

HOW TO CREATE A FSA ID

Courtney Sousa | Enrollment Services Advisor

Matthew Christman | Financial Literacy Advising Specialist



TOPICS COVERED

- 01 What is an account username and password?
- 02 Do parents need an account username and password?
- 03 How do you create your account username and password?
- 04 Where can you use your account username and password?
- 05 What to do if you forget your account username or password
- 06 What to do if you're locked out of your account
- 07 Where to get more information

WHAT IS AN FSA ID USED FOR?

- An FSA ID and Password is 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;
 - 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 AN ACCOUNT (FSA ID) ?

- If you're a dependent student, then your parent will need an account username and password 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 to find out.

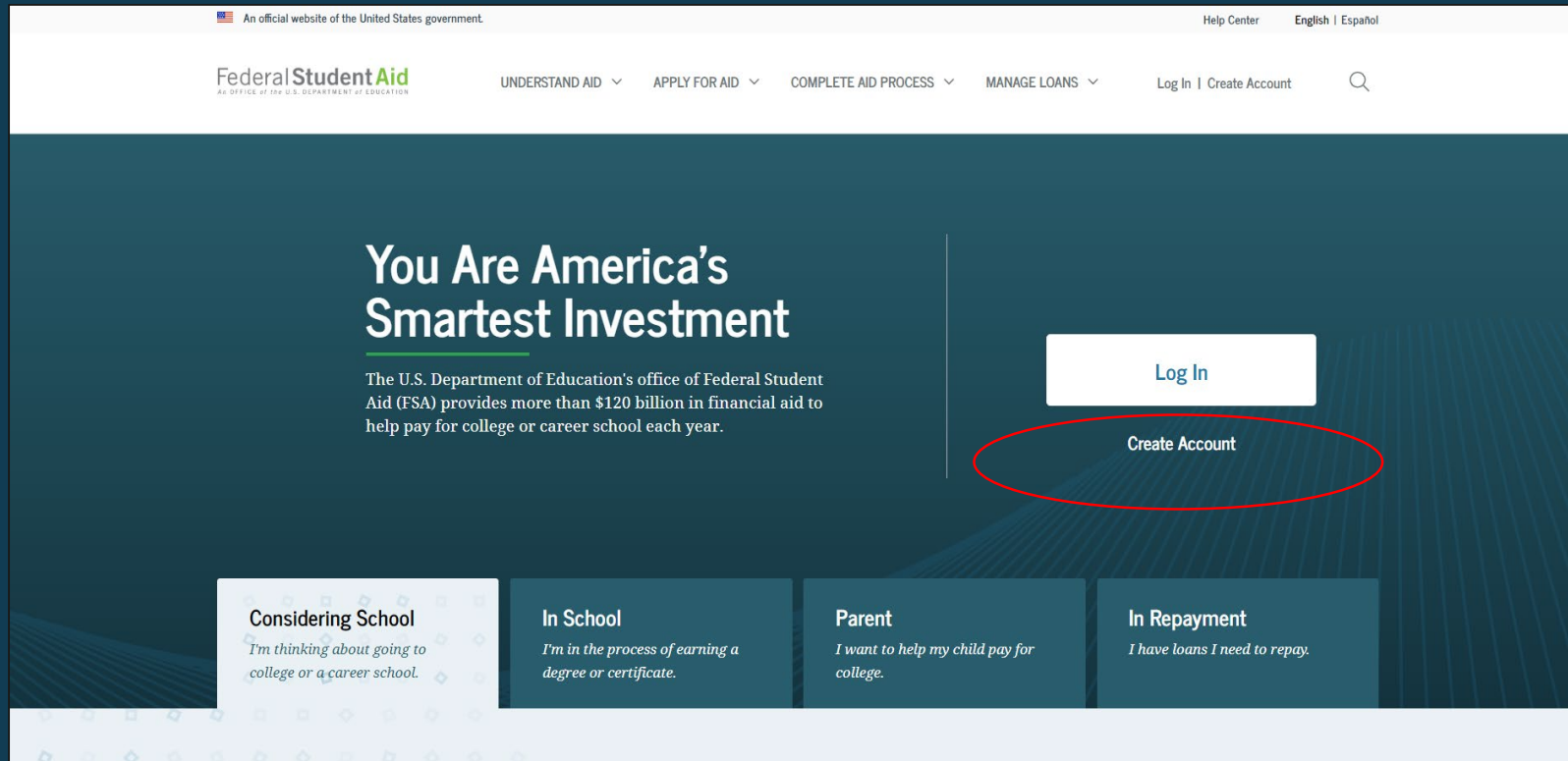
IMPORTANT

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

HOW DO YOU CREATE YOUR FSA ID?

GETTING STARTED




- Go to StudentAid.gov.
- Select the “Create Account” button



GETTING STARTED

On the “Create an Account (FSA ID)” page, select the “Get Started” button.

Create an Account (FSA ID)

 Parents  Students  Borrowers

Whether you're a student, parent, or borrower, you'll need to create your own account to complete federal student aid tasks.

What You Can Use Your Account For

- Filling out the *Free Application for Federal Student Aid (FAFSA®)* form
- Signing your *Master Promissory Note (MPN)*
- Applying for repayment plans
- Completing loan counseling
- Using the *Public Service Loan Forgiveness Help Tool*

Items Needed to Create an Account

- Social Security number
- Your own mobile phone number and/or email address

Get Started

OR

Log In

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 account username and password.

The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. The page is titled 'Create an Account (FSA ID)' and is labeled 'Step 1 of 7: Personal Information'. It includes a progress bar at the top. The form contains several fields: 'First Name', 'Middle Initial', 'Last Name', 'Date of Birth' (with separate boxes for Month, Day, and Year), and 'Social Security Number (SSN)'. Each field has a help icon (a question mark in a circle). Below the SSN field, there is a blue note box that reads: 'Note: A user can only have one account associated with his or her Social Security number.' At the bottom of the form, there are two buttons: 'Cancel' and 'Continue'.

Federal Student Aid
U.S. DEPARTMENT OF EDUCATION

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account 🔍

Create an Account (FSA ID)

Step 1 of 7

Personal Information

I understand that I'll be required to certify that the information I provide to create an account (FSA ID) is true and correct and that I'm the individual I claim to be.

If I'm not the person I claim to be, I understand that I'm not authorized to proceed and that I should exit this form now. If I provide false or misleading information, I understand that I might be subject to a fine, prison time, or both.

First Name

Middle Initial

Last Name

Date of Birth

Month Day Year

Social Security Number (SSN)

Note: A user can only have one account associated with his or her Social Security number.

CREATE YOUR ACCOUNT USERNAME AND PASSWORD

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 must contain at least one uppercase letter, one lowercase letter, and one number.
- Your password is case-sensitive.

The screenshot shows the 'Create an Account (FSA ID)' page, Step 2 of 7: Account Information. The page is part of the Federal Student Aid website, an official site of the United States government. It includes a progress bar at the top and a navigation menu with links like 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. The main heading is 'Create an Account (FSA ID)'. Below it, a progress bar indicates 'Step 2 of 7'. The section is titled 'Account Information'. A message states: 'Because financial aid agreements are legally binding, you can't create an account for someone else, even another family member. Parents and students must create their own accounts.' The form includes fields for 'Username' (with the value 'janedoe' and a green confirmation message 'Username is available.'), 'Email Address' (with a blue instruction message 'Use an email address you will continue to have access to after you leave school.'), 'Confirm Email Address', 'Password' (with a 'Show Password' link and a list of requirements: Uppercase, Lowercase, Number, 8+ characters), and 'Confirm Password' (with a 'Show Password' link). At the bottom are 'Previous' and 'Continue' buttons.

An official website of the United States government. Help Center English | Español

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account

Create an Account (FSA ID)

Step 2 of 7

Account Information

Because financial aid agreements are legally binding, you can't create an account for someone else, even another family member. Parents and students must create their own accounts.

Username
janedoe ⓘ
✔ Username is available.

Email Address
ⓘ Use an email address you will continue to have access to after you leave school.

