



# Creating and Using Your FSA ID: An Overview

# Topics Covered

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- ▶ What is the FSA ID?
- ▶ Do my parents need an FSA ID?
- ▶ How do I create an FSA ID?
- ▶ Where can I use my FSA ID?
- ▶ What to Do
  - I Forgot My Username or Password
  - I'm Locked Out of My Account
- ▶ Where can I get more information?

# What is the FSA ID?

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- ▶ The FSA ID is a username and password used by students, parents, and borrowers to:
  - login to U.S. Department of Education websites
  - electronically sign documents
  
- ▶ You will use it:
  - Every year you apply for federal student aid at [fafsa.gov](https://fafsa.gov)
  - To receive a federal student loan
  - To perform important activities as a federal student loan borrower, such as choosing a repayment plan or applying for a deferment

# Does my parent need an FSA ID?

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- ▶ If you are a dependent student, then your parent will need an FSA ID in order to sign your FAFSA electronically
- ▶ Not sure if you're considered a dependent student for the FAFSA, 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 e-mail address when creating an FSA ID (you can't use/share the same e-mail address)



# How do I create an FSA ID?

# Getting Started

- Go to [StudentAid.gov/fsaid](https://StudentAid.gov/fsaid)
- Click the “Create an FSA ID Now” button

The screenshot shows the Federal Student Aid website. At the top, the logo reads "Federal Student Aid" with "An OFFICE of the U.S. DEPARTMENT of EDUCATION" below it. To the right, it says "PROUD SPONSOR of the AMERICAN MIND®". A search bar contains "Search StudentAid.gov". Below the header is a navigation bar with links: "Prepare for College", "Types of Aid", "Who Gets Aid", "FAFSA: Applying for Aid", and "How to Repay Your Loans". The main content area has a breadcrumb trail: "Home » FAFSA: Applying for Aid » Filling Out the FAFSA » The FSA ID". Below this is a section with a photo of a woman and the text: "The FSA ID is your electronic passport to federal student aid online. If you're ready, you can [create an FSA ID now](#)." Further down, a paragraph explains that students, parents, and borrowers need an FSA ID to access U.S. Department of Education websites. A green button labeled "Create an FSA ID Now" is circled in red, with the text "If you want to create an FSA ID now, go for it!" above it and "If you'd like more information first, keep on reading..." below it. To the left of the button is a list of frequently asked questions about FSA IDs. To the right, there are "Quick Links" (Filling Out the FAFSA, Dependency Status, Leave Us Feedback) and a "Glossary" section with a link to "FSA ID" and a definition: "The FSA ID is a username and password combination that serves as a student's or parent's identifier to allow access to personal information in various U.S. Department of Education systems and a..."

# Create Your FSA ID (Username and password)

## Create a New FSA ID

An FSA ID 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. Misrepresentation of your identity to the federal government could result in criminal or civil penalties.

To create your own personal FSA ID, enter answers for the questions below and select CONTINUE.

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

\* Required

[Create An FSA ID](#) [Edit My FSA ID](#)

E-mail	<input type="text"/>	1
Confirm E-mail	<input type="text"/>	2
Username *	<input type="text"/>	3
Password *	<input type="password"/>	4
<input checked="" type="checkbox"/> Numbers <input checked="" type="checkbox"/> Uppercase Letters <input checked="" type="checkbox"/> Lowercase Letters <input checked="" type="checkbox"/> Special Characters <input checked="" type="checkbox"/> 8-30 Characters		
	<input type="checkbox"/> Show Text	
Confirm Password *	<input type="password"/>	5
Are you 13 years of age or older? *	<input type="radio"/> I am 13 years of age or older.	6
	<input type="radio"/> I am 12 years of age or younger.	
<input type="button" value="CONTINUE"/>		

[Edit My FSA ID](#)

[Frequently Asked Questions](#)

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

## E-mail:

- Optional but **strongly** recommended
- Each FSA ID must have a **unique** e-mail address (you and your parent cannot use the same e-mail address)
- You must have access to this e-mail account

## Username:

- Don't include personal info such as date of birth or name
- If you see a message "Username taken, create a different username" then someone has already used that username

# Provide Personal Information

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

## Personal Identification Information

To apply for an FSA ID, complete the 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.

Identity	Profile	Review & Confirm	Done

Social Security Number \*

 -  -  ?

☐ Show Text

Date of Birth \*

 ?

