

NOTE TO PRESENTER

This presentation provides information on the account username and password (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 April 2020.]

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CREATING AND USING YOUR ACCOUNT USERNAME AND PASSWORD (FSA ID): AN OVERVIEW

[Presenter Name]

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 ACCOUNT USERNAME AND PASSWORD?

- An account username 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 USERNAME AND PASSWORD?

- 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.

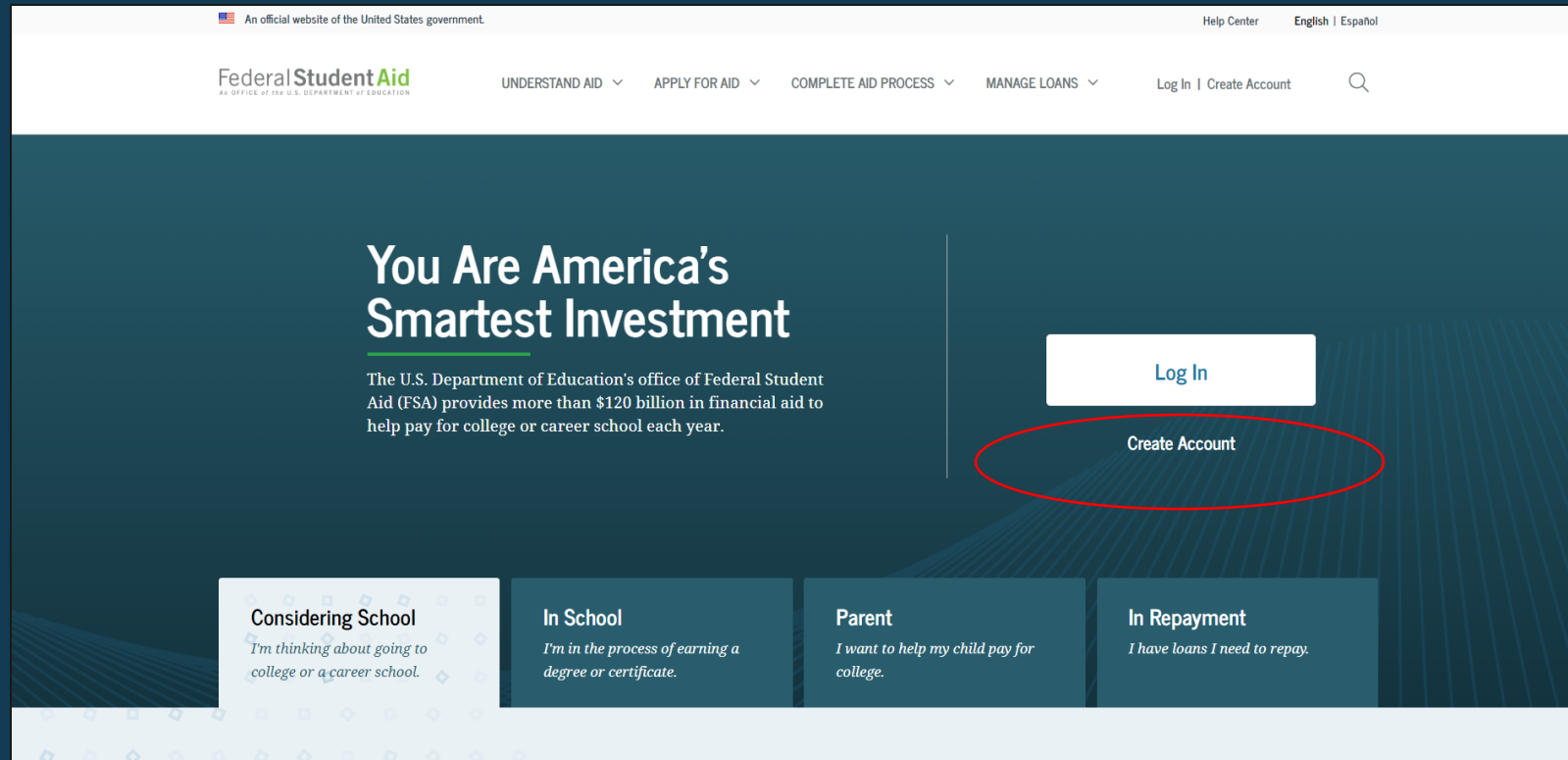
IMPORTANT

- 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 ACCOUNT
USERNAME AND
PASSWORD?**

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.

The screenshot shows the 'Create an Account (FSA ID)' page. At the top, there are three icons representing 'Parents', 'Students', and 'Borrowers'. Below these icons is a paragraph: 'Whether you're a student, parent, or borrower, you'll need to create your own account to complete federal student aid tasks.' There are two main sections: 'What You Can Use Your Account For' and 'Items Needed to Create an Account'. The 'What You Can Use Your Account For' section lists five items: 'Filling out the Free Application for Federal Student Aid (FAFSA®) form', 'Signing your Master Promissory Note (MPN)', 'Applying for repayment plans', 'Completing loan counseling', and 'Using the Public Service Loan Forgiveness Help Tool'. The 'Items Needed to Create an Account' section lists two items: 'Social Security number' and 'Your own mobile phone number and/or email address'. At the bottom, there is a blue 'Get Started' button, which is circled in red, and a white 'Log in' button below it.

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 as 'Step 1 of 7: Personal Information'. It includes a progress bar at the top, a disclaimer about the accuracy of the information provided, and several input fields for personal details: First Name, Middle Initial, Last Name, Date of Birth (Month, Day, Year), and Social Security Number (SSN). A blue note box states: 'Note: A user can only have one account associated with his or her Social Security number.' At the bottom, there are 'Cancel' 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 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.

Cancel Continue

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)' form on the Federal Student Aid website. It is Step 2 of 7, titled 'Account Information'. A progress bar at the top indicates the current step. The form includes the following fields and messages:

- Username:** A text input field containing 'janedoe'. Below it is a green success message: 'Username is available.'
- Email Address:** An empty text input field. Below it is a blue informational message: 'Use an email address you will continue to have access to after you leave school.'
- Confirm Email Address:** An empty text input field.
- Password:** An empty text input field with a 'Show Password' link. Below it are four checkmarks indicating password requirements: 'Uppercase', 'Lowercase', 'Number', and '8+ characters'.
- Confirm Password:** An empty text input field with a 'Show Password' link.

At the bottom of the form are two buttons: 'Previous' and 'Continue'.

