: 'Note: For security purposes, if you reset your password using the challenge question option, you will not be able to use your new password for 30 minutes.' There are three radio button options: 'Email a secure code to pa*****@gdit.com', 'Text a secure code to my mobile phone ending in 3949', and 'Answer my challenge questions'. A 'Cancel' link is at the bottom left, and a 'CONTINUE >' button is at the bottom right. A green callout box on the right side of the page contains the text: 'IMPORTANT You will need to create a new password.'

English | Español **HELP**

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Reset Your Password
Select one of the following options to reset your password.
Note: For security purposes, if you reset your password using the challenge question option, you will not be able to use your new password for 30 minutes.

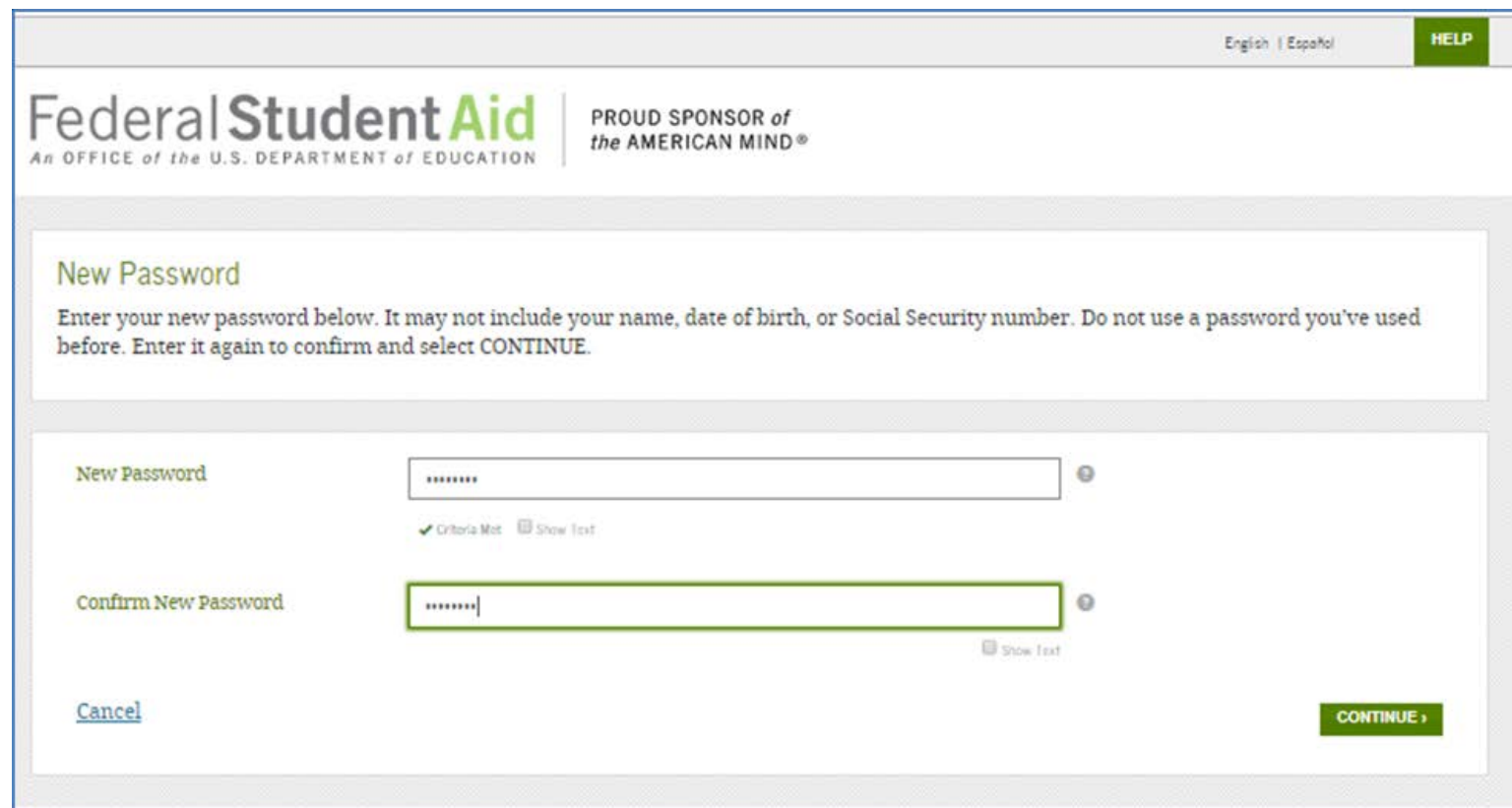
- Email a secure code to pa*****@gdit.com
- Text a secure code to my mobile phone ending in 3949
- Answer my challenge questions

[Cancel](#) **CONTINUE >**

IMPORTANT
You will need to create a new password.