First Name, Middle Initial, Last Name \*

F

 ?

CANCEL

◀ PREVIOUS

CONTINUE ▶



# Link Your PIN (if you have one)

- ▶ If you applied for federal student aid before May 2015, then you most likely had a 4-digit PIN—the FSA ID replaces the PIN; you can link your PIN to your FSA ID on this screen
- ▶ If you can't remember your PIN, you can select “Forgot My PIN” and answer a challenge question or you can continue without linking your PIN
- ▶ If you didn't have a PIN, then you won't see this screen

## Link Your PIN to Your FSA ID

Enter your Federal Student Aid PIN below and select VERIFY to link it to your FSA ID. If you do not remember your PIN, select Help for more details or use the Forgot My PIN link.

By linking your PIN to your FSA ID, you will be able to use your new FSA ID with all FSA systems immediately.

If you don't remember your PIN or the answer to your PIN challenge question, then select CONTINUE WITHOUT PIN. We will send your information to the Social Security Administration (SSA) for confirmation. This takes 1-3 days. You will receive an e-mail when the match is complete. You can sign and submit an original FAFSA with your new FSA ID right away. For access to most other FSA systems, you must wait for SSA confirmation.



\* Required

Social Security Number:	***-**-5823	PIN *	<input type="text"/>	<a href="#">Forgot My PIN</a>
Date of Birth:	01/01/1982			
First Name, Middle Initial, Last Name:	Jane I InTest			
		<input type="button" value="VERIFY"/>		
<input type="button" value="CANCEL"/>		<input type="button" value="PREVIOUS"/> <input type="button" value="CONTINUE WITHOUT PIN"/>		

# Provide Profile Information

**Profile Information**

First, review the information you have provided carefully. Mistakes can cause delays or problems with the disbursement or repayment of financial aid.

Then complete the additional questions below. Select CONTINUE to proceed.

Identity

**Profile**

Review & Confirm

Done

**Social Security Number \*** Required

... - .. - 5971 ?

☐ Show Text

**First Name, Middle Initial, Last Name \***

testuser1 ? fsatest ?

**Date of Birth \***

01/01/1980 ?

**Username \***

fsatestuser1 ?

**Password \***

F@stLogin1 ?

☒ Criteria Met ☒ Show Text

**Confirm Password \***

F@stLogin1 ?

**E-mail**

testuserfsaid@gmail.com ?

**Confirm E-mail**

testuserfsaid@gmail.com ?

**Mailing Address**

3950 S Las Vegas Blvd ?

**City, State, Zip Code**

Las Vegas NV 89119 ?

**Phone**

(123) 456-7890 ?

**Alternate Phone**

(321) 654-9870 ?

**Language Preference**

☒ English ☐ Español ?

**CANCEL** **CONTINUE**

- Confirm information you entered previously and provide additional information
- Make sure your information is correct; any errors could result in a delay or problem in your receiving financial aid (or the repayment of your federal student loans)

# Select/Create Challenge Questions and Answers

## Challenge Questions And Answers

Challenge questions and answers are used to retrieve your username or password if you forget them and to unlock your account. Provide the challenge questions and answers below and select CONTINUE.



Challenge Question 1 \*

Who was your first boss?

Answer 1 \*

black cat

☒ Show Text

Challenge Question 2 \*

What city were you born in?

Answer 2 \*

Las Vegas

☒ Show Text

Challenge Question 3 \*

What is your favorite color?

Answer 3 \*

blue

☒ Show Text

Challenge Question 4 \*

What is your favorite food?

Answer 4 \*

pizza

☒ Show Text

Challenge Question 5 (Used to access your information over the phone) \*

Type a significant date in your life (MM/DD/YYYY)

Answer 5 \*

02/02/1991

☒ Show Text

CANCEL

PREVIOUS

CONTINUE

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

Answering your challenge questions is one way to unlock your account or reset your username and password

## Questions 1 and 2:

- Select a question from the dropdown menu and then enter your answer

## Questions 3 and 4:

- Make up your own question and enter your answer
- Make sure the answers will be easy to remember
- Examples of questions:
  - What's your favorite color?
  - What's your favorite food?