PROVIDE CONTACT INFORMATION

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

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

Create an Account (FSA ID)

Step 3 of 7

Contact Information

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 ⓘ

[+ 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.

i 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.

[Previous](#) [Continue](#)

- 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).

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'. There are two sections: 'Required Communications' and 'Informational Communications'. In the 'Required Communications' section, the user is asked to select how they want to receive communications. The 'By email' option is selected and marked as 'Recommended'. A blue information box 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.' The 'By postal mail' option is unselected. In the 'Informational Communications' section, the user is asked to select how they want to receive informational communications. Both 'By email' and 'By text message' options are unselected. At the bottom, there is a 'Preferred Language' section with a dropdown menu set to 'English'. There are 'Previous' and 'Continue' buttons at the bottom of the page.

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

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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

i 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

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.

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

Federal Student Aid
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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

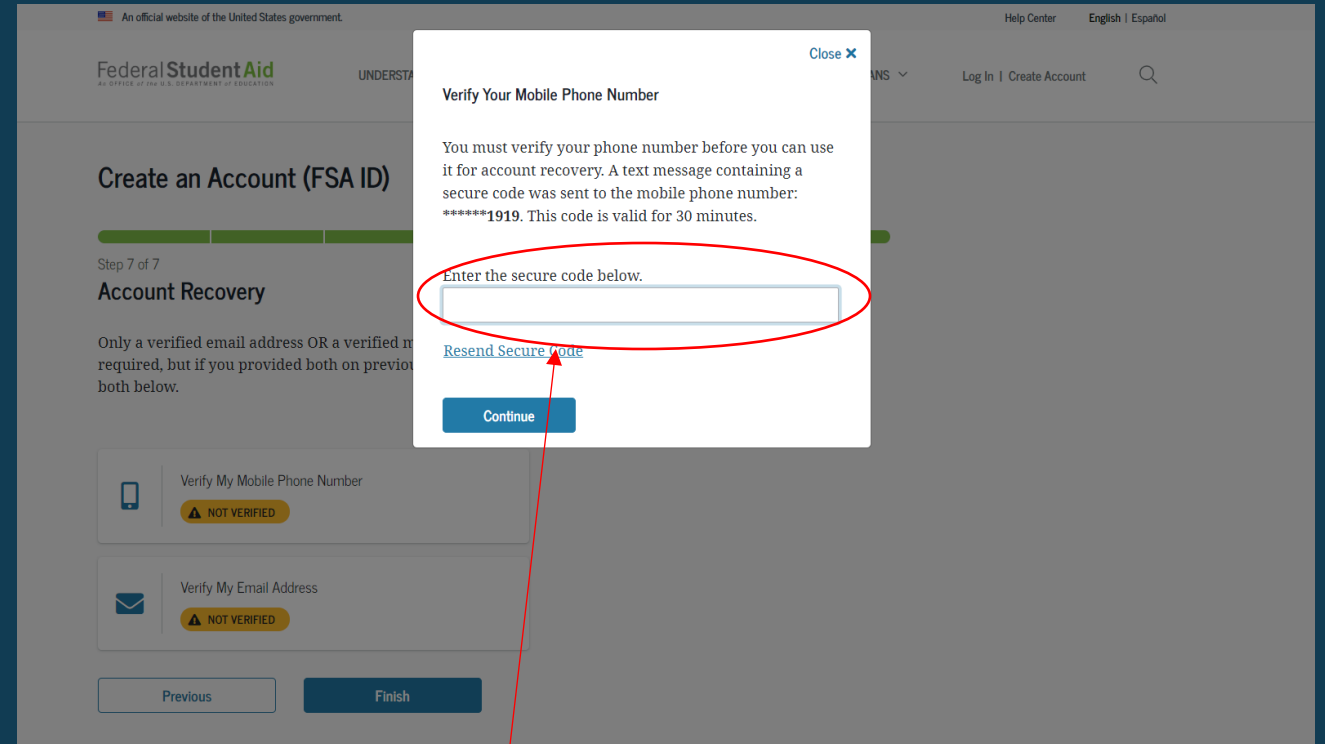
Verify My Email Address

⚠ NOT VERIFIED

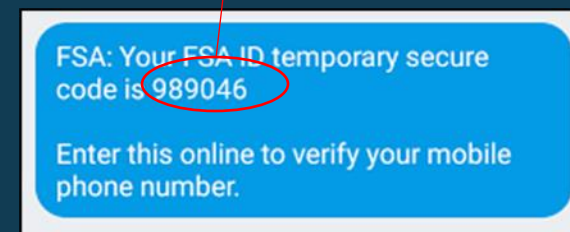
Previous Finish

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.