Forgot Password

- Create a new password. Your password can't include your name, date of birth, or Social Security number.



The screenshot shows the 'New Password' page of the Federal Student Aid website. At the top, there is a header with the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and 'PROUD SPONSOR of the AMERICAN MIND®'. To the right of the header are links for 'English | Español' and a 'HELP' button. The main content area is titled 'New Password' and contains instructions: 'Enter your new password below. It may not include your name, date of birth, or Social Security number. Do not use a password you've used before. Enter it again to confirm and select CONTINUE.' Below the instructions are two password input fields. The first field is labeled 'New Password' and has a 'Criteria Met' indicator with a checkmark and a 'Show Text' link. The second field is labeled 'Confirm New Password' and also has a 'Show Text' link. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE' button.

English | Español **HELP**

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New Password

Enter your new password below. It may not include your name, date of birth, or Social Security number. Do not use a password you've used before. Enter it again to confirm and select CONTINUE.

New Password ⓘ
✓ Criteria Met [Show Text](#)

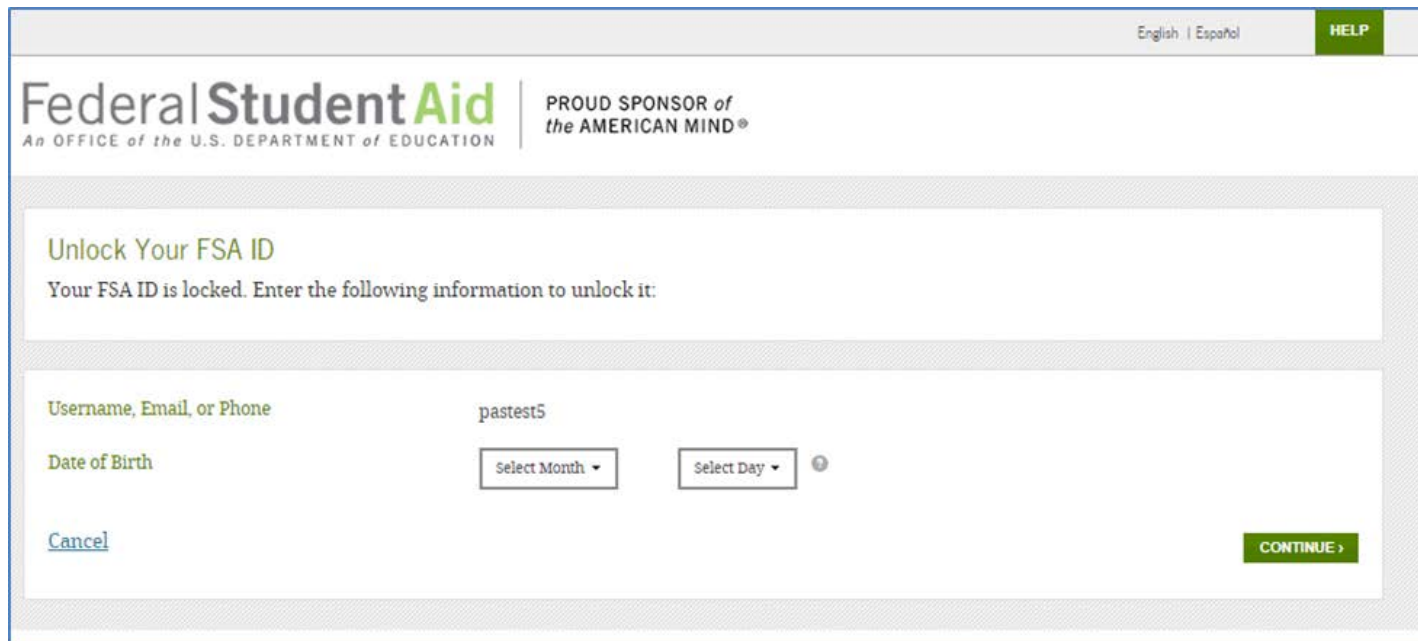
Confirm New Password ⓘ
[Show Text](#)

[Cancel](#) **CONTINUE**

What to do if you're locked out
of your account

Locked Out

If you've been locked out of your FSA ID account for providing the wrong username or password, you'll need to provide the date of birth (month and day only) associated with the account to begin the unlock process.