Confirm Email Address

Password
Show Password ⓘ
✔ Uppercase
✔ Lowercase
✔ Number
✔ 8+ characters

Confirm Password
Show Password ⓘ

Previous Continue

PROVIDE CONTACT INFORMATION

- To sign up for mobile phone account recovery, provide a mobile phone number on this screen.
- Make sure your information is correct; any errors could result in delays in receiving financial aid (or in the repayment of your federal student loans).

The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. It is Step 3 of 7, titled 'Contact Information'. The page is divided into two main sections: 'Permanent Address' and 'Phone Number'.

Permanent Address:

- Address: 123 Main St
- City: Laurel
- State: (MD) Maryland
- ZIP Code: 20723

Phone Number:

- Mobile Phone Number: (202) 111-9482
- Confirm Mobile Phone Number: (202) 111-9482
- Link: + Add Alternate Phone Number

Mobile Phone Account Recovery:

We strongly recommend setting up mobile phone account recovery. This option is used to help you restore access to your account by sending you a code via text message if you are locked out.

☒ Yes, I would like to use my mobile phone for account recovery.

Information:

By selecting this option, you agree to receive text messages on your mobile phone and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).
Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to opt out.

Navigation buttons: Previous, Continue

SELECT COMMUNICATION PREFERENCES

- You must select whether to receive required communications by email or postal mail.
- You can opt in to receive informational emails and/or text messages regarding programs you may be eligible for.

The screenshot shows the 'Create an Account (FSA ID)' page, Step 4 of 7: Communication Preferences. The page is titled 'Create an Account (FSA ID)' and has a progress bar indicating Step 4 of 7. The main heading is 'Communication Preferences'. Under 'Required Communications', there is a paragraph explaining that the U.S. Department of Education (ED) and its federal student loan servicers will need to send you required communications and documents related to your federal student aid, such as student loan disclosures and interest statements. Below this, it says 'I want to receive these communications:' and there are two radio button options: 'By email *Recommended*' (which is selected) and 'By postal mail'. A blue information box with an 'i' icon states: 'By selecting this option, you agree to receive required communications by email and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).' Under 'Informational Communications', there is a paragraph explaining that ED and its federal student loan servicers want you to feel confident about the financial aid and student loan process. To help with this, they will sometimes send out information about programs you may be eligible for, such as grant programs, student loan forgiveness programs, income-based repayment plans, and more. Below this, it says 'I want to receive these communications:' and there are two checkbox options: 'By email' and 'By text message'. Under 'Preferred Language', there is a paragraph explaining that your choice lets us know how you would like to view website content once logged in, and what to use for your communications. Below this, there is a 'Language' dropdown menu with 'English' selected and a help icon. At the bottom, there are 'Previous' and 'Continue' buttons.

An official website of the United States government

Help Center English | Español

FederalStudentAid
An official website of the U.S. Department of Education

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account

Create an Account (FSA ID)

Step 4 of 7

Communication Preferences

Required Communications

The U.S. Department of Education (ED) and its federal student loan servicers will need to send you required communications and documents related to your federal student aid, such as student loan disclosures and interest statements.

I want to receive these communications:

☒ By email *Recommended*

☐ By postal mail

By selecting this option, you agree to receive required communications by email and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).

Informational Communications

ED and its federal student loan servicers want you to feel confident about the financial aid and student loan process. To help with this, we will sometimes send out information about programs you may be eligible for, such as grant programs, student loan forgiveness programs, income-based repayment plans, and more.

I want to receive these communications:

☐ By email

☐ By text message

Preferred Language

Your choice lets us know how you would like to view website content once logged in, and what to use for your communications.

Language

English

Previous Continue

SELECT CHALLENGE QUESTIONS AND ANSWERS

The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. It is Step 5 of 7, titled 'Challenge Questions'. A progress bar at the top indicates the current step. Below the title, a note states: 'Challenge questions and answers are used to retrieve your username or password if you forget them or if you need to unlock your account. Note: Answers are not case-sensitive.' There are four challenge questions, each with a 'Question' dropdown menu and an 'Answer' text input field. The questions are: 1. 'What was the name of your elementary school?', 2. 'What was the name of your first teacher?', 3. 'What is your mother's maiden name?', and 4. 'In what city did your parents meet?'. Each answer field has a 'Show Answer' button. At the bottom, there are 'Previous' and 'Continue' buttons.

Federal Student Aid
UNDERSTAND AID APPLY FOR AID COMPLETE AID PROCESS MANAGE LOANS Log In | Create Account

Create an Account (FSA ID)

Step 5 of 7
Challenge Questions

Challenge questions and answers are used to retrieve your username or password if you forget them or if you need to unlock your account.
Note: Answers are not case-sensitive.

Challenge Question 1

Question
What was the name of your elementary school?

Answer
***** Show Answer

Challenge Question 2

Question
What was the name of your first teacher?

Answer
***** Show Answer

Challenge Question 3

Question
What is your mother's maiden name?

Answer
**** Show Answer

Challenge Question 4

Question
In what city did your parents meet?

Answer
**** Show Answer

Previous Continue

- Answering your challenge questions is one way to unlock your account or retrieve your username or password.
- Your answer is not case-sensitive.

REVIEW INFO AND AGREE TO TERMS

- Review and confirm your information.
- If you need to make a correction, use the “Edit” button within that tile of information.
- Review and agree to FSA’s terms and conditions.

Create an Account (FSA ID)

Step 6 of 7

Confirm and Verify

Verify the information you provided for your account below. If there is an error, select “Edit” to correct the information.

Personal Information [Edit](#)

NAME
Jane Doe

DATE OF BIRTH
01/01/2001

SOCIAL SECURITY NUMBER (SSN)
***-**-3818

Account Information [Edit](#)

USERNAME
janedoe

EMAIL ADDRESS
janedoe@gmail.com

PASSWORD

Contact Information [Edit](#)

PERMANENT ADDRESS
123 Main St
Laurel, MD 20723

MOBILE PHONE NUMBER
(202) 338-1291

MOBILE PHONE ACCOUNT RECOVERY
Yes

Communication Preferences [Edit](#)

REQUIRED COMMUNICATIONS
Email

INFORMATIONAL COMMUNICATIONS
Email, Text

VERIFY YOUR CONTACT INFORMATION

- Only a verified email address OR a verified mobile phone number is required, but if you provided both on previous screens, you **MUST** verify both on the “Account Recovery” page.
- Select the “Verify My Mobile Phone Number” button to verify your mobile phone number.
- Select the “Verify My Email Address” button to verify your email address.

The screenshot shows the 'Create an Account (FSA ID)' page, Step 7 of 7: Account Recovery. The page header includes the Federal Student Aid logo, navigation links (UNDERSTAND AID, APPLY FOR AID, COMPLETE AID PROCESS, MANAGE LOANS), and user options (Log In, Create Account). A progress bar indicates the current step. The main heading is 'Create an Account (FSA ID)' followed by 'Step 7 of 7' and 'Account Recovery'. Below this, a message states: 'Only a verified email address OR a verified mobile phone number is required, but if you provided both on previous screens, you MUST verify both below.' Two verification options are presented in boxes: 'Verify My Mobile Phone Number' and 'Verify My Email Address'. Both options have a yellow 'NOT VERIFIED' status indicator. At the bottom, there are 'Previous' and 'Finish' buttons.

An official website of the United States government. Help Center English | Español

Federal Student Aid An OFFICE of the U.S. DEPARTMENT of EDUCATION UNDERSTAND AID APPLY FOR AID COMPLETE AID PROCESS MANAGE LOANS Log In | Create Account

Create an Account (FSA ID)

Step 7 of 7

Account Recovery

Only a verified email address OR a verified mobile phone number is required, but if you provided both on previous screens, you **MUST** verify both below.