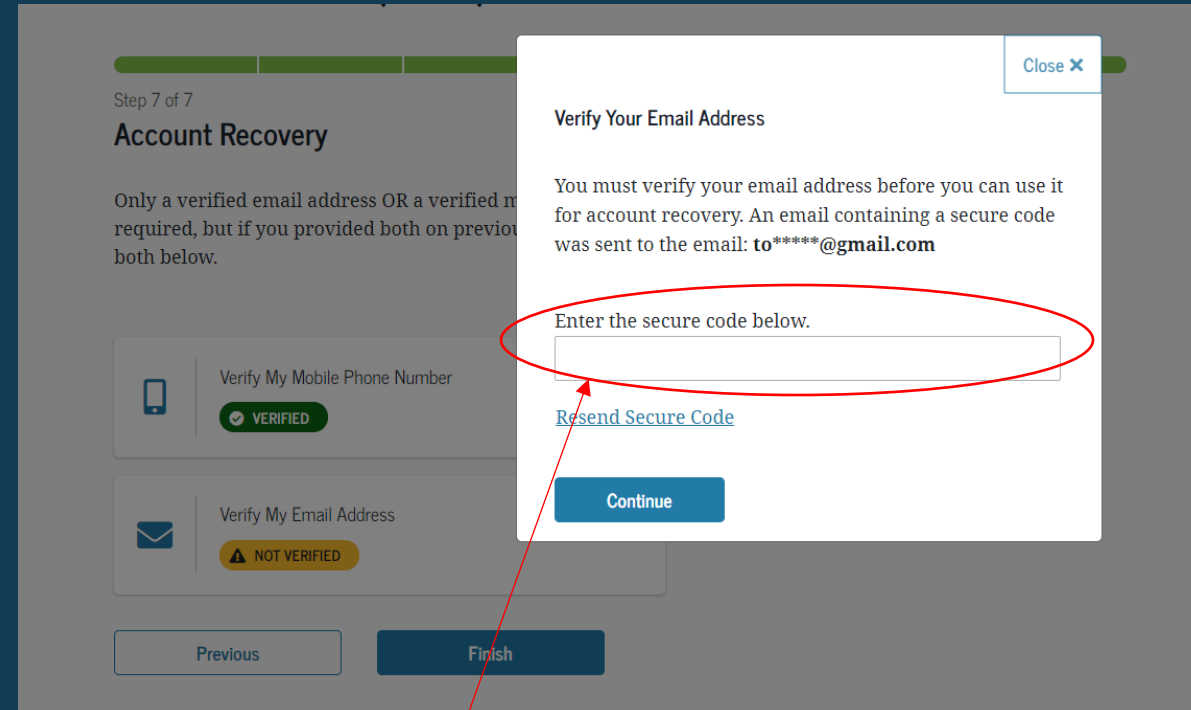


Text Message With Your Secure Code

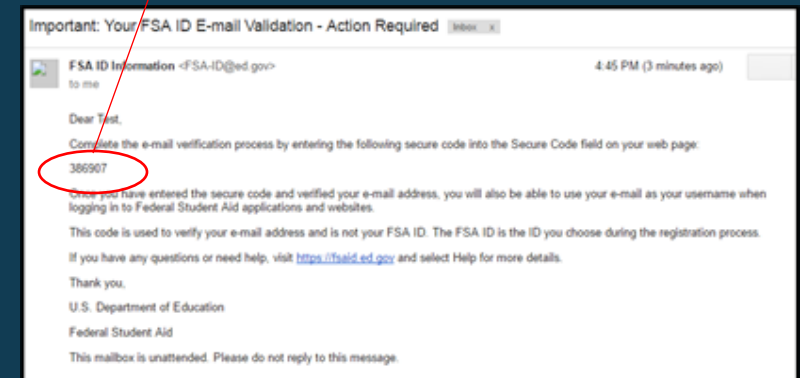


VERIFY YOUR EMAIL ADDRESS

- 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.



Email With Your Secure Code

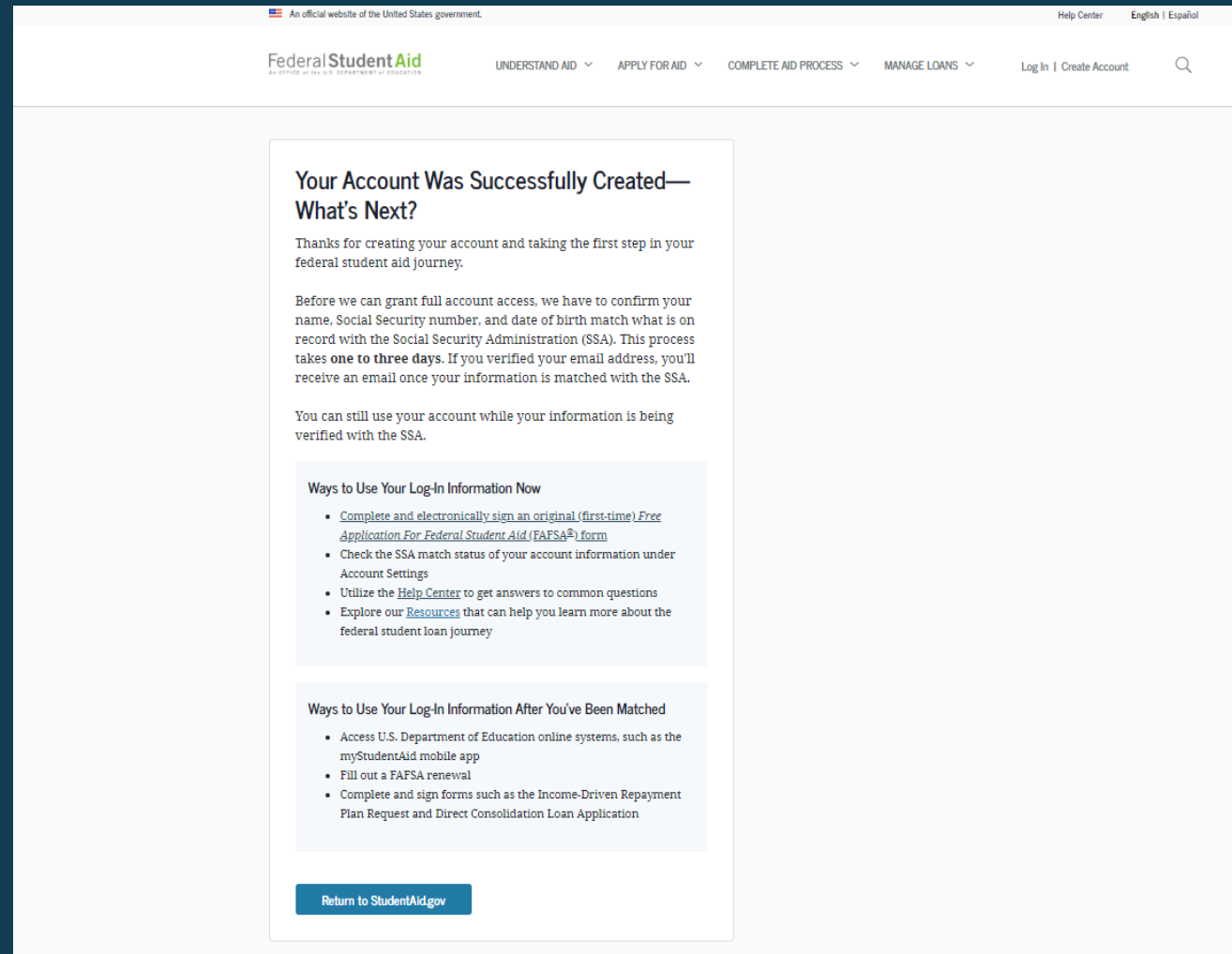


YOUR ACCOUNT IS CREATED!

- 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 interface. At the top, there is a navigation bar with the Federal Student Aid logo, a search icon, and links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. A 'Log In | Create Account' link is also present. The main content area features a confirmation message: 'Your Account Was Successfully Created—What's Next?'. Below this, it states: '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.' There are two sections of instructions: 'Ways to Use Your Log-In Information Now' and 'Ways to Use Your Log-In Information After You've Been Matched'. The first section includes links to the FAFSA form, account settings, help center, and resources. The second section lists actions like accessing online systems, filling out renewals, and signing forms. A 'Return to StudentAid.gov' button is located at the bottom of the message box.

