CREATING AND USING YOUR ACCOUNT USERNAME AND PASSWORD (FSA ID)

October 2020

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?
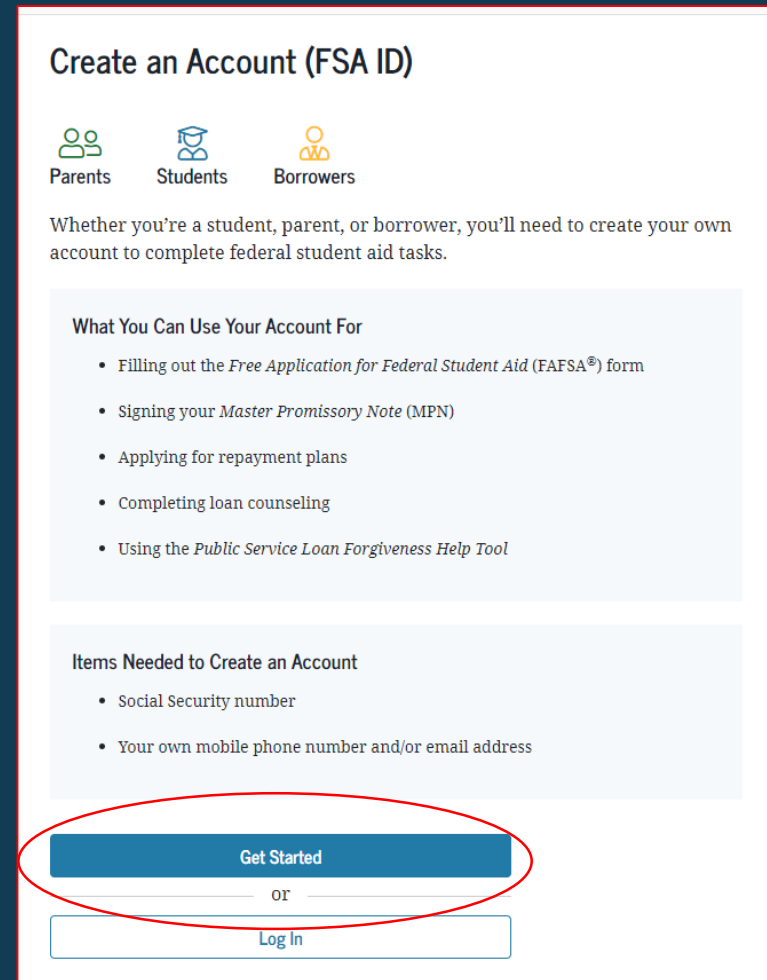
GETTING STARTED

- Go to StudentAid.gov.