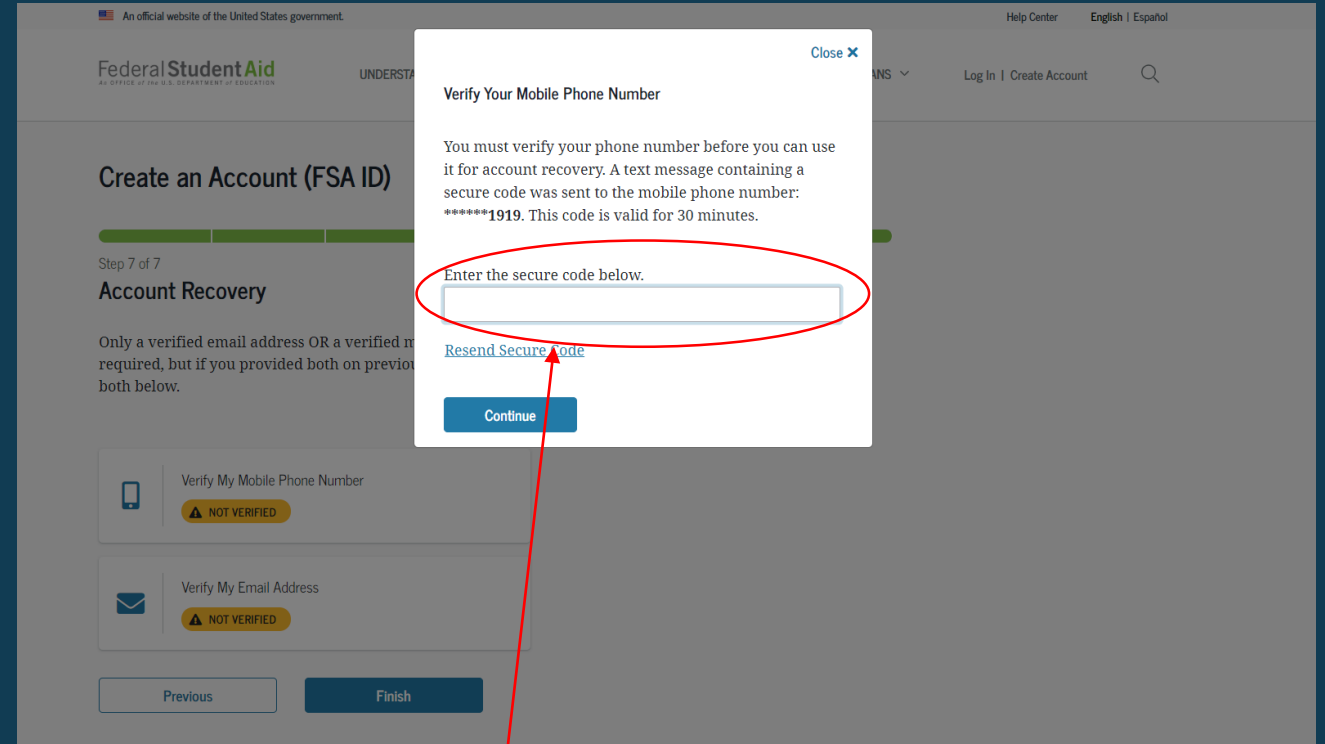
Verify My Mobile Phone Number
NOT VERIFIED

Verify My Email Address
NOT VERIFIED

Previous Finish

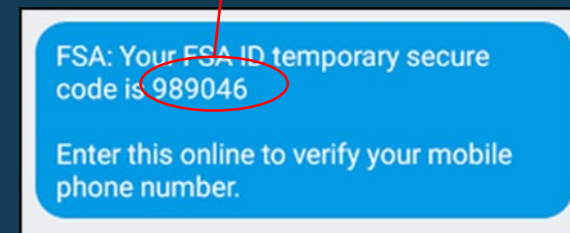
VERIFY YOUR MOBILE PHONE NUMBER

- After selecting the “Verify My Mobile Phone Number” button, you will be sent a text message with the six-digit numerical secure code.
- Enter your secure code in the “Verify Your Mobile Phone Number” modal and select “Continue”.
- Once you verify your mobile phone number, you can use it to log in, unlock your account, retrieve your username, or reset your password.
- NOTE: You MUST verify your information before continuing.



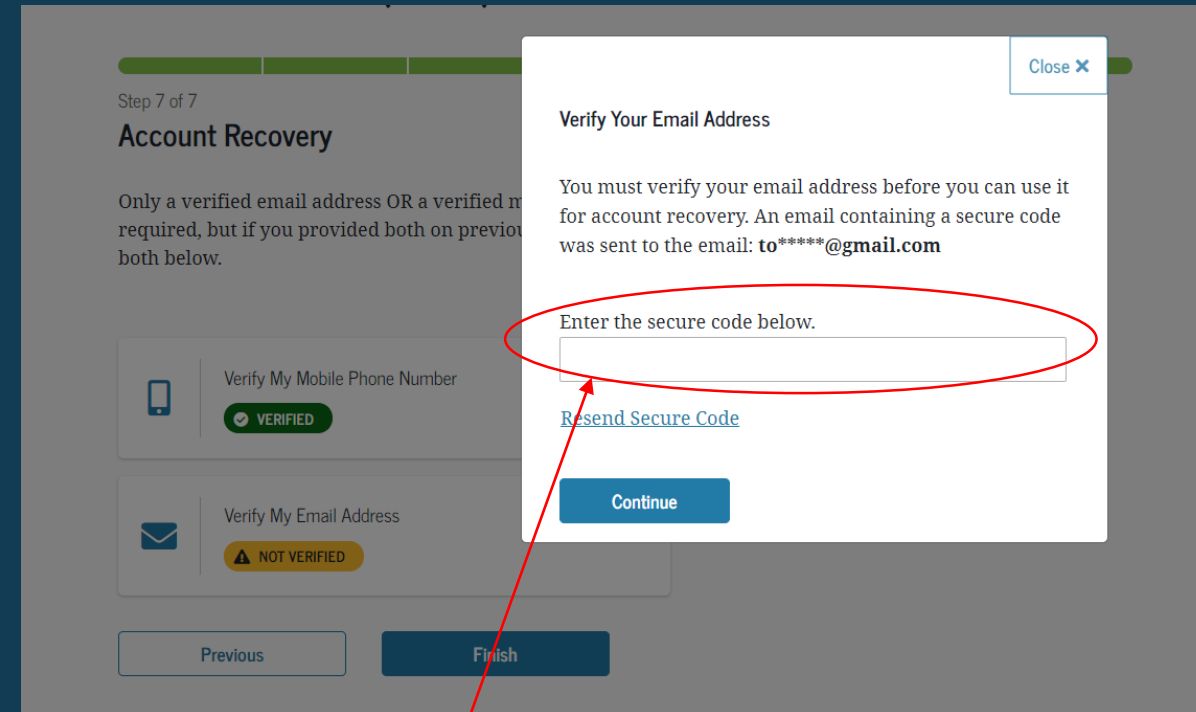
The screenshot shows the Federal Student Aid website with a modal titled "Verify Your Mobile Phone Number". The modal text states: "You must verify your phone number before you can use it for account recovery. A text message containing a secure code was sent to the mobile phone number: *****1919. This code is valid for 30 minutes." Below this is a text input field labeled "Enter the secure code below." which is circled in red. A red arrow points from this field to a text message screenshot below. Other elements in the modal include a "Resend Secure Code" link and a "Continue" button. The background shows the "Create an Account (FSA ID)" page with progress bars and buttons for "Previous" and "Finish".

Text Message With Your Secure Code



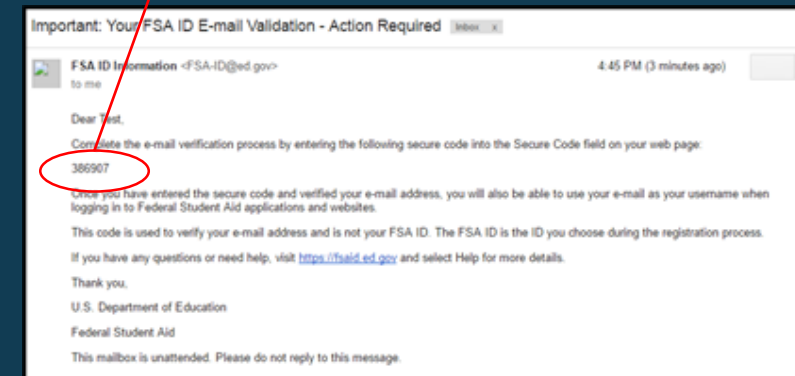
VERIFY YOUR EMAIL ADDRESS

- After selecting the “Verify My Email Address” button, you will be sent an email with the six-digit numerical secure code.
- Enter your secure code in the “Verify Your Email Address” modal and select “Continue”.
- Once you verify your email, you can use it to log in, unlock your account, retrieve your username, or reset your password.
- NOTE: You MUST verify your information before continuing.