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

Federal Student Aid 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.
- If there is an issue, log in to your "Account Settings" at 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: <fname6name6testing@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 ACCOUNT
USERNAME AND
PASSWORD?**

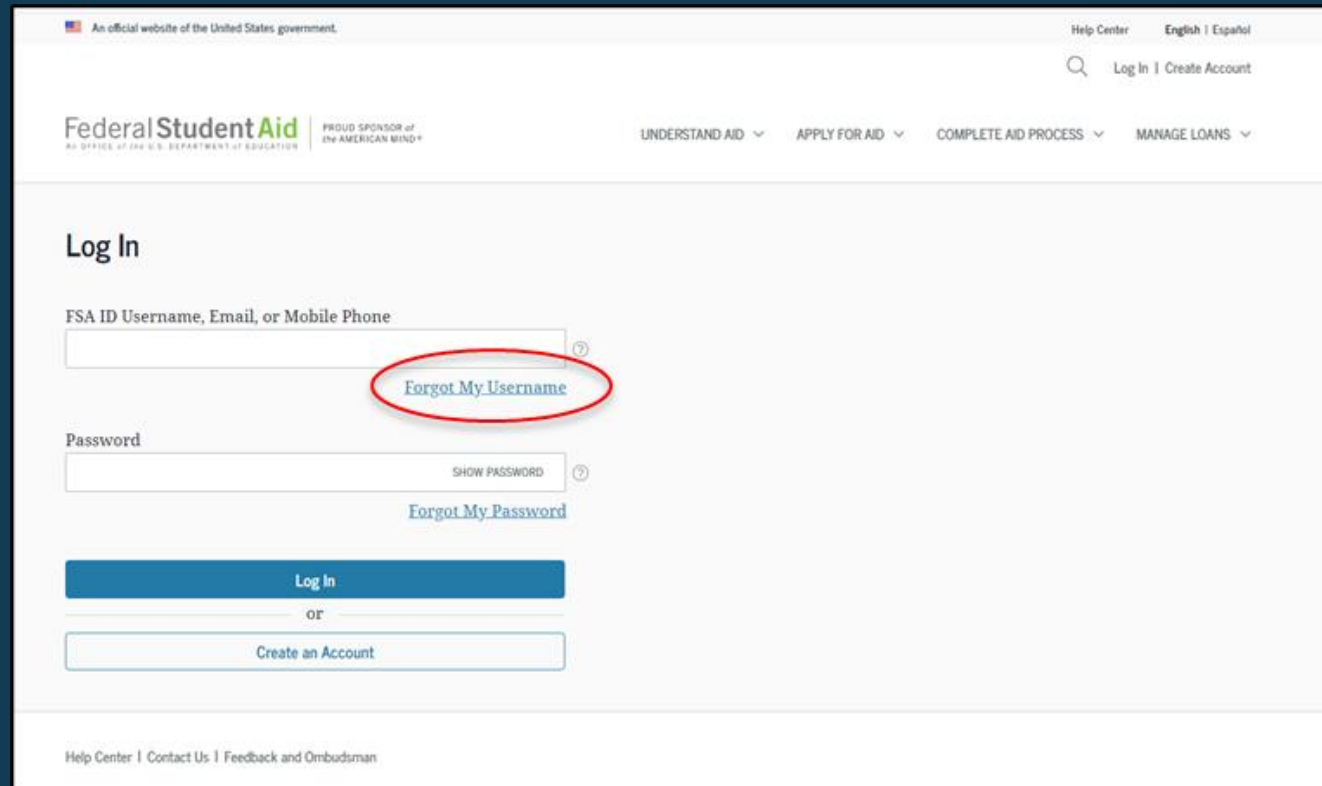
USING YOUR ACCOUNT USERNAME AND PASSWORD

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 FSAID• 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 ACCOUNT 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.