## Question 5:

- Enter a significant date
- It can't be your date of birth
- Examples of dates:
  - Favorite holiday
  - Sibling or parent date of birth

# Review Info and Agree to Terms

Review Your Information and Terms & Conditions

Verify the information you provided for your FSA ID below. If there is an error, select PREVIOUS and make the appropriate updates. If there are no errors, then read and agree to the Terms & Conditions and select CONTINUE.

Identity

Profile

Review & Confirm

Done

Social Security Number: \*\*\*-\*\*-5971 \* Required

Username: fsatestuser1

Password: \*\*\*\*\*

E-mail: testuserfsaid@gmail.com

Are you 13 years of age or older?: I am 13 years of age or older.

First Name, Middle Initial, Last Name: testuser1 fsatest

Date of Birth: 01/01/1980

Mailing Address: 3950 S Las Vegas Blvd

City, State, Zip Code: Las Vegas , NV , 89119

Phone: (440)456-7890

Alternate Phone: (321)654-9870

Language Preference: English

Challenge Question 1: Who was your first boss?

Answer 1: \*\*\*\*\*

Challenge Question 2: What city were you born in?

Answer 2: \*\*\*\*\*

Challenge Question 3: What is your favorite color?

Answer 3: \*\*\*\*\*

Challenge Question 4: What is your favorite food?

Answer 4: \*\*\*\*\*

Challenge Question 5 (Used to access your information over the phone): Type a significant date in your life (MM/DD/YYYY)

Answer 5: \*\*\*\*\*

Read before you proceed.

By submitting this application, you agree not to share your FSA ID with anyone. The security of your FSA ID is important because it can be used to

- electronically sign Federal Student Aid documents
- access your personal records, and
- make binding legal obligations.

If your FSA ID is lost or stolen, you also agree to

☒ I certify that the above information is correct & accept the terms & conditions

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

- 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 E-mail

## Verify Your E-mail

## E-mail Verification Page

An e-mail containing a secure code was sent to your e-mail address on file. Important: If you're accessing your e-mail via the Web, **make sure to open a separate browser tab or window**. If you did not receive an e-mail, you can [request a new secure code](#).

### Enter the Secure Code

Enter the secure code below and select CONTINUE to verify your e-mail address. After you verify your e-mail address, you can use it as your username when logging in.

Note: It may take a few minutes for the e-mail to arrive. Check your junk folder if you cannot find the message in your inbox. Some e-mail providers require that you add an e-mail address to your address book before you can receive any e-mail from that address. To ensure that our messages can be delivered to your inbox, enter our originating e-mail address, FSA-ID@ed.gov into your address book.



Secure Code \*

841832

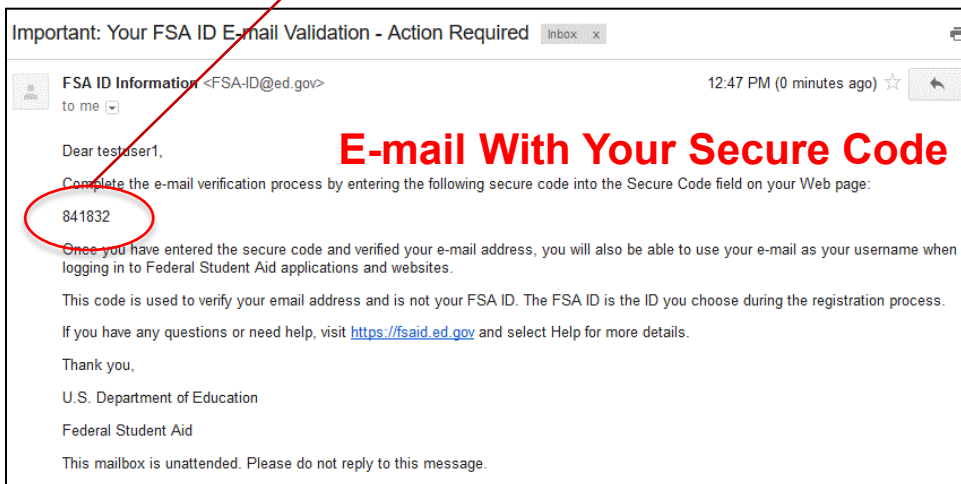
\* Required

CANCEL

CONTINUE WITHOUT VERIFYING

CONTINUE

## E-mail With Your Secure Code



- If you provided an e-mail address, then you will be taken to the E-mail Verification page
- Once you verify your e-mail, you can use your e-mail address as your username when logging in to Department of Education websites
- You can also continue without verifying

## How to Verify Your E-mail

- Do not close the E-mail Verification page
- We'll send you an e-mail with a secure code
- Log in to your e-mail account using a different tab or browser window or another device
- Look for an e-mail with the subject line, "Important: Your FSA ID E-mail Validation - Action Required"
- The e-mail 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

You have successfully created your FSA ID. You can now use your FSA ID to complete and electronically sign your *Free Application for Federal Student Aid* (FAFSA®; [www.fafsa.gov](http://www.fafsa.gov)).