The screenshot shows the 'Account Recovery' page at Step 7 of 7. It has two main sections: 'Verify My Mobile Phone Number' which is marked 'VERIFIED' with a green checkmark, and 'Verify My Email Address' which is marked 'NOT VERIFIED' with a yellow warning triangle. A modal titled 'Verify Your Email Address' is open over the email section. The modal text says: 'You must verify your email address before you can use it for account recovery. An email containing a secure code was sent to the email: to*****@gmail.com'. Below this, it says 'Enter the secure code below.' followed by a text input field. A red circle highlights the input field, and a red arrow points from it to the email address 'to*****@gmail.com' in the email screenshot below. There is a 'Resend Secure Code' link and a 'Continue' button in the modal. The background page has 'Previous' and 'Finish' buttons at the bottom.

Email With Your Secure Code

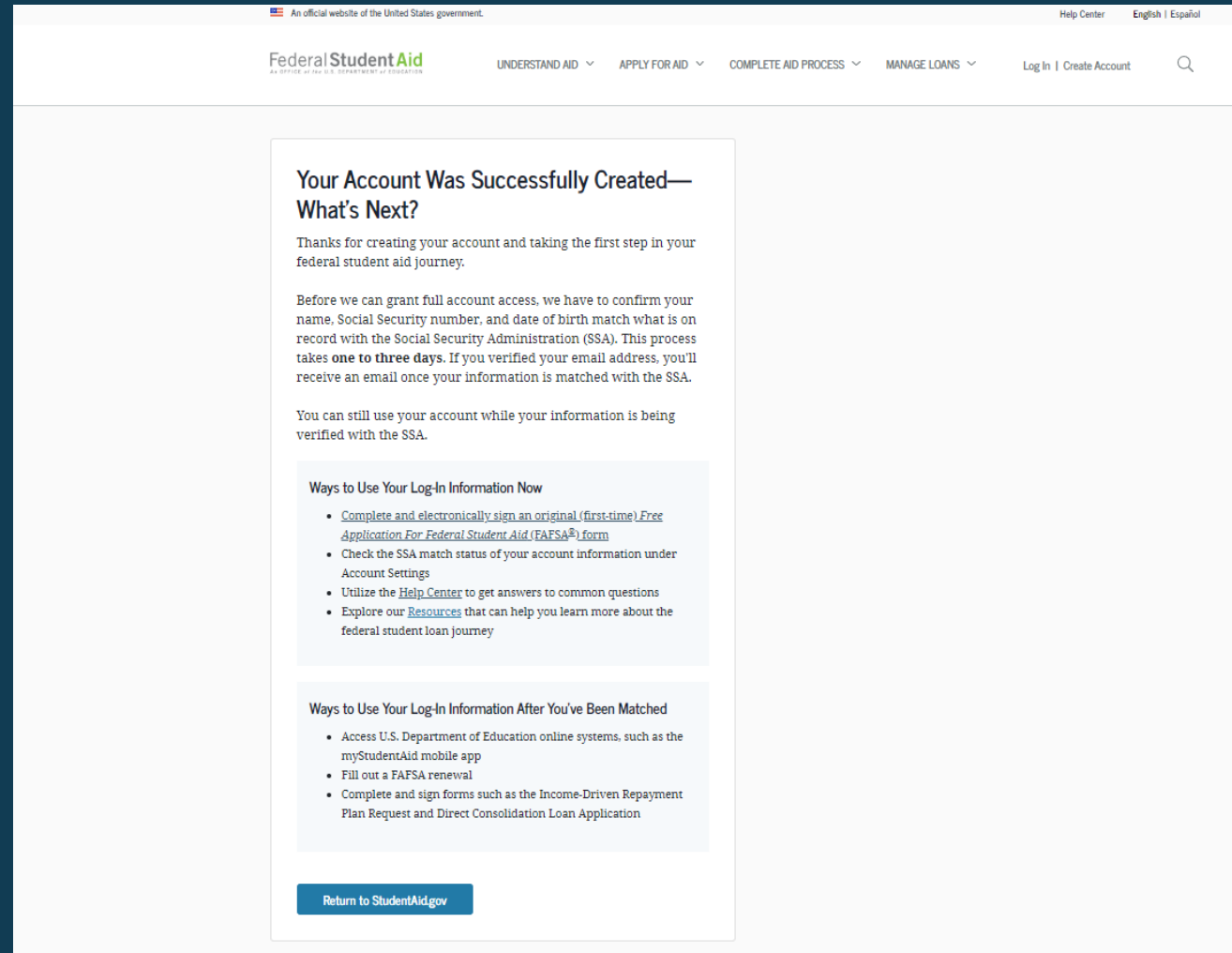


YOUR ACCOUNT IS CREATED!

- If you provided an email address, you'll receive a confirmation email.

Using Your Account Username and Password

- You can immediately use your account username and password 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 forms such as the *Income-Driven Repayment Plan Request* and *Direct Consolidation Loan Application*.



The screenshot shows the Federal Student Aid website's confirmation page. At the top, there's a navigation bar with the Federal Student Aid logo, links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', along with 'Log In | Create Account' and a search icon. The main content area has a heading 'Your Account Was Successfully Created—What's Next?'. Below this, it says 'Thanks for creating your account and taking the first step in your federal student aid journey.' It then explains that before full access, the user's name, Social Security number, and date of birth must match the SSA records, a process taking one to three days. It also notes that the user can still use the account while information is being verified. There are two sections: 'Ways to Use Your Log-In Information Now' and 'Ways to Use Your Log-In Information After You've Been Matched'. The first section lists: completing the FAFSA form, checking SSA match status, using the Help Center, and exploring resources. The second section lists: accessing U.S. Department of Education systems, filling out a FAFSA renewal, and completing forms like the Income-Driven Repayment Plan Request and Direct Consolidation Loan Application. A 'Return to StudentAid.gov' button is at the bottom.

An official website of the United States government. Help Center English | Español

Federal Student Aid
A SERVICE OF THE U.S. DEPARTMENT OF EDUCATION

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account 🔍

Your Account Was Successfully Created—What's Next?

Thanks for creating your account and taking the first step in your federal student aid journey.

Before we can grant full account access, we have to confirm your name, Social Security number, and date of birth match what is on record with the Social Security Administration (SSA). This process takes **one to three days**. If you verified your email address, you'll receive an email once your information is matched with the SSA.

You can still use your account while your information is being verified with the SSA.

Ways to Use Your Log-In Information Now

- [Complete and electronically sign an original \(first-time\) Free Application For Federal Student Aid \(FAFSA®\) form](#)
- Check the SSA match status of your account information under Account Settings
- Utilize the [Help Center](#) to get answers to common questions
- Explore our [Resources](#) that can help you learn more about the federal student loan journey

Ways to Use Your Log-In Information After You've Been Matched

- Access U.S. Department of Education online systems, such as the myStudentAid mobile app
- Fill out a FAFSA renewal
- Complete and sign forms such as the Income-Driven Repayment Plan Request and Direct Consolidation Loan Application

[Return to StudentAid.gov](#)

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 account, you can check the status on the "Personal Information" page at [StudentAid.gov/settings/edit-information/personal-information](https://studentaid.gov/settings/edit-information/personal-information).
- If there is an issue, log in to your "Account Settings" at [StudentAid.gov/settings](https://studentaid.gov/settings) 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.

----- Forwarded message -----

From: **FSA ID Information** <FSA-ID@ed.gov>

Date: Fri, Feb 21, 2020 at 10:03 AM

Subject: Your Social Security Administration Results - Successful

To: <fnameInametesting@gmail.com>

Dear Fname6,

Your Social Security Administration (SSA) match was completed and your personal information confirmed.