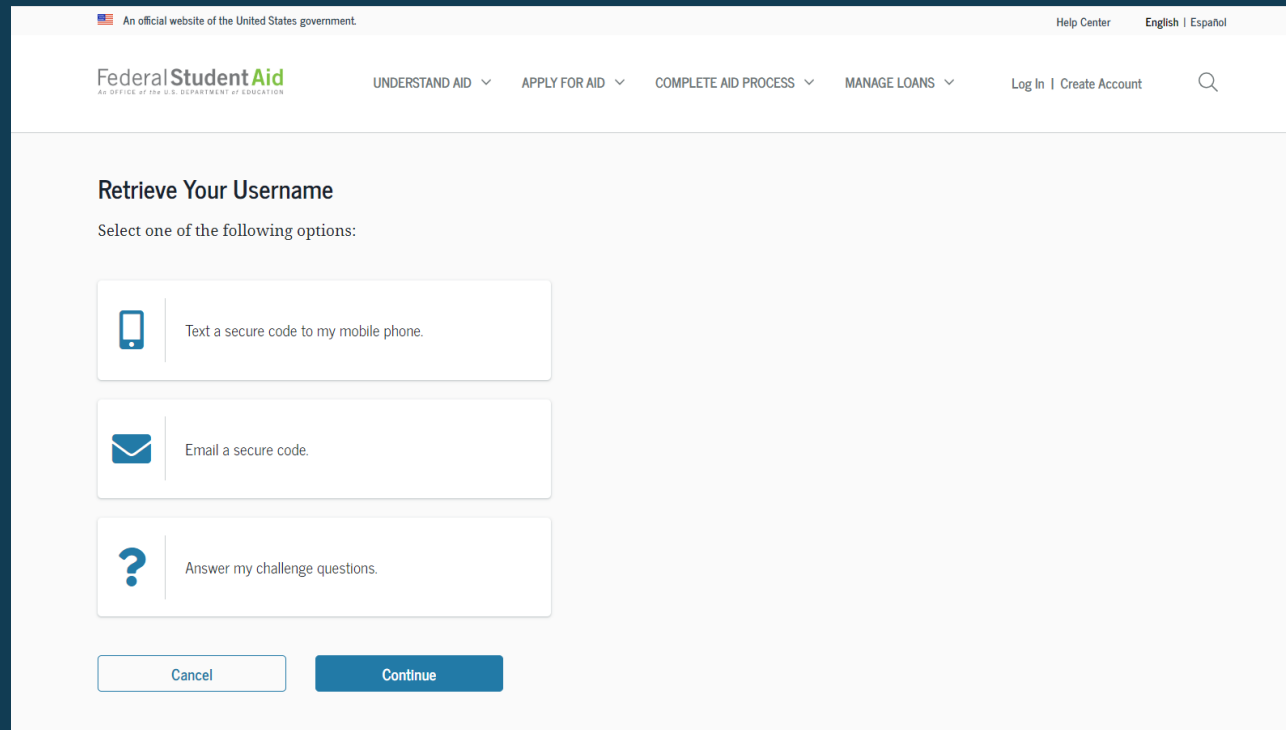


The screenshot shows the Federal Student Aid login page. At the top, it says "An official website of the United States government." and includes links for "Help Center" and "English | Español". Below this is the "Federal Student Aid" logo and navigation links: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS". The main heading is "Log In". There are two input fields: "FSA ID Username, Email, or Mobile Phone" and "Password". The "Forgot My Username" link is circled in red in the original image. Below the password field is a "SHOW PASSWORD" link and a "Forgot My Password" link. At the bottom of the login section are "Log In" and "Create an Account" buttons. The footer contains "Help Center | Contact Us | Feedback and Ombudsman".

FORGOT USERNAME

You can retrieve your username by

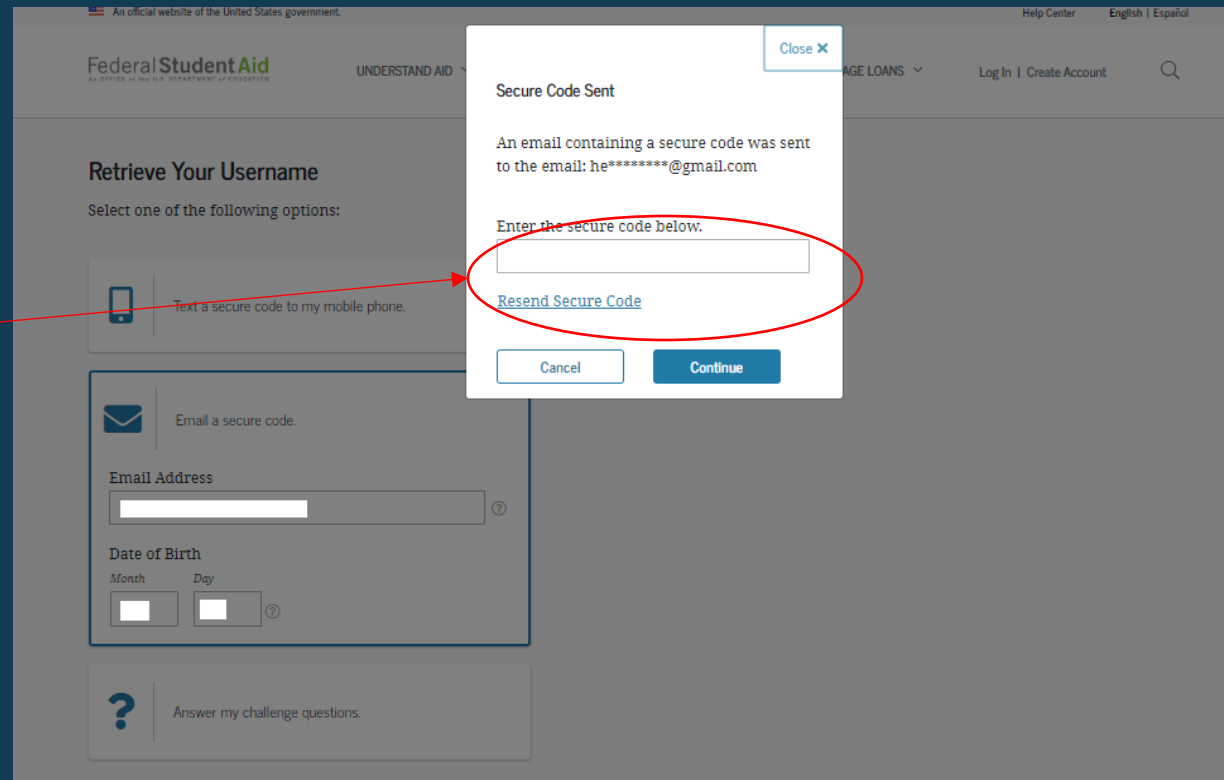
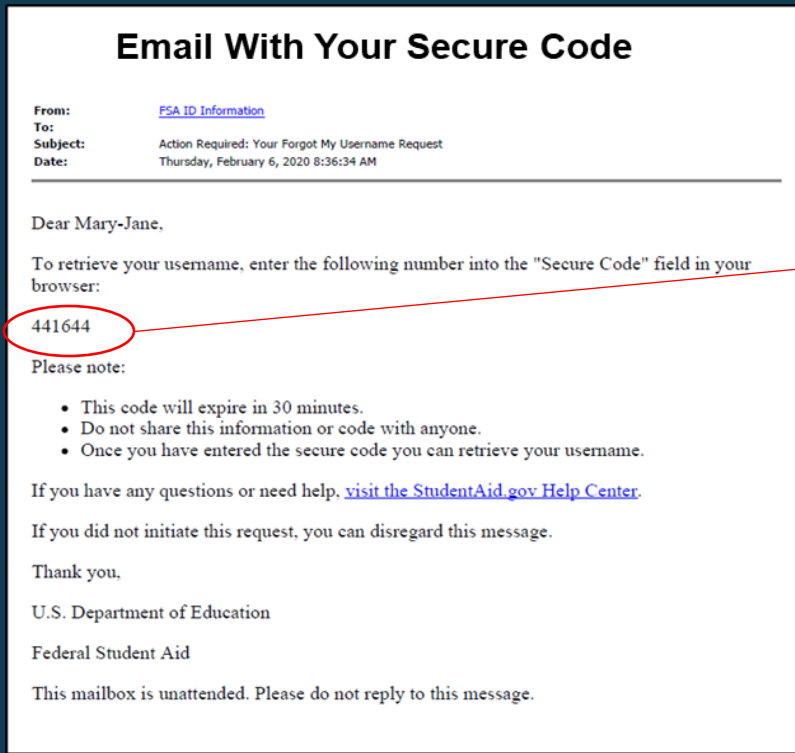
- having a secure code emailed to you (enter your verified email address and date of birth);
- having a secure code texted to you (enter your verified mobile phone number and date of birth); or
- answering your challenge questions (enter your Social Security number, last name, and date of birth).