- Your FSA ID username and password have been created. We will send your information to the Social Security Administration (SSA) for verification. This takes 1-3 days, during which time you can use your FSA ID to complete and electronically sign your *Free Application for Federal Student Aid* (FAFSA®) at [www.fafsa.gov](http://www.fafsa.gov).

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

### Free Application for Federal Student Aid at [www.fafsa.gov](http://www.fafsa.gov):

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

### The National Student Loan Data System at [www.nslds.ed.gov](http://www.nslds.ed.gov):

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

### StudentLoans.gov at [www.studentloans.gov](http://www.studentloans.gov):

- Complete Entrance Counseling.
- Electronically sign a master promissory note (MPN).
- Complete PLUS loan requests.
- Complete Exit Counseling.

### Agreement to Serve (ATS) at [www.teach-ats.ed.gov](http://www.teach-ats.ed.gov):

- Sign your ATS for the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program.

### My Federal Student Aid at [StudentAid.gov/log-in](http://StudentAid.gov/log-in):

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

Select RETURN TO LOGIN if you wish to return to the FSA ID log-in page.

RETURN TO LOGIN >

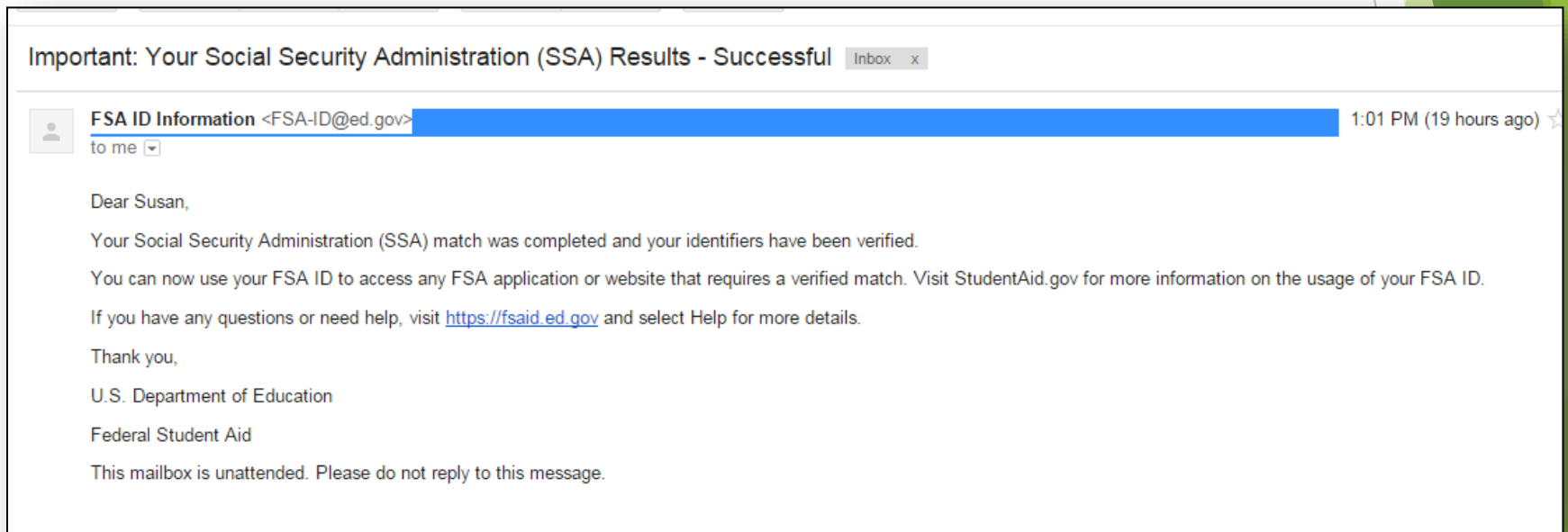
- Your FSA ID was created
- If you provided an e-mail address, then you will receive a confirmation e-mail

## Using Your FSA ID

- You can log in to [fafsa.gov](http://fafsa.gov) and complete, sign, and submit a new (original) FAFSA
- If you didn't provide or link to a PIN, then your info will be sent to the Social Security Administration 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 correct your FAFSA, submit a renewal FAFSA, or sign a Master Promissory Note.