Ways to Use Your Log-In Information Now That You've Been Matched

- Access U.S. Department of Education online systems, such as the myStudentAid app
- Fill out a *Free Application for Federal Student Aid* (FAFSA®) renewal
- Complete and sign forms, such as the Income-Driven Repayment Plan Request or the Direct Consolidation Loan Application

If you have any questions or need help, [visit the StudentAid.gov Help Center](https://studentaid.gov/help-center).

Thank you,

U.S. Department of Education

Federal Student Aid

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

WHERE CAN YOU USE YOUR FSA ID?

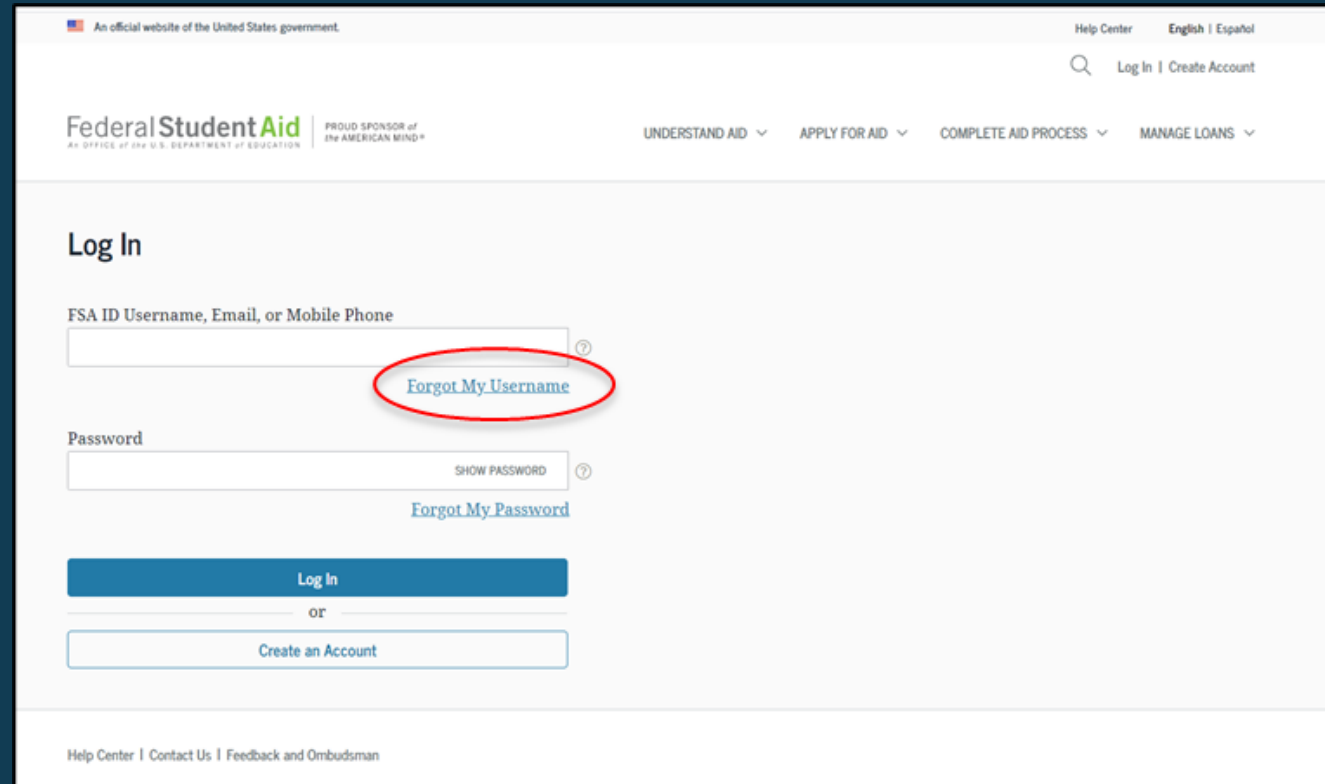
USING YOUR FSA ID

Online Systems	What You Can Do
StudentAid.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>• Sign your Agreement to Service for the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program• Complete PLUS loan requests• Estimate your student loan payments using the <i>Loan Simulator</i>• Apply for an income-driven repayment plan or a consolidation loan• View a history of any federal student aid that you have received• Look up your loan servicer's contact information
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
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 (SAR)</i>

WHAT TO DO IF YOU FORGET YOUR FSA ID USERNAME OR PASSWORD

FORGOT USERNAME

- Select “Forgot My Username” at the log-in screen.
- NOTE: You can log in to your account using your verified email address or verified mobile phone number instead of your username.



The screenshot shows the Federal Student Aid Log In page. At the top, there is a header with the text "An official website of the United States government." and links for "Help Center" and "English | Español". Below this, the "Federal Student Aid" logo is displayed, along with the text "PROUD SPONSOR of the AMERICAN MIND®" and "AN OFFICE of the U.S. DEPARTMENT of EDUCATION". Navigation links for "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS" are also present. The main section is titled "Log In" and contains two input fields: "FSA ID Username, Email, or Mobile Phone" and "Password". The "Forgot My Username" link is highlighted with a red circle. Below the password field is the "Forgot My Password" link. At the bottom of the form are "Log In" and "Create an Account" buttons, separated by an "or" separator. The footer includes links for "Help Center", "Contact Us", and "Feedback and Ombudsman".

An official website of the United States government.

Help Center English | Español

Log In | Create Account

Federal Student Aid PROUD SPONSOR of the AMERICAN MIND® AN OFFICE of the U.S. DEPARTMENT of EDUCATION

