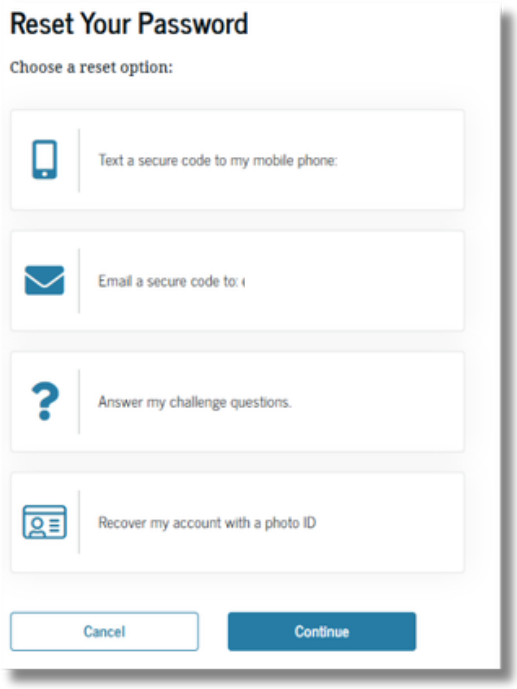
FSA ID account recovery

To successfully submit the FAFSA and complete other federal financial aid steps, you need your FSA ID username and password. If you have forgotten one, or even both, you can recover them by following the steps below.

Forgot your FSA ID password?

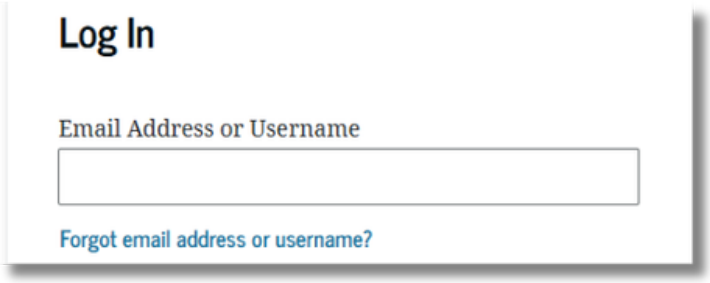
You must know the phone number or email address associated with your account in order to successfully retrieve your password with this method.

- Go to studentaid.gov
- Click "Log In" on the top right of the webpage
- Click "Forgot My Password"
- Enter either your email, phone number, or username, along with your date of birth, and click "Continue"
- Choose to receive a six-digit secure code via either email or text, by answering your challenge questions, or by using a valid U.S. photo ID
  - Answering your challenge questions will freeze your account for 30 minutes
- Check your email or phone for the secure code, and enter it on the pop-up screen
- Create your new password using the guidelines on the screen.



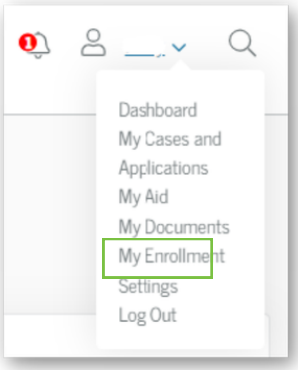
Forgot your FSA ID username?

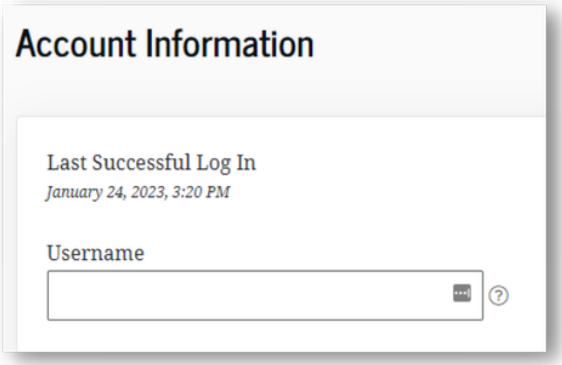
Instead of recovering your username, log in using a verified email address.



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- After successfully logging in, click on "Settings" in order to reveal your username.





Other common FSA ID issues

I no longer have access to the email address, phone number, or backup code associated with my account.

- Go to https://studentaid.gov/help-center for support
- Chat with a representative by clicking on "Contact Us" and then "Live Chat" or
- Call 1-800-433-3243 for instructions on how to start an account recovery request
- You may also attempt to retrieve your account information by answering your challenge questions, though this will freeze your account for 30 mins

Either my or my parent's FSA ID can't be matched with the SSA.

- Make sure that the information listed on the FSA ID is exactly the same as on the FAFSA. Compare the following items and make sure they match exactly:
  - Full name
  - Date of birth
  - Social security number
- If you / your parent has multiple last names, try changing the order of the last names when reporting name on the FSA ID page
- Alternatively, try listing only the last name that appears on the second line of the social security card.
- If all other efforts are unsuccessful, make an appointment with your local Social Security Administration (SSA) office to verify how the name appears in the SSA system.

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