# Social Security Administration Matching

- You should receive an e-mail informing you of the results of the SSA review; If you did not provide an e-mail when creating your FSA ID, you can check the status by logging in at [FSAID.ed.gov](https://fsaid.ed.gov) using the “Edit My FSA ID” tab
- If there is an issue, log in at [FSAID.ed.gov](https://fsaid.ed.gov) using the “Edit 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 [www.ssa.gov](https://www.ssa.gov))





Where can I use my  
FSA ID?



# Using Your FSA ID

Website	What You Can Do at the Site
<a href="https://fafsa.gov">fafsa.gov</a>	<ul style="list-style-type: none"><li>• Electronically sign your (or your child's) FAFSA</li><li>• Import your tax information from the Internal Revenue Service</li><li>• Prefill data in this year's FAFSA if you filed a FAFSA last year (Renewal FAFSA)</li><li>• Make online corrections to an existing FAFSA</li><li>• View or print an online copy of your <i>Student Aid Report</i> (SAR)</li></ul>
My Federal Student Aid at <a href="https://StudentAid.gov/login">StudentAid.gov/login</a> or the National Student Loan Data System (NSLDS®) at <a href="https://www.nslds.ed.gov">www.nslds.ed.gov</a>	<ul style="list-style-type: none"><li>• View a history of any federal student aid that you have received</li><li>• Look up your loan servicer's contact information</li></ul>
<a href="https://StudentLoans.gov">StudentLoans.gov</a>	<ul style="list-style-type: none"><li>• Complete entrance counseling, the <i>Financial Awareness Counseling Tool</i>, or exit counseling</li><li>• Electronically sign a master promissory note (MPN).</li><li>• Complete PLUS loan requests</li><li>• Estimate your student loan payments using the <i>Repayment Estimator</i></li><li>• Apply for an income-driven repayment plan or a consolidation loan</li></ul>
Agreement to Serve (ATS) at <a href="https://www.teach-ats.ed.gov">www.teach-ats.ed.gov</a>	<ul style="list-style-type: none"><li>• Sign your ATS for the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program</li></ul>

# What to Do: I Forgot My Username or Password

# Forgot My Username

- Select “Forgot My Username” at the Log In Screen
- The appearance of the link may vary depending on what website you are visiting

English | Español | Help

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**Edit Your FSA ID**

Enter your username and password and select LOGIN to edit your FSA ID information. If you do not have an FSA ID, click on the Create An FSA ID tab.

Create An FSA ID Edit My FSA ID

Username (or Verified E-mail Address) \*

Forgot My Username

Password \*

Forgot My Password

LOGIN

Edit My FSA ID Screen

English | Español | Help

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**Free Application for Federal Student Aid**  
FAFSA®

Home Help

SEARCH

**Login**

**Student Information**

Form Approved  
OMB No. 1845-0001  
App. Exp. 12/31/2016

Instructions are provided for each FAFSA question in the Help and Hints section on the right side of the page and are also available by clicking **Need Help?** at the bottom of the page.

Enter either your (the student's) FSA ID or personal information to log in to FAFSA on the Web.

☒ Enter your (the student's) FSA ID ☐ Enter the student's information

Do not log in with the FSA ID if you are not the student.

Create an FSA ID

FSA ID Username or Verified E-mail Address

Forgot Username

FSA ID Password

Forgot Password

NEXT

NEED HELP?

**Help and Hints**

**Login Options**

The FSA ID, which consists of a user-created username and password, replaced the PIN effective May, 2015. It allows users to electronically access personal information on Federal Student Aid Web sites as well as electronically sign a FAFSA.

Select one:

Enter your FSA ID (only the student should log in with an FSA ID),

Or

Enter the student's name, Social Security Number and date of birth. (You may have to enter your FSA ID later in the process).