UNDERSTAND AID APPLY FOR AID COMPLETE AID PROCESS MANAGE LOANS

Log In

FSA ID Username, Email, or Mobile Phone

Forgot My Username

Password

SHOW PASSWORD

Forgot My Password

Log In

or

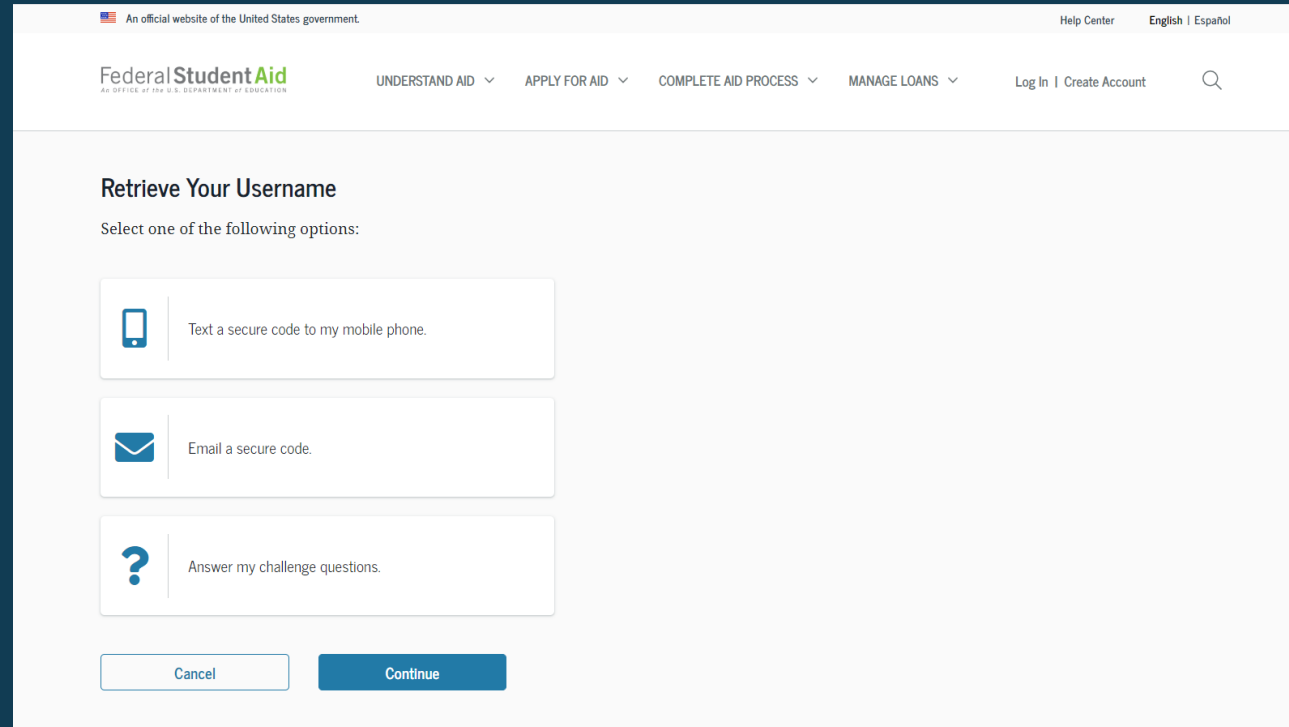
Create an Account

Help Center | Contact Us | Feedback and Ombudsman

FORGOT USERNAME

You can retrieve your username by

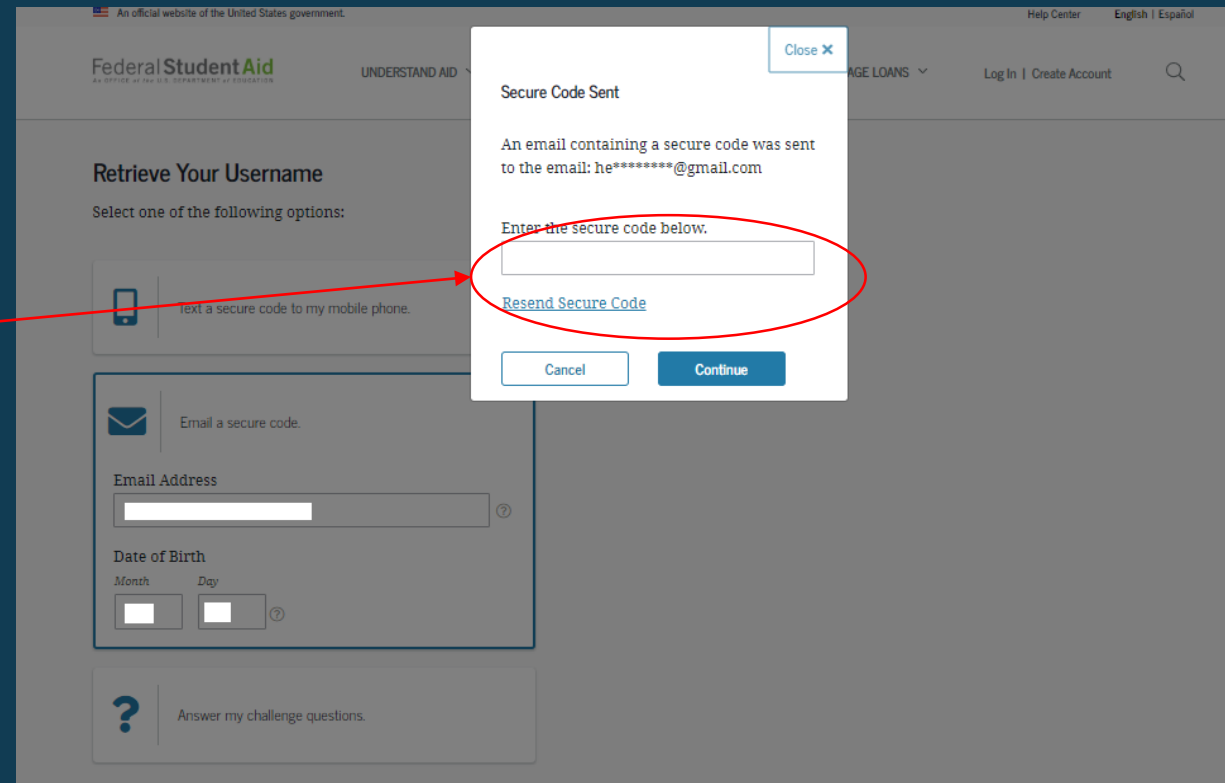
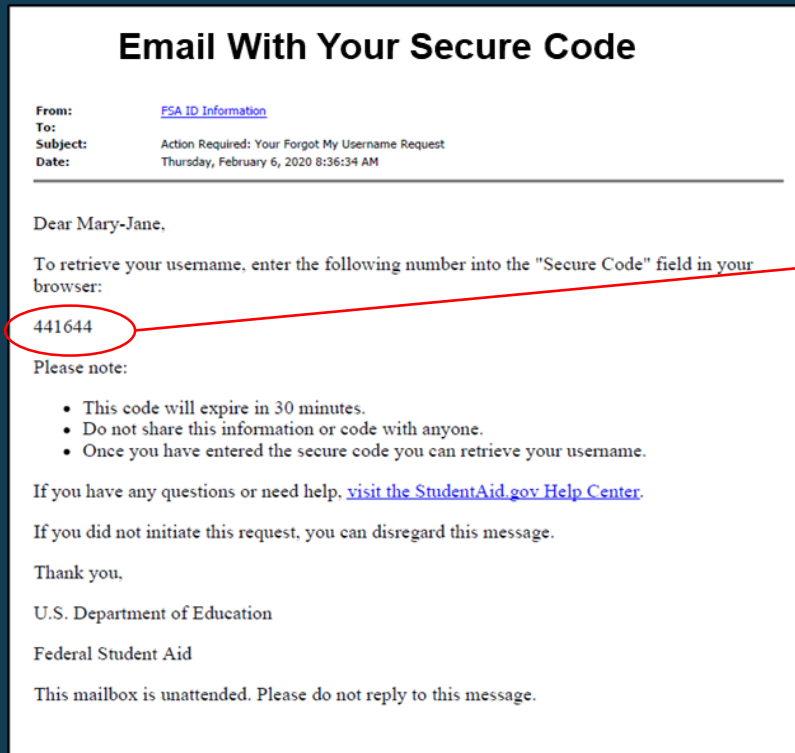
- having a secure code emailed to you (enter your verified email address and date of birth);
- having a secure code texted to you (enter your verified mobile phone number and date of birth); or
- answering your challenge questions (enter your Social Security number, last name, and date of birth).



The screenshot shows the 'Retrieve Your Username' page on the Federal Student Aid website. The page header includes the U.S. government logo, 'An official website of the United States government.', 'Help Center', and language options 'English | Español'. The main navigation bar contains links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', 'MANAGE LOANS', 'Log In | Create Account', and a search icon. The page title is 'Retrieve Your Username' with the subtitle 'Select one of the following options:'. There are three selection options, each with an icon and a description: 1. A mobile phone icon with the text 'Text a secure code to my mobile phone.' 2. An envelope icon with the text 'Email a secure code.' 3. A question mark icon with the text 'Answer my challenge questions.' At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

RETRIEVING USERNAME USING EMAIL SECURE CODE

- If you selected “Email a secure code,” after you populate your verified email address and date of birth, an email will be sent to your email account and you will be taken to a “Secure Code Sent” modal.
- Enter the secure code from your email in the “Enter your secure code below” box.



RETRIEVING USERNAME USING TEXT MESSAGE

- 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 under the “Enter the secure code below” box.

The screenshot shows the Federal Student Aid website's "Retrieve Your Username" page. A modal window titled "Secure Code Sent" is open, displaying a text message with a secure code. The background page shows three options for retrieving the username: "Text a secure code to my mobile phone." (selected), "Email a secure code.", and "Answer my challenge questions.".

Secure Code Sent

A text message containing a secure code was sent to the mobile phone number: *****2919

Enter the secure code below.

[Resend Secure Code](#)

Cancel Continue

Retrieve Your Username

Select one of the following options:

Text a secure code to my mobile phone.