- Select the "Create Account" button
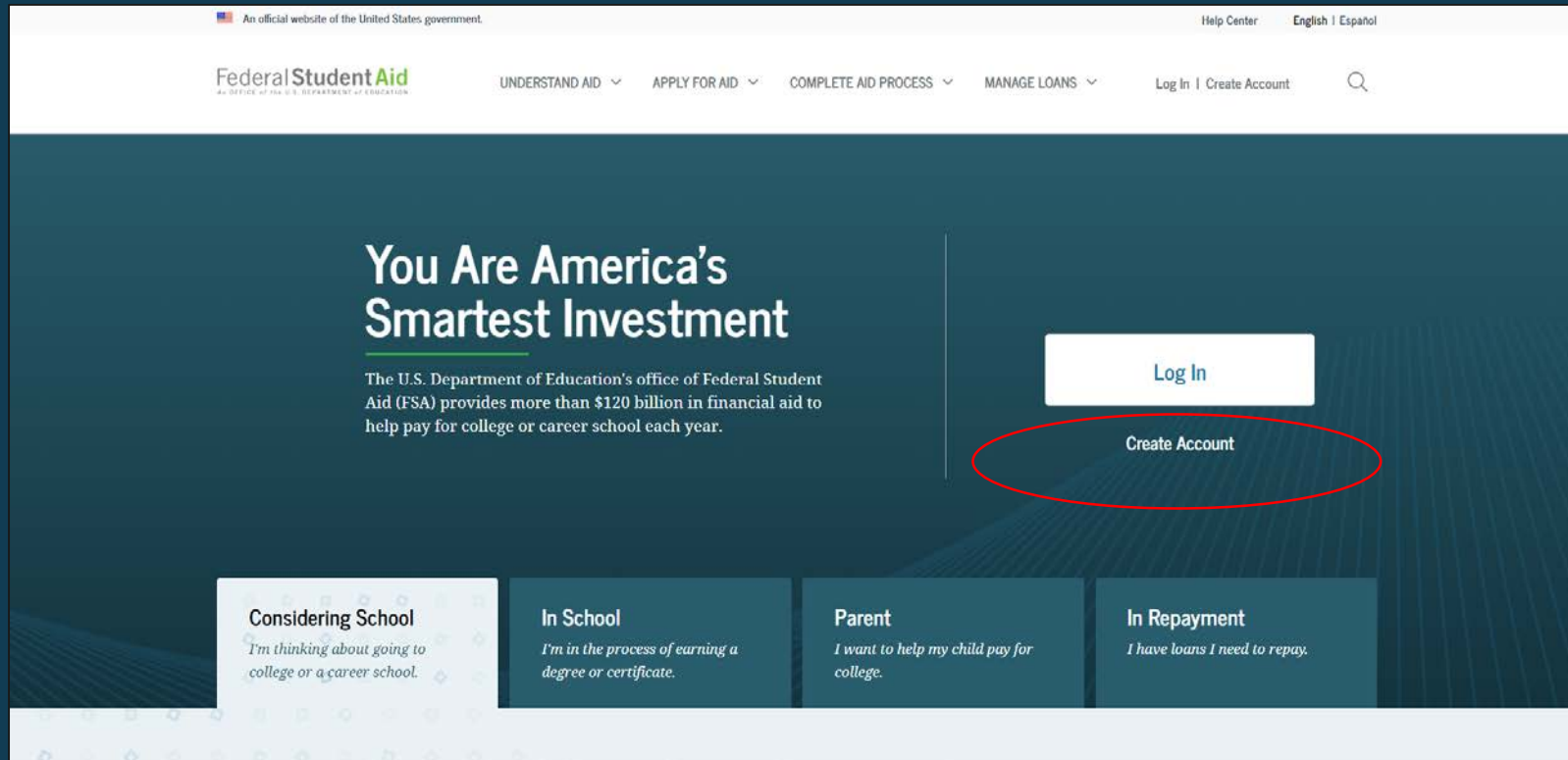
GETTING STARTED

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

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.

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.

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).

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.