The screenshot shows the 'Retrieve Your Username' page on the Federal Student Aid website. The page header includes the text 'An official website of the United States government', 'Help Center', and 'English | Español'. The main navigation bar contains 'Federal Student Aid' with the subtitle 'AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION', and several menu items: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', 'MANAGE LOANS', 'Log In | Create Account', and a search icon. The main content area is titled 'Retrieve Your Username' and asks the user to 'Select one of the following options:'. There are three options, each in a white box with a blue icon on the left: 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: a white 'Cancel' button and a blue 'Continue' button.

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.



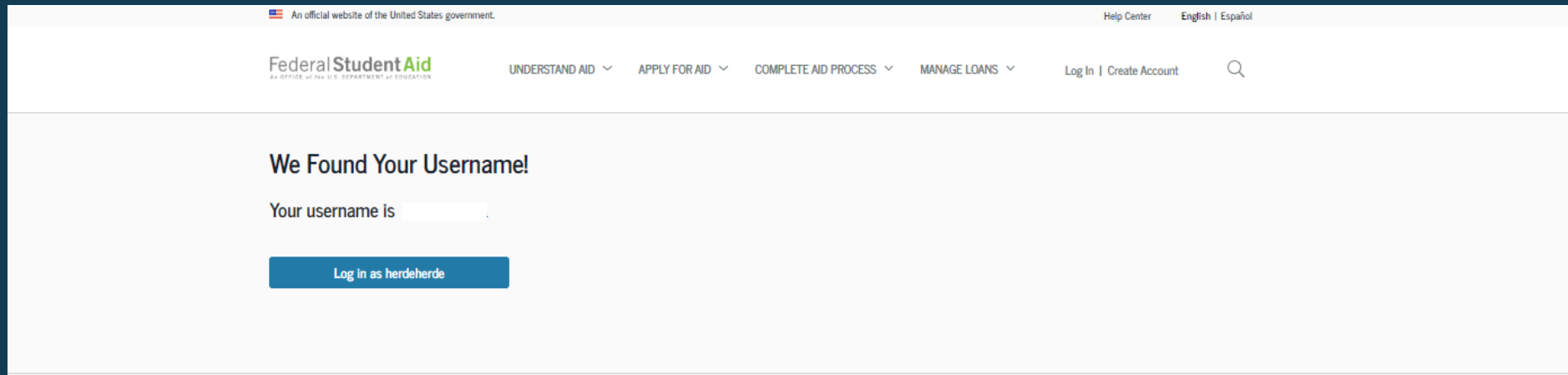
RETRIEVING USERNAME USING TEXT MESSAGE

- 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 interface. At the top, it says "An official website of the United States government." and "Federal Student Aid". The main heading is "Retrieve Your Username". Below this, it says "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.". The "Text a secure code to my mobile phone." option is selected and highlighted. Below this option, there are input fields for "Mobile Phone Number" and "Date of Birth" (with "Month" and "Day" sub-labels). A modal window titled "Secure Code Sent" is overlaid on the page. The modal contains the text: "A text message containing a secure code was sent to the mobile phone number: *****2919". Below this text is a label "Enter the secure code below." and an empty input field. There is also a link "Resend Secure Code" and two buttons: "Cancel" and "Continue".

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.



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.




The screenshot shows the Federal Student Aid website interface. At the top, there is a navigation bar with the logo and links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. Below this, the main heading is 'Retrieve Your Username'. Underneath, it says '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.'. The 'Answer my challenge questions.' option is highlighted with a blue border. This option includes three input fields: 'Last Name', 'Social Security Number (SSN)', and 'Date of Birth'. The 'Date of Birth' field is split into 'Month', 'Day', and 'Year' sub-fields. At the bottom of the form, there are 'Cancel' 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 🔍

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

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 "Federal Student Aid" with the tagline "UNDERSTAND AID". There are links for "Help Center", "English | Español", "PAGE LOANS", "Log In", and "Create Account".

The main content area is titled "Retrieve Your Username" and says "Select one of the following options:"

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

The "Answer my challenge questions" option is selected and highlighted. Below it, there are input fields for "Last Name", "Social Security Number (SSN)", and "Date of Birth" (Month, Day, Year).

A modal window titled "Answer Your Challenge Questions" is open in the foreground. It contains two questions:

- What was the place/location of your senior prom?
- What was the name of your first pet?

Each question has a "Show Answer" button. At the bottom of the modal are "Cancel" and "Continue" buttons.

FORGOT PASSWORD

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

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

Log In

FSA ID Username, Email, or Mobile Phone

[Forgot My Username](#)

Password

Show Password

[Forgot My Password](#)