FAFSA Log In Screen

# Forgot My Username

You can retrieve your username by either:

- Having a secure code e-mailed to you (enter the e-mail address associated with your FSA ID account and click the “E-mail Secure Code” button)
- Providing personal information and answering your challenge questions (click the “Challenge Questions” button)

## Retrieve Your Username

To retrieve your FSA ID username, use one of the following options:

### 1. E-mail

If you provided an e-mail address with your FSA ID, enter it and select E-MAIL SECURE CODE. We will send you a secure code that you will enter on the next page. If you're accessing your e-mail via the Web, make sure to open a separate browser window.

E-mail

?

E-MAIL SECURE CODE ›

### 2. Challenge Questions

Provide your Social Security number, last name and date of birth on the next screen and then answer three of your five challenge questions. Select CHALLENGE QUESTIONS for this option.

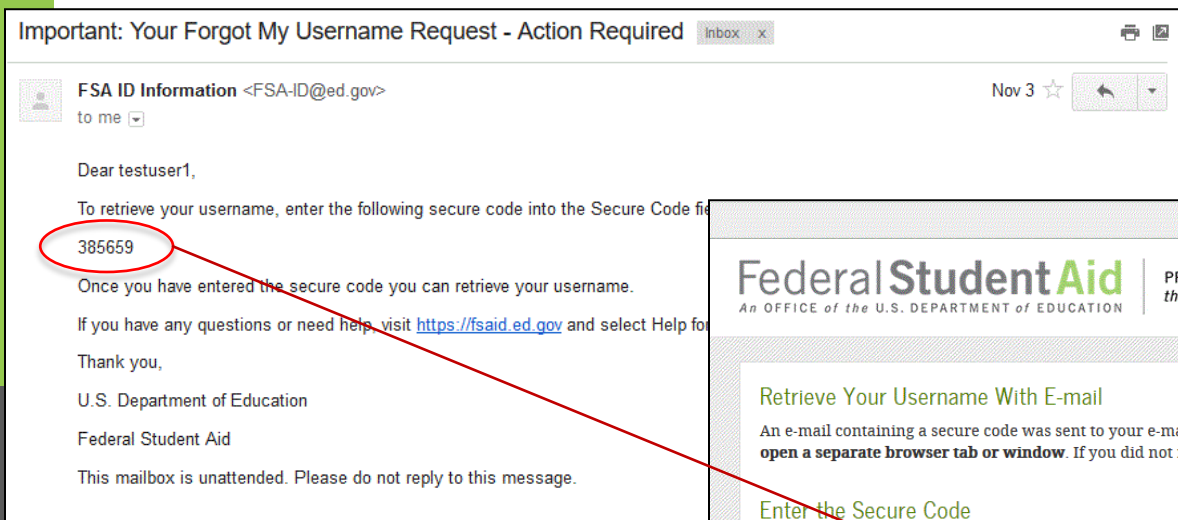
CHALLENGE QUESTIONS ›

CANCEL

20

# Retrieving Username Using Secure Code

- If you selected “E-mail Secure Code,” an e-mail will be sent to your e-mail account and you will be taken to a page where you can enter a secure code
- Do not close this page!
- Open your e-mail in a new browser window or tab or different device and copy the code from your e-mail and enter it into the “Secure Code” box



## E-mail With Your Secure Code

English | Español | Help

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### Retrieve Your Username With E-mail

An e-mail containing a secure code was sent to your e-mail address on file. Important: If you're accessing your e-mail via the Web, **make sure to open a separate browser tab or window**. If you did not receive an e-mail, you can [request a new secure code](#).

#### Enter the Secure Code

Enter the secure code below and select CONTINUE to verify your e-mail address. After you verify your e-mail address, you can use it as your username when logging in.

Note: It may take a few minutes for the e-mail to arrive. Check your junk folder if you cannot find the message in your inbox. Some e-mail providers require that you add an e-mail address to your address book before you can receive any e-mail from that address. To ensure that our messages can be delivered to your inbox, enter our originating e-mail address, FSA-ID@ed.gov into your address book.

Secure Code \*

# Retrieving Username Using Secure Code

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

## Forgot Username

Your username is shown below.

Note: If you have an e-mail address associated with your FSA ID and have verified it, you can use it, with your password, to log in to FSA systems instead of your username.

- Your FSA ID username is: **fsatestuser1**

Select RETURN TO LOGIN to return to the log-in page.