The screenshot shows the 'Unlock Your FSA ID' page from the Federal Student Aid website. At the top, there is a header with 'English | Español' and a 'HELP' button. Below the header, the 'Federal Student Aid' logo is displayed, along with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'Unlock Your FSA ID', followed by the instruction 'Your FSA ID is locked. Enter the following information to unlock it:'. The form contains two input fields: 'Username, Email, or Phone' with the text 'pastest5' entered, and 'Date of Birth' with two dropdown menus for 'Select Month' and 'Select Day'. A 'Cancel' link is on the left, and a 'CONTINUE >' button is on the right.

English | Español **HELP**

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Unlock Your FSA ID
Your FSA ID is locked. Enter the following information to unlock it:

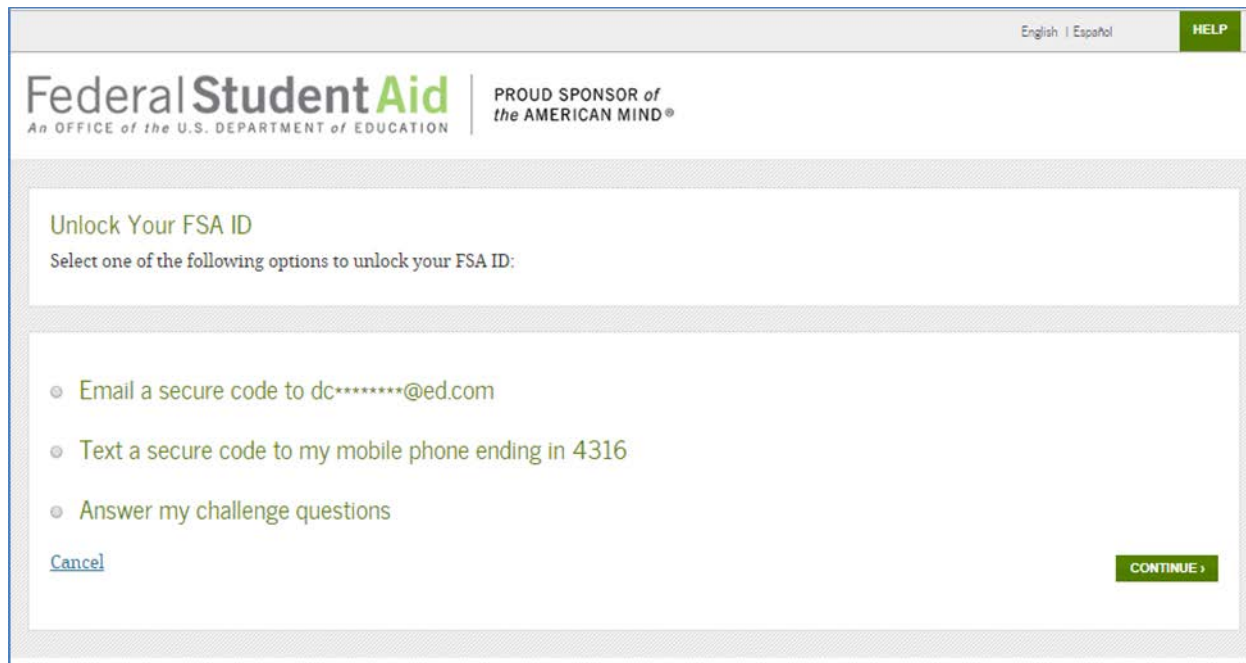
Username, Email, or Phone

Date of Birth ⓘ

[Cancel](#) **CONTINUE >**

Locked Out

If you have verified your email address or mobile phone number, you can unlock your account using either the email or mobile phone option. You also can unlock your account by answering your challenge questions.



The screenshot shows the 'Unlock Your FSA ID' page from the Federal Student Aid website. At the top right, there are links for 'English | Español' and a 'HELP' button. The header includes the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'Unlock Your FSA ID', followed by the instruction 'Select one of the following options to unlock your FSA ID:'. There are three radio button options: 'Email a secure code to dc*****@ed.com', 'Text a secure code to my mobile phone ending in 4316', and 'Answer my challenge questions'. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE >' button.