SELECT CHALLENGE QUESTIONS AND ANSWERS

- 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.

12

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.

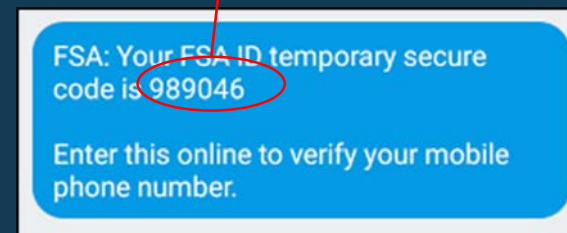- Select the "Verify My Email Address" button to verify your email address.

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.
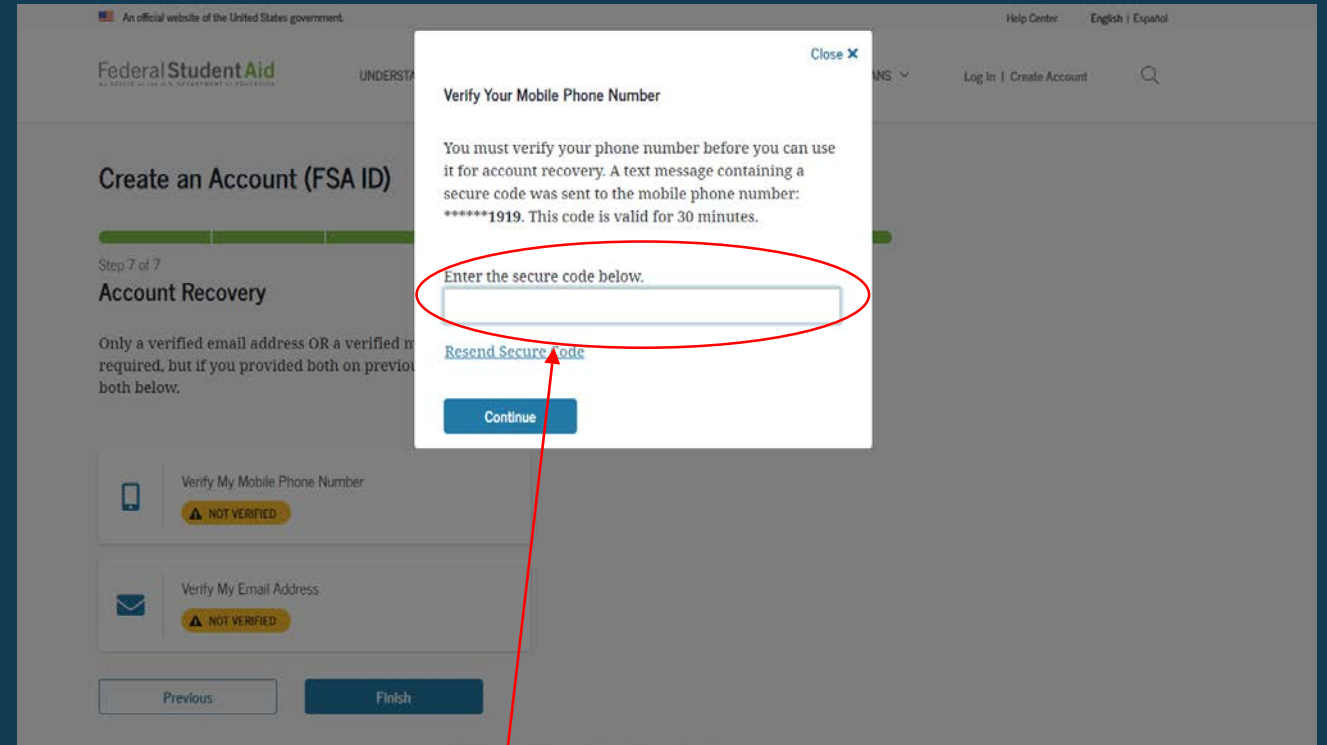
Text Message With Your Secure Code