[RETURN TO LOGIN](#)



# Forgot My Username

If you prefer to retrieve your username by answering your challenge questions, click the “Challenge Questions” button

English | Español Help CANCEL

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### Retrieve Your Username

To retrieve your FSA ID username, use one of the following options:

#### 1. E-mail

If you provided an e-mail address with your FSA ID, enter it and select E-MAIL SECURE CODE. We will send you a secure code that you will enter on the next page. If you're accessing your e-mail via the Web, make sure to open a separate browser window.

E-mail

E-MAIL SECURE CODE >

#### 2. Challenge Questions

Provide your Social Security number, last name and date of birth on the next screen and then answer three of your five challenge questions. Select CHALLENGE QUESTIONS for this option.

CHALLENGE QUESTIONS >

CANCEL

# Retrieving Username Using Challenge Questions

If you selected “Challenge Questions,” you will be taken to a screen where you need to enter your Social Security number, last name, and date of birth

[English](#) | [Español](#) | [Help](#) [✕ CANCEL](#)

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## Retrieve Your Username Using Challenge Questions

Enter your Social Security number, last name, and date of birth below and select CONTINUE. We will ask you three of your challenge questions on the next page.

Social Security Number \*

-  -  ?

Last Name

?

Date of Birth \*

?

[CANCEL](#) [CONTINUE >](#)



# Retrieving Username Using Challenge Questions

- You will be taken to a page where you will need to answer three of your challenge questions
- After answering the challenge questions, you will be taken to page that displays your username

**IMPORTANT**  
If you retrieve your username using the challenge questions, you will need to wait 30 minutes before you can use your username

The screenshot shows the 'Retrieve Your Username With Challenge Questions' page from the Federal Student Aid website. The page header includes 'English | Español', 'Help', and a 'CANCEL' button. The main heading is 'Retrieve Your Username With Challenge Questions', followed by instructions to enter correct answers and select 'VERIFY'. A note states: 'Be sure to enter the answers exactly as you created them. The answers are not case sensitive.' The page contains three challenge questions, each with a text input field, a 'Show Text' checkbox, and a help icon. The questions are: 'Who was your first boss?', 'What is your favorite color?', and 'What is your favorite food?'. At the bottom, there are 'CANCEL' and 'VERIFY' buttons.

English | Español Help CANCEL

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**Retrieve Your Username With Challenge Questions**  
Enter the correct answers to your challenge questions below and select VERIFY.  
Be sure to enter the answers exactly as you created them. The answers are not case sensitive.

\* Required

Challenge Question 1:	Who was your first boss?
Answer 1 *	<input type="text"/> ? <input type="checkbox"/> Show Text
Challenge Question 2:	What is your favorite color?
Answer 2 *	<input type="text"/> ? <input type="checkbox"/> Show Text
Challenge Question 3:	What is your favorite food?
Answer 3 *	<input type="text"/> ? <input type="checkbox"/> Show Text

CANCEL VERIFY

# What to Do: I'm Locked Out of My Account

# Locked Out

If you've been locked out of your FSA ID account for providing the wrong username or password, you can unlock your account using either e-mail or the challenge questions

The screenshot shows the 'Unlock Your FSA ID' page from the Federal Student Aid website. At the top, there are links for 'English | Español', 'Help', and a 'CANCEL' button. The main heading is 'Unlock Your FSA ID' in green. Below it, a message states: 'Your FSA ID is locked. To unlock it, use one of the following options:'. There are two options listed: '1. E-mail' and '2. Challenge Questions'. Each option has a description and a corresponding green button with a right arrow. At the bottom left, there is a 'CANCEL' button.

English | Español Help CANCEL

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### Unlock Your FSA ID

Your FSA ID is locked. To unlock it, use one of the following options:

#### 1. E-mail

If you provided an e-mail address with your FSA ID, we will send you a secure code that you will enter on the next page. Select E-MAIL for this option. If you're accessing your e-mail via the Web, make sure to open a separate browser window.

E-MAIL ›

#### 2. Challenge Questions

Answer three of your five challenge questions. Select CHALLENGE QUESTIONS for this option.