English | Español **HELP**

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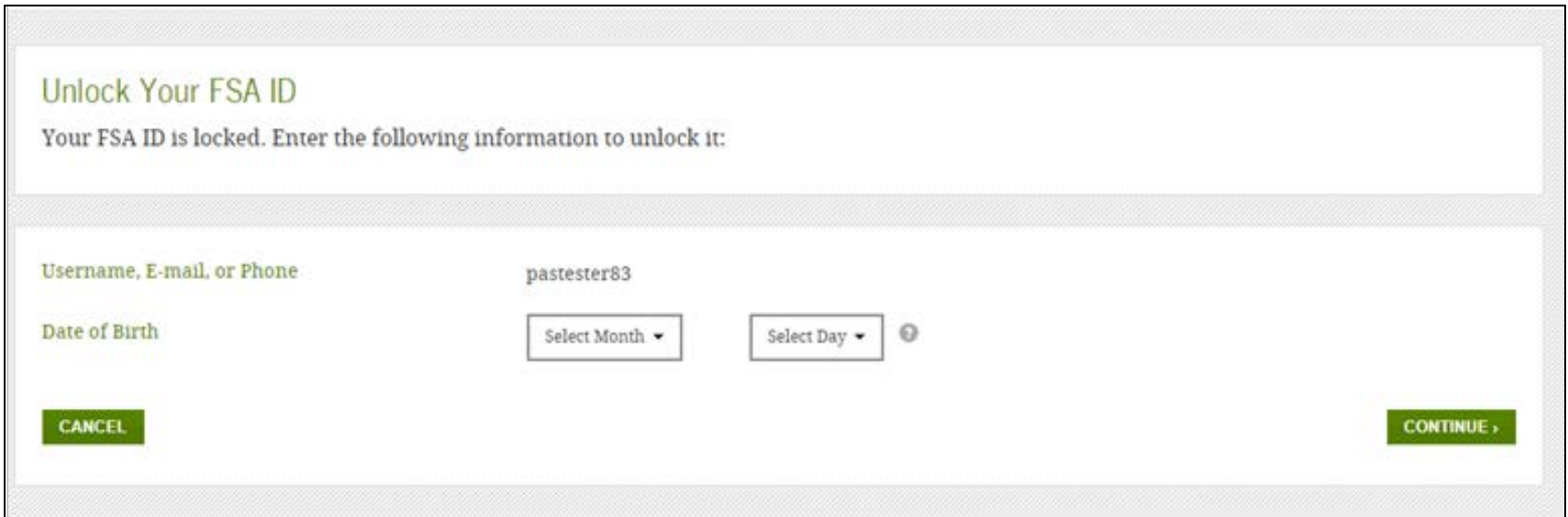
Unlock Your FSA ID
Select one of the following options to unlock your FSA ID:

- ☐ Email a secure code to dc*****@ed.com
- ☐ Text a secure code to my mobile phone ending in 4316
- ☐ Answer my challenge questions

[Cancel](#) **CONTINUE >**

Locked Out

If you unlock your account using either the email or mobile phone option, you must enter your date of birth.



The screenshot shows a web form titled "Unlock Your FSA ID" with the instruction "Your FSA ID is locked. Enter the following information to unlock it:". The form contains two input fields: "Username, E-mail, or Phone" with the value "pastester83", and "Date of Birth" with two dropdown menus labeled "Select Month" and "Select Day", followed by a help icon. At the bottom are "CANCEL" and "CONTINUE" buttons.

Unlock Your FSA ID

Your FSA ID is locked. Enter the following information to unlock it:

Username, E-mail, or Phone pastester83

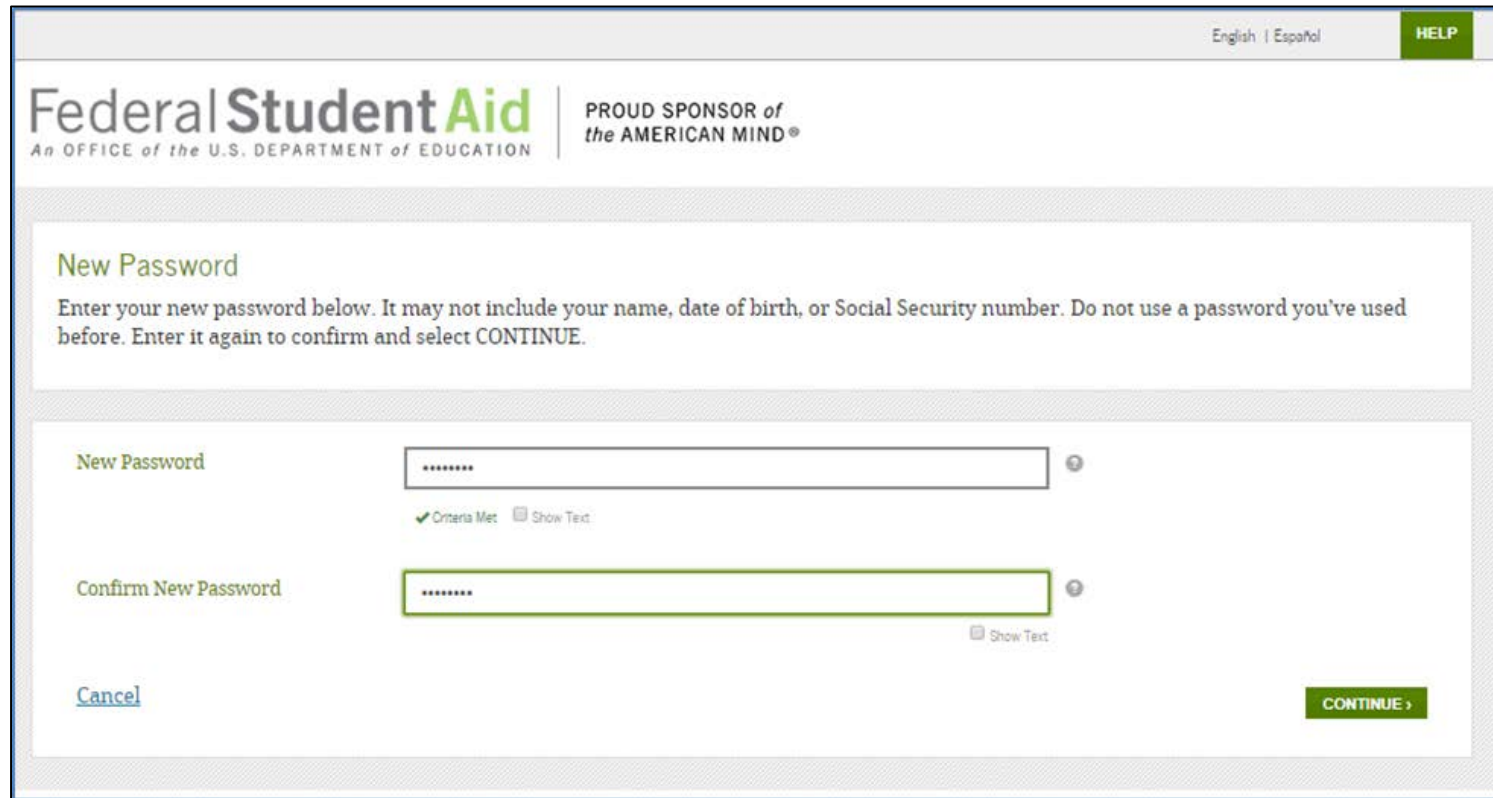
Date of Birth

Select Month ▼ Select Day ▼ ⓘ

CANCEL CONTINUE

Locked Out

Once you successfully enter the secure code or answer your challenge questions, you'll be taken to the screen to change your password.



The screenshot shows the 'New Password' screen of the Federal Student Aid portal. At the top, there is a header with 'English | Español' and a 'HELP' button. Below this, the 'Federal Student Aid' logo is displayed, along with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'New Password'. Below the heading, a message states: 'Enter your new password below. It may not include your name, date of birth, or Social Security number. Do not use a password you've used before. Enter it again to confirm and select CONTINUE.' The form contains two password input fields. The first field is labeled 'New Password' and has a green border. Below it, a green checkmark indicates 'Criteria Met' and a 'Show Text' link is visible. The second field is labeled 'Confirm New Password' and also has a green border. Below it, a 'Show Text' link is visible. At the bottom left, there is a 'Cancel' link, and at the bottom right, there is a green 'CONTINUE >' button.

English | Español **HELP**

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New Password

Enter your new password below. It may not include your name, date of birth, or Social Security number. Do not use a password you've used before. Enter it again to confirm and select CONTINUE.

New Password ⓘ

✓ Criteria Met ☐ Show Text

Confirm New Password ⓘ

☐ Show Text

[Cancel](#) **CONTINUE >**

Locked Out

Once you enter a new password and reenter it successfully, you'll receive this message.



Where to get more information

Where to get more information

Additional details on the FSA ID, including answers to frequently asked questions and tips on creating an FSA ID, can be found at [StudentAid.gov/fsaid](https://studentaid.gov/fsaid).