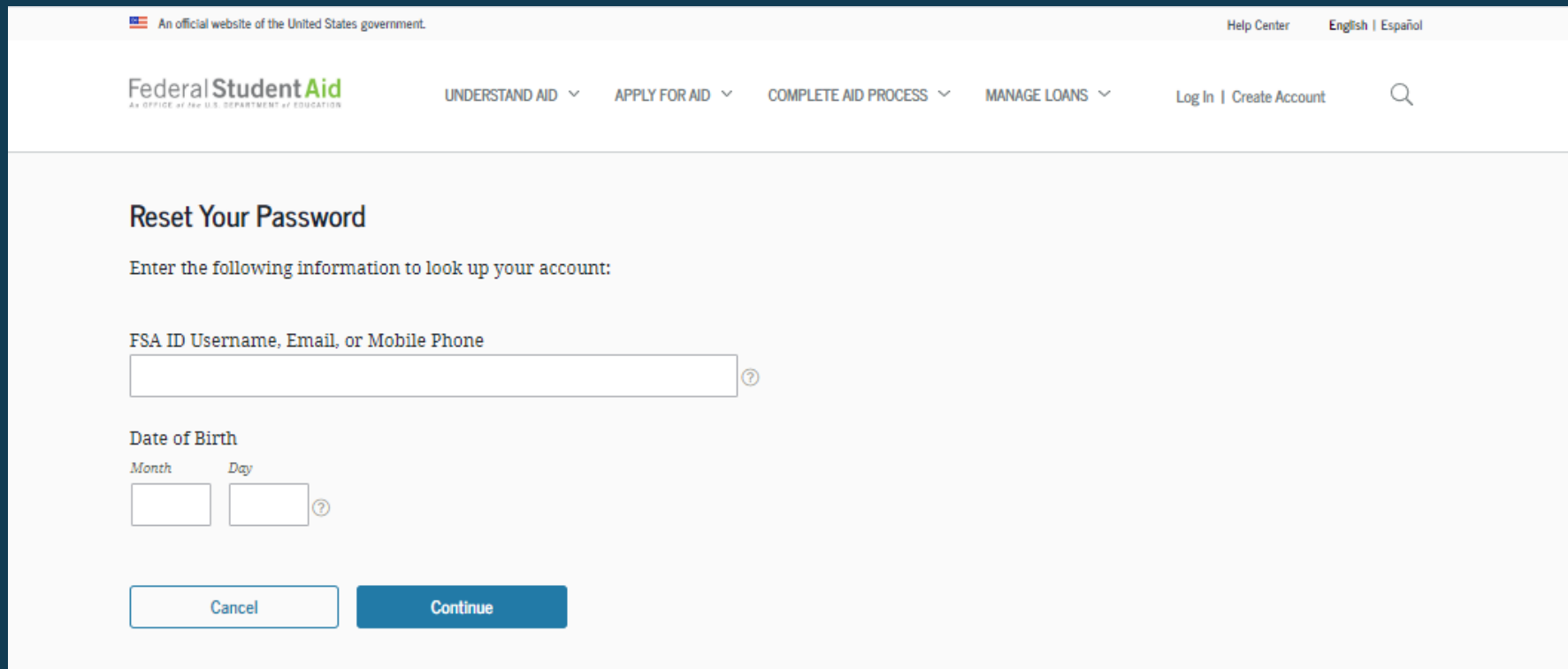
Log In

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.



The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. At the top, there is a navigation bar with the text 'An official website of the United States government.' on the left, 'Help Center' and 'English | Español' on the right, and the 'Federal Student Aid' logo in the center. Below the logo are navigation links: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', each with a dropdown arrow. To the right of these links are 'Log In | Create Account' and a search icon.

The main content area is titled 'Reset Your Password' and contains the instruction: 'Enter the following information to look up your account:'. Below this, there are two input sections. The first is labeled 'FSA ID Username, Email, or Mobile Phone' and has a single text input field with a help icon. The second is labeled 'Date of Birth' and has two separate input fields for 'Month' and 'Day', with a help icon to the right of the 'Day' field. At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

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.




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

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

Reset Your Password

Choose a reset option:

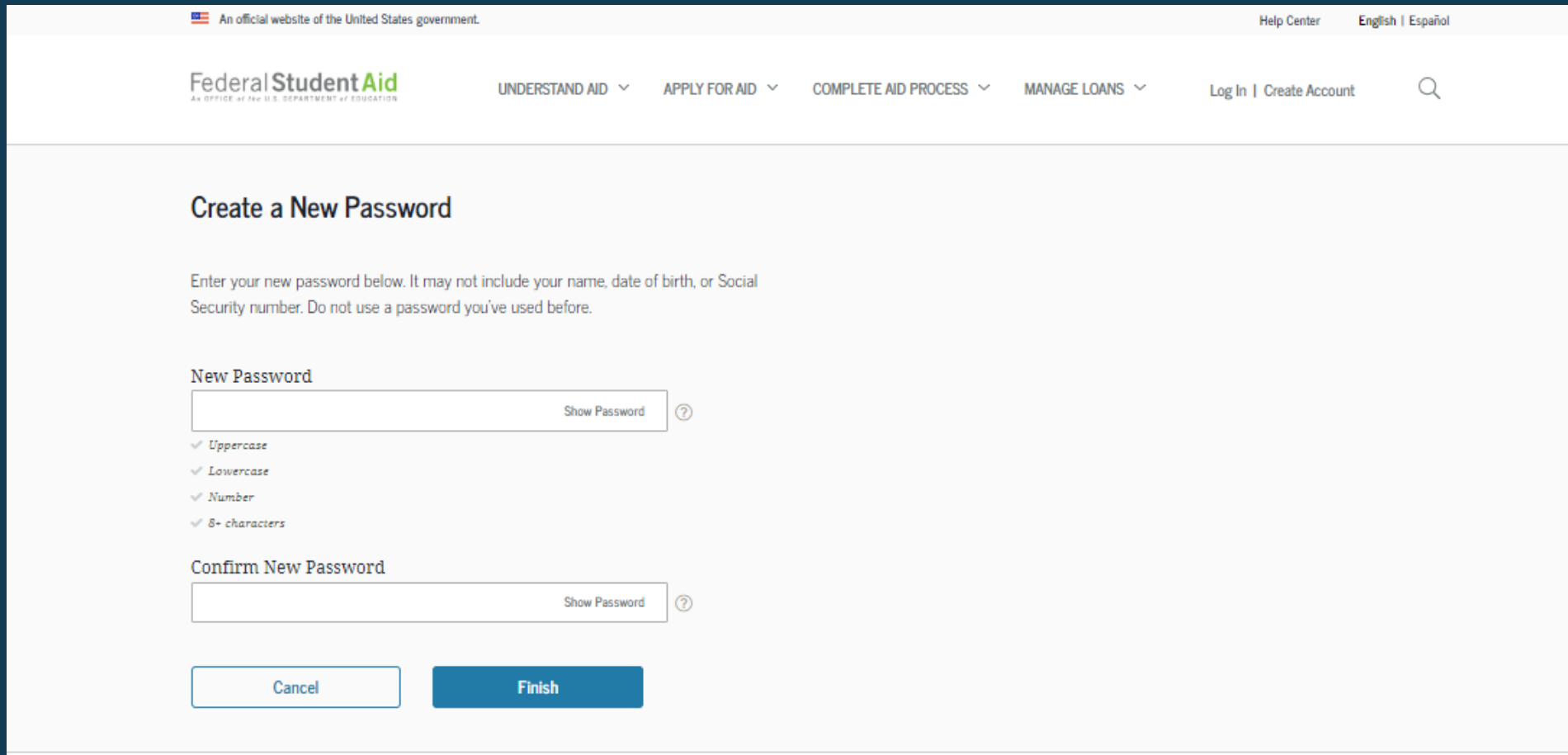
-  Text a secure code to my mobile phone.
-  Email a secure code.
-  Answer my challenge questions.

IMPORTANT
You will need to create a new password.