Mobile Phone Number

Date of Birth

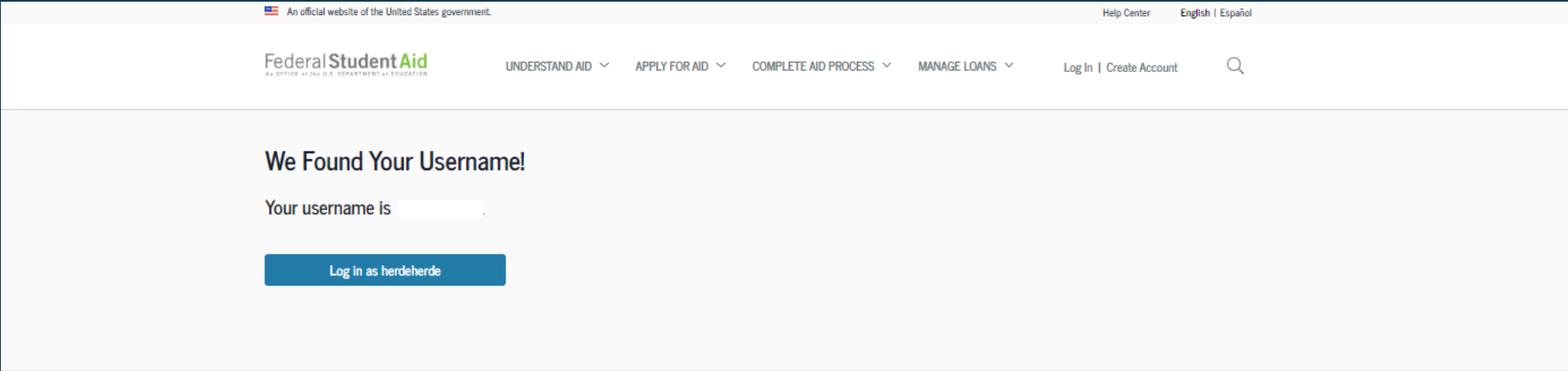
Month Day

Email a secure code.

Answer my challenge questions.

RETRIEVING USERNAME USING SECURE CODE

Once you enter the secure code, the following page will display with your username and a button to log in.



The screenshot shows the Federal Student Aid website interface. At the top, there is a header with the text "An official website of the United States government." and "Help Center English | Español". Below this is the "Federal Student Aid" logo and a navigation menu with links: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS". There are also links for "Log In" and "Create Account". The main content area displays the message "We Found Your Username!" followed by "Your username is herdeherde." and a blue button labeled "Log in as herdeherde".

RETRIEVING USERNAME USING CHALLENGE QUESTIONS

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


An official website of the United States government. Help Center English | Español


FederalStudentAid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION


UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account


Retrieve Your Username


Select one of the following options:

 Text a secure code to my mobile phone.


 Email a secure code.

 Answer my challenge questions.

Last Name 

Social Security Number (SSN) 

Date of Birth

Month Day Year 

Cancel Continue

RETRIEVING USERNAME USING CHALLENGE QUESTIONS

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

The screenshot shows the Federal Student Aid website interface. At the top, it says "An official website of the United States government." and "FederalStudentAid BY OFFICE OF THE U.S. DEPARTMENT OF EDUCATION". The main heading is "Retrieve Your Username" with the instruction "Select one of the following options:". There are three options: "Text a secure code to my mobile phone.", "Email a secure code.", and "Answer my challenge questions." (highlighted with a blue border). The "Answer my challenge questions." option leads to a modal titled "Answer Your Challenge Questions". This modal contains two questions: "What was the place/location of your senior prom?" and "What was the name of your first pet?", each with a text input field and a "Show Answer" button. At the bottom of the modal are "Cancel" and "Continue" buttons. The background page also shows a search bar, "Log In | Create Account", and a "Help Center" link.

FORGOT PASSWORD

Select “Forgot My Password” link at the log-in screen.

An official website of the United States government. [Help Center](#) [English](#) | [Español](#)

FederalStudentAid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

[UNDERSTAND AID](#) [APPLY FOR AID](#) [COMPLETE AID PROCESS](#) [MANAGE LOANS](#) [Log In](#) | [Create Account](#) [?](#)

Log In

FSA ID Username, Email, or Mobile Phone [?](#)

[Forgot My Username](#)

Password [Show Password](#) [?](#)

[Forgot My Password](#)


[Log In](#)

OR



[Create an Account](#)

RESET PASSWORD

You can reset your password by providing your username, verified email address, or verified mobile phone number along with the month and day of your date of birth.

 An official website of the United States government.


Help CenterEnglish | Español

UNDERSTAND AID ▾APPLY FOR AID ▾COMPLETE AID PROCESS ▾MANAGE LOANS ▾Log In | Create Account

Reset Your Password


Enter the following information to look up your account:

FSA ID Username, Email, or Mobile Phone



Date of Birth

MonthDay

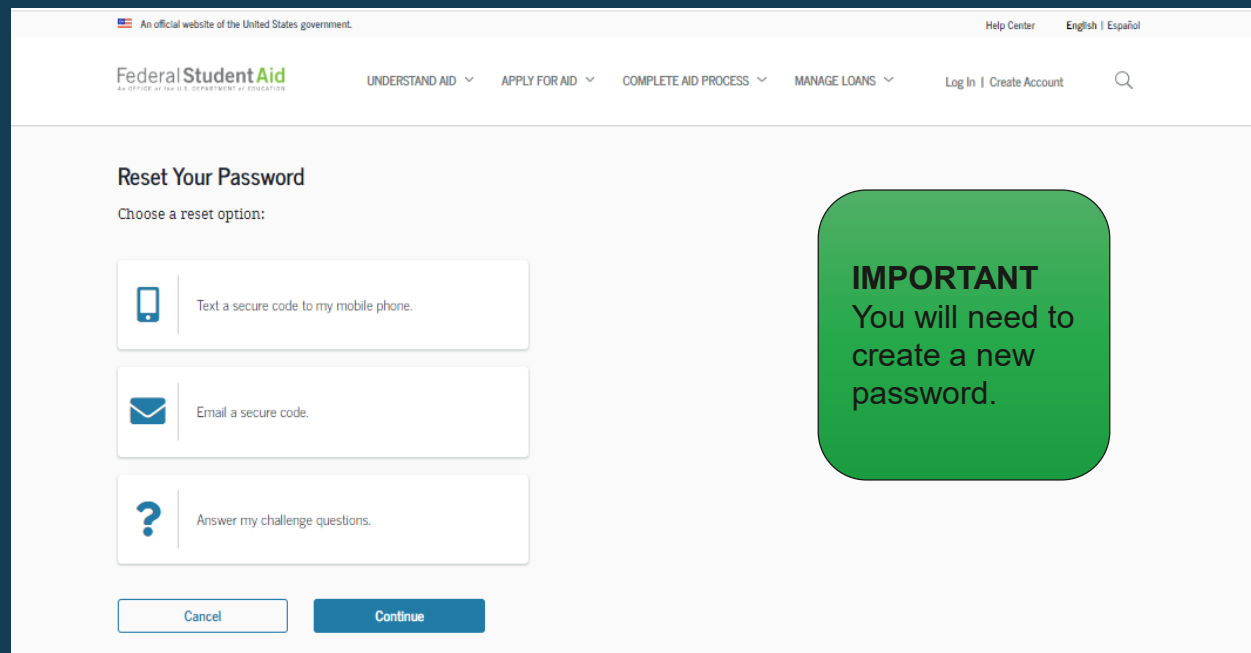


RESET PASSWORD

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.


Note: When you reset your password using your challenge questions, for security purposes, there is a 30-minute delay before you can log in to your account.





The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. The page header includes the U.S. government logo, 'Federal Student Aid' logo, and navigation links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', 'MANAGE LOANS', 'Log In | Create Account', 'Help Center', and language options 'English | Español'. The main heading is 'Reset Your Password' with the instruction 'Choose a reset option:'. There are three options, each in a white box with a blue icon: 1. A mobile phone icon with the text 'Text a secure code to my mobile phone.' 2. An envelope icon with the text 'Email a secure code.' 3. A question mark icon with the text 'Answer my challenge questions.' At the bottom are 'Cancel' and 'Continue' buttons. On the right side, there is a green rounded rectangle with the text: 'IMPORTANT You will need to create a new password.'

CREATE NEW PASSWORD

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

 An official website of the United States government.

Help CenterEnglish | Español

UNDERSTAND AID ▾APPLY FOR AID ▾COMPLETE AID PROCESS ▾MANAGE LOANS ▾Log In | Create Account

Create a 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.

New Password

Show Password ?

✓ Uppercase

✓ Lowercase

✓ Number

✓ 8+ characters

Confirm New Password

Show Password ?