CHALLENGE QUESTIONS ›

CANCEL

# Locked Out

Once you successfully enter the secure code or answer your challenge questions, you will be taken to this screen to change your password

[English](#) | [Español](#) | [Help](#) | [CANCEL](#)

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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 \***

Numbers ✓ Uppercase Letters ✓ Lowercase Letters ✓ Special Characters ✓ 8-30

Characters ☐ Show Text

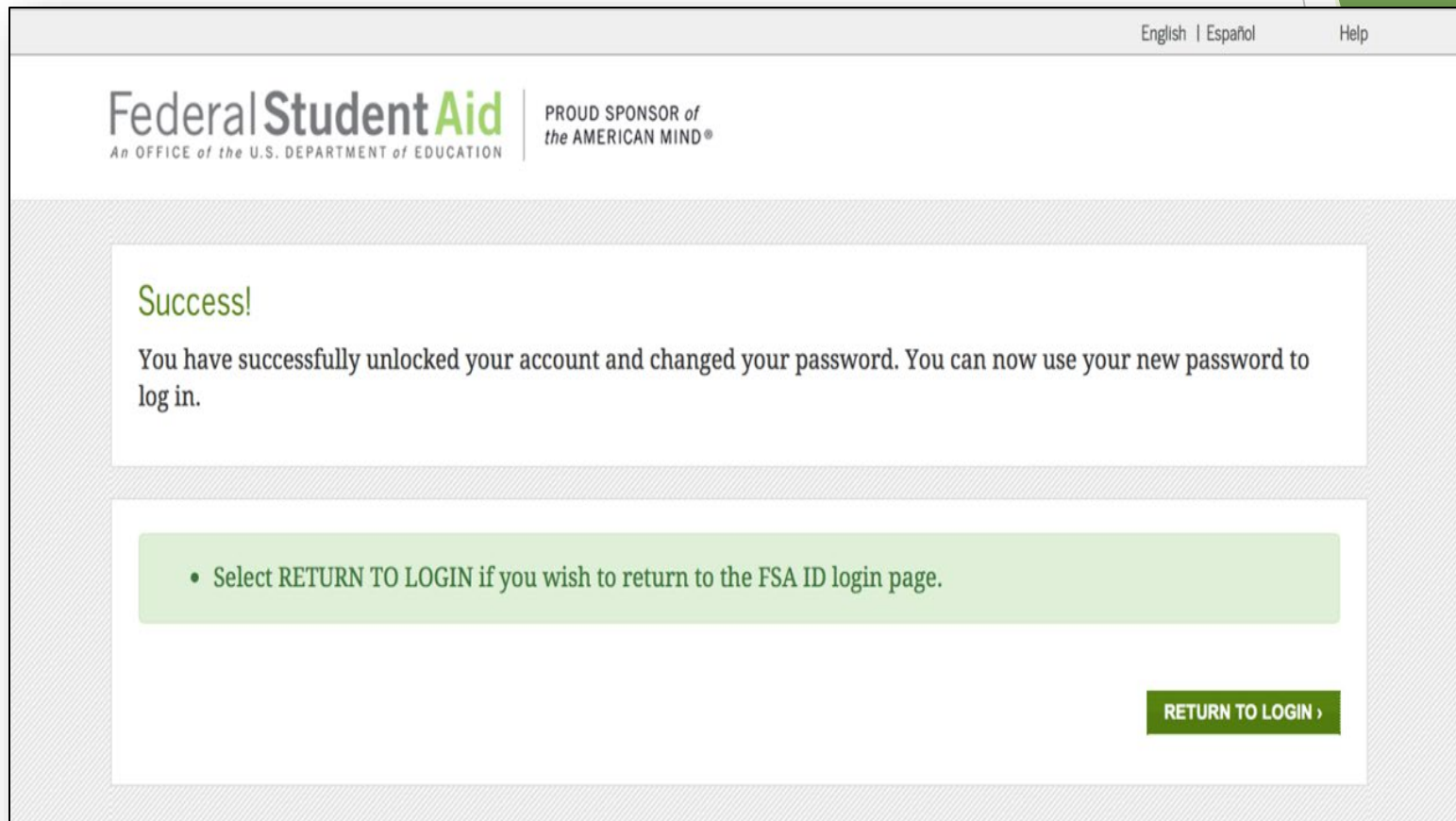
**Confirm New Password \***

☐ Show Text

[CANCEL](#) [CONTINUE >](#)

# Locked Out

Once you enter a new password and re-enter it successfully, you receive the following message



The background features abstract geometric shapes in various shades of green and blue. On the left, there is a vertical bar with segments of light green, dark grey, and blue. On the right, there are larger, overlapping triangular and polygonal shapes in shades of green, with a small blue segment at the top right.

Where can I get more  
information?

# Where can I get more information?

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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)