Cancel Continue

CREATE NEW PASSWORD

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



The screenshot shows the 'Create a New Password' page on the Federal Student Aid website. At the top, there is a navigation bar with the Federal Student Aid logo, a menu with options like 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', and links for 'Log In | Create Account'. Below the navigation bar, the page title is 'Create a New Password'. A message instructs the user to enter a new password that does not include their name, date of birth, or Social Security number. There are two password input fields: 'New Password' and 'Confirm New Password'. Each field has a 'Show Password' button and a help icon. Below the 'New Password' field, there are four password requirements listed with checkmarks: 'Uppercase', 'Lowercase', 'Number', and '8+ characters'. At the bottom of the form, there are two buttons: 'Cancel' and 'Finish'.

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

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.

An official website of the United States government. Here's how you know


Help Center English | Español


Federal Student Aid | PROUD SPONSOR of the AMERICAN MIND®
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UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾

Your FSA ID is locked.

Choose a method to unlock your FSA ID.

 Text a secure code to my mobile phone.

 Email a secure code.

 Answer some of my challenge questions.

Cancel Continue

Help Center | Contact Us | 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 navigation bar with the text "An official website of the United States government. Here's how you know" on the left, and "Help Center" and "English | Español" on the right. Below this is the "Federal Student Aid" logo, with "PROUD SPONSOR of THE AMERICAN MIND" tagline. A search icon is visible on the right. The main navigation menu includes "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS".

The main content area displays a message: "Your FSA ID is locked". Below this, it says "Choose a method to unlock your account" and offers three options: "Text a secure code to your mobile phone", "Email a secure code to your email address", and "Answer some of my challenge questions".

The "Text a secure code to your mobile phone" option is selected. Below it, there is a "Date of Birth" section with "Month" and "Day" dropdown menus. A "Secure Code Sent" pop-up dialog is overlaid on the page. The dialog has a "Close X" button in the top right corner. The title of the dialog is "Secure Code Sent". The message inside reads: "A text message containing a secure code was sent to the mobile phone number we have on file." Below this, it says "Enter the Secure Code Below" followed by a text input field with a help icon. There is a "Resend Secure Code" link below the input field. At the bottom of the dialog are "Cancel" and "Continue" buttons.

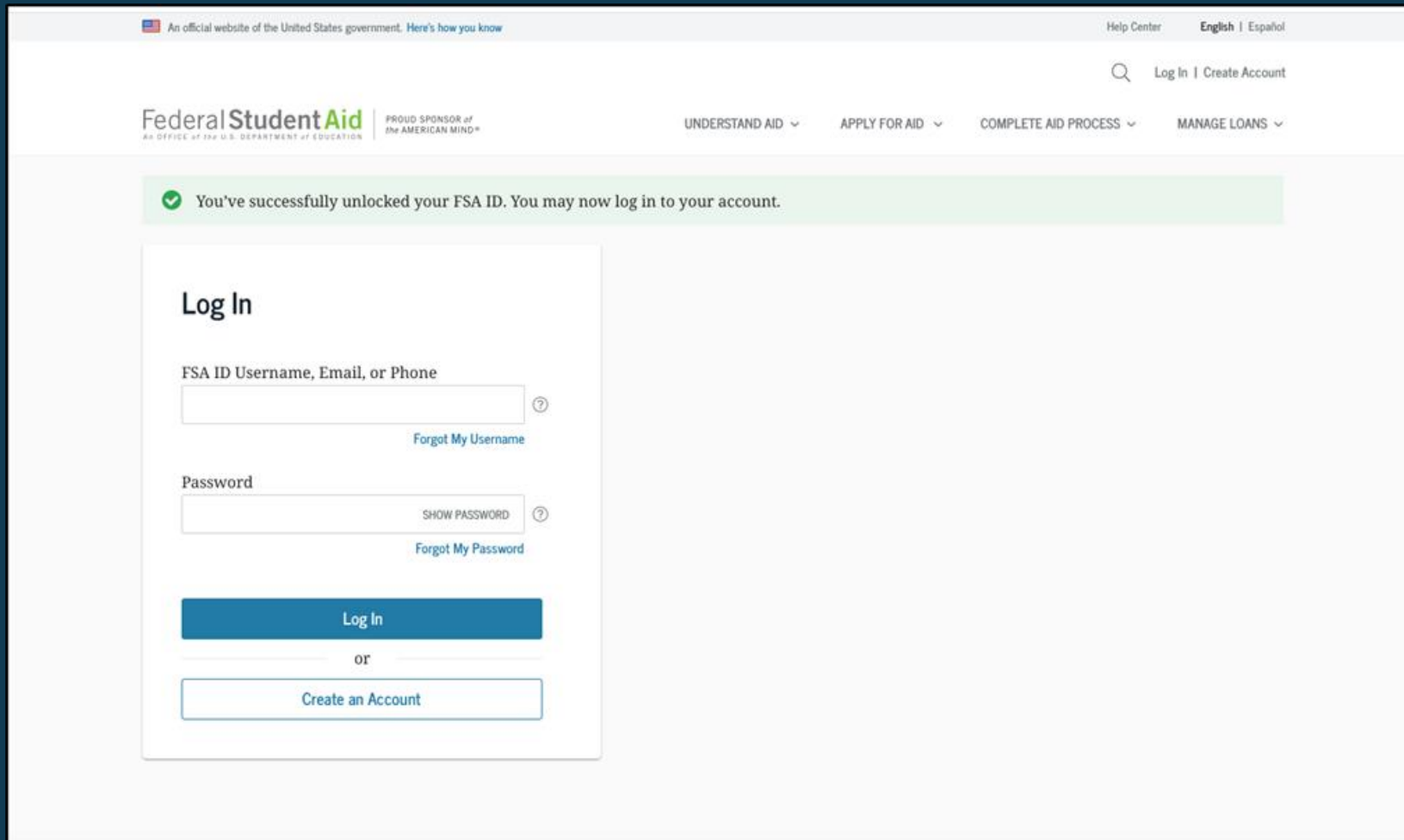
LOCKED OUT

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 'Create a New Password' page on the Federal Student Aid website. At the top, there is a navigation bar with the Federal Student Aid logo, a menu with options like 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', and links for 'Log In | Create Account'. Below the navigation bar, the main heading is 'Create a New Password'. A sub-heading reads: '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.' There are two password input fields. The first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Each field has a 'Show Password' button and a help icon. Below the first field, there are four password requirements listed with checkmarks: 'Uppercase', 'Lowercase', 'Number', and '8+ characters'. At the bottom of the form, there are two buttons: 'Cancel' and 'Finish'.

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 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.