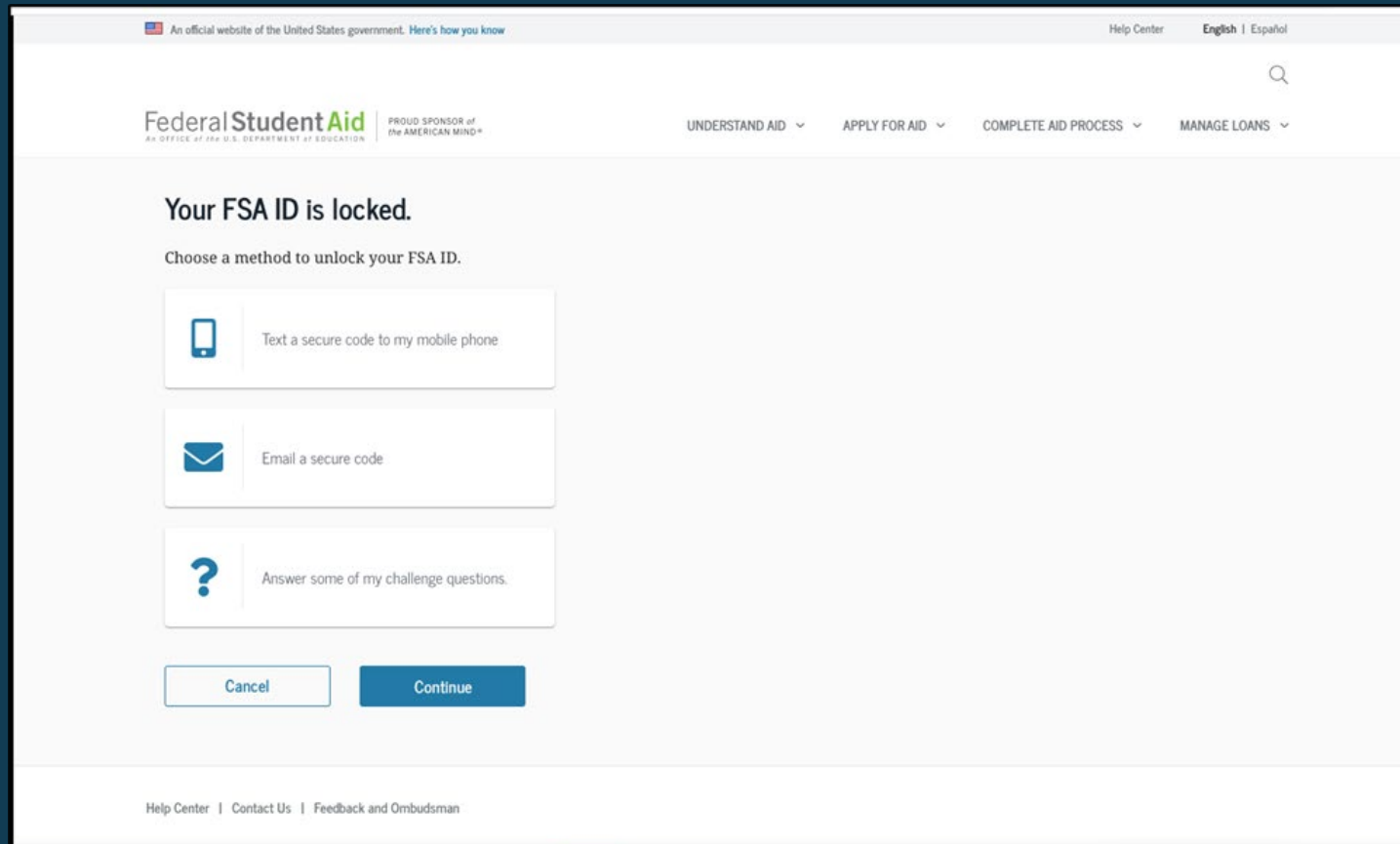
Cancel

Finish

WHAT TO DO IF YOU'RE LOCKED OUT OF YOUR ACCOUNT

LOCKED OUT

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



The screenshot shows the Federal Student Aid website interface. At the top, there is a header with the text "An official website of the United States government. Here's how you know" and a "Help Center" link. Below this, the "Federal Student Aid" logo is displayed, along with the text "PROUD SPONSOR of the AMERICAN MIND®" and "AN OFFICE of the U.S. DEPARTMENT of EDUCATION". To the right of the logo, there are four navigation links: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS", each with a dropdown arrow. A search icon is also present. The main content area features a message: "Your FSA ID is locked." followed by the instruction "Choose a method to unlock your FSA ID." Below this, there are three selectable options, each with an icon and a description: 1. A mobile phone icon with the text "Text a secure code to my mobile phone." 2. An envelope icon with the text "Email a secure code." 3. A question mark icon with the text "Answer some of my challenge questions." At the bottom of these options are two buttons: "Cancel" and "Continue". The footer of the page contains links for "Help Center", "Contact Us", and "Feedback and Ombudsman".

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 the Federal Student Aid website interface. At the top, there is a header with the U.S. flag, the text 'An official website of the United States government. Here's how you know', and links for 'Help Center' and 'English | Español'. Below this is the 'Federal Student Aid' logo, with 'PROUD SPONSOR of THE AMERICAN MIND+' and a search icon. Navigation links include 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. The main content area displays 'Your FSA ID is locked' and 'Choose a method to unlock your account'. Three options are visible: 'Text a secure code to your mobile phone' (selected), 'Email a secure code to your email address', and 'Answer some of my challenge questions'. The 'Text a secure code' option includes a 'Date of Birth' section with 'Month' and 'Day' dropdowns. A modal window titled 'Secure Code Sent' is overlaid, stating 'A text message containing a secure code was sent to the mobile phone number we have on file.' It prompts the user to 'Enter the Secure Code Below' with a text input field and a help icon. A 'Resend Secure Code' link is also present. At the bottom of the modal are 'Cancel' and 'Continue' buttons. The background page also has 'Cancel' and 'Continue' buttons at the bottom.

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.

An official website of the United States government. [Help Center](#) [English](#) | [Español](#)

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

[UNDERSTAND AID](#) [APPLY FOR AID](#) [COMPLETE AID PROCESS](#) [MANAGE LOANS](#) [Log In](#) | [Create Account](#) [?](#)

Create a 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.

New Password

[Show Password](#) [?](#)

✓ *Uppercase*
✓ *Lowercase*
✓ *Number*
✓ *8+ characters*

Confirm New Password

[Show Password](#) [?](#)

[Cancel](#) [Finish](#)

LOCKED OUT

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

The screenshot displays the Federal Student Aid website interface. At the top, a banner indicates it is an official U.S. government website. Navigation links for 'Help Center', 'English | Español', 'Log In | Create Account', and a search icon are present. The main header includes the 'Federal Student Aid' logo, a 'PROUD SPONSOR of the AMERICAN MIND' tagline, and a menu with options: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. A prominent green message box states: 'You've successfully unlocked your FSA ID. You may now log in to your account.' Below this, a 'Log In' form is shown with fields for 'FSA ID Username, Email, or Phone' and 'Password'. Each field has a 'Forgot My' link and a help icon. A 'SHOW PASSWORD' toggle is next to the password field. The form includes a blue 'Log In' button, an 'or' separator, and a 'Create an Account' button.

An official website of the United States government. [Here's how you know](#)

Help Center English | Español

Log In | Create Account

Federal Student Aid PROUD SPONSOR of the AMERICAN MIND®

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾

✓ You've successfully unlocked your FSA ID. You may now log in to your account.

Log In

FSA ID Username, Email, or Phone [?](#)

[Forgot My Username](#)

Password [SHOW PASSWORD](#) [?](#)

[Forgot My Password](#)

Log In

or

Create an Account

WHERE TO GET MORE INFORMATION

WHERE TO GET MORE INFORMATION

FSA ID Help Center

Additional details on account username and password, including answers to frequently asked questions and tips on creating an account username and password, can be found in the Help Center under the “Managing Your Account” section at:

[StudentAid.gov/help-center/answers/topic/managing_your_account/articles](https://studentaid.gov/help-center/answers/topic/managing_your_account/articles)

Call: 1-800-433-3243 if your having FSA ID and Password Issues