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.

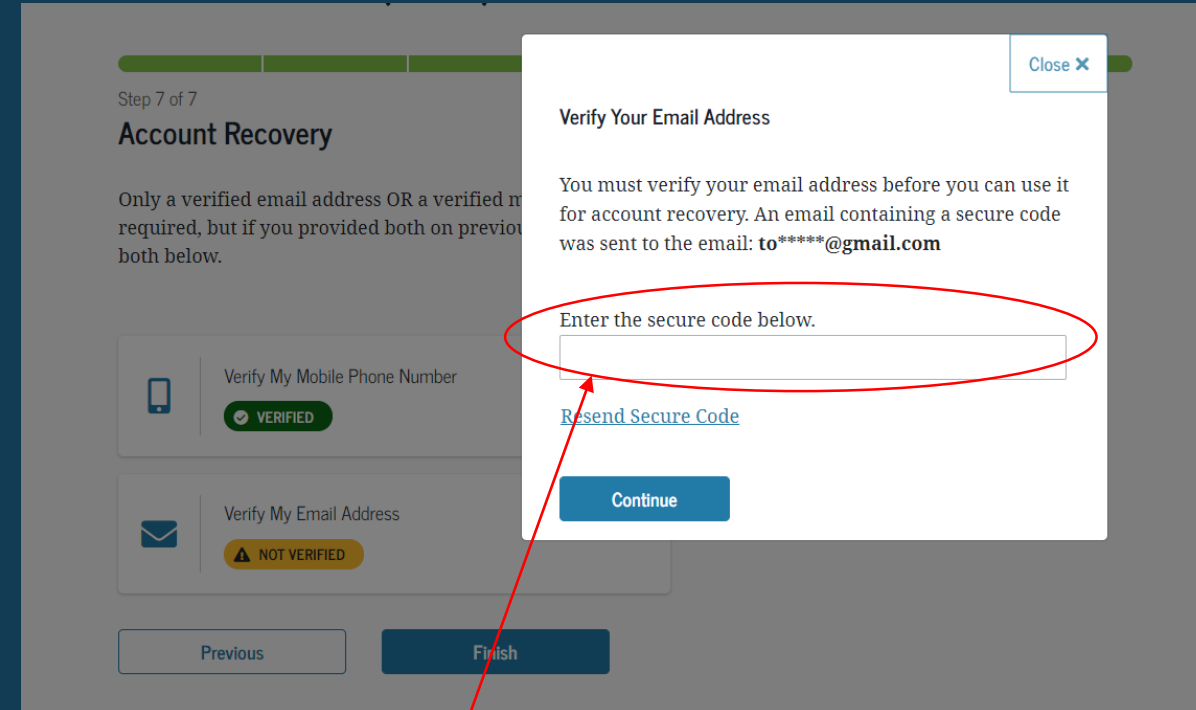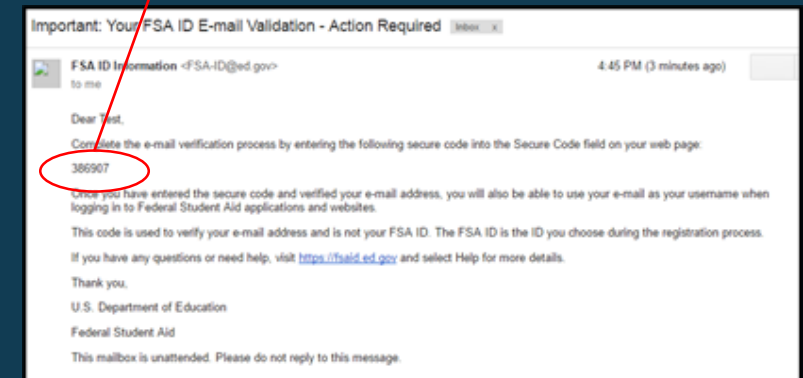- NOTE: You MUST verify your information before continuing.
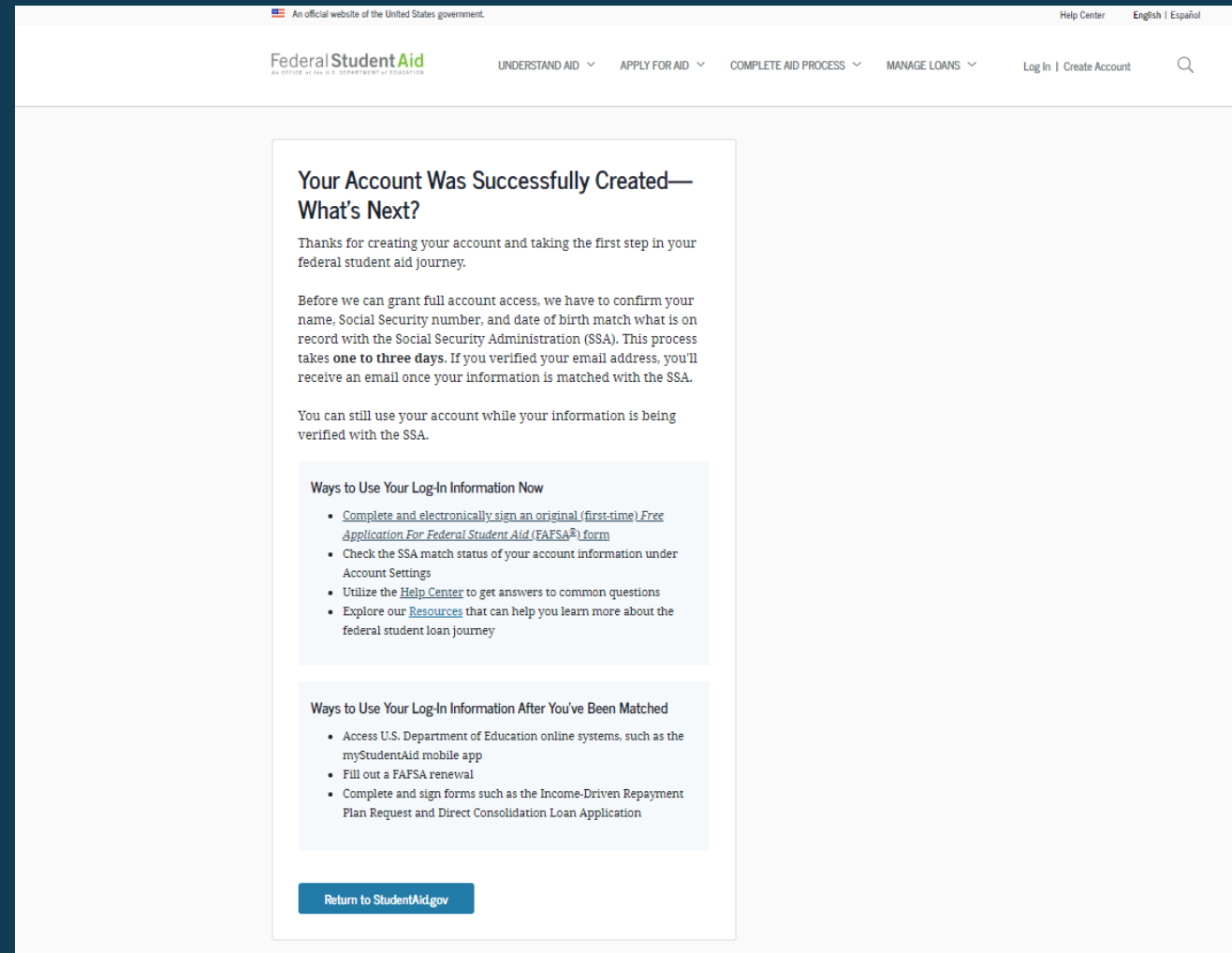

Email With Your Secure Code

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*.

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: <fnamelnametesting@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.

Thank you,

U.S. Department of Education

Federal Student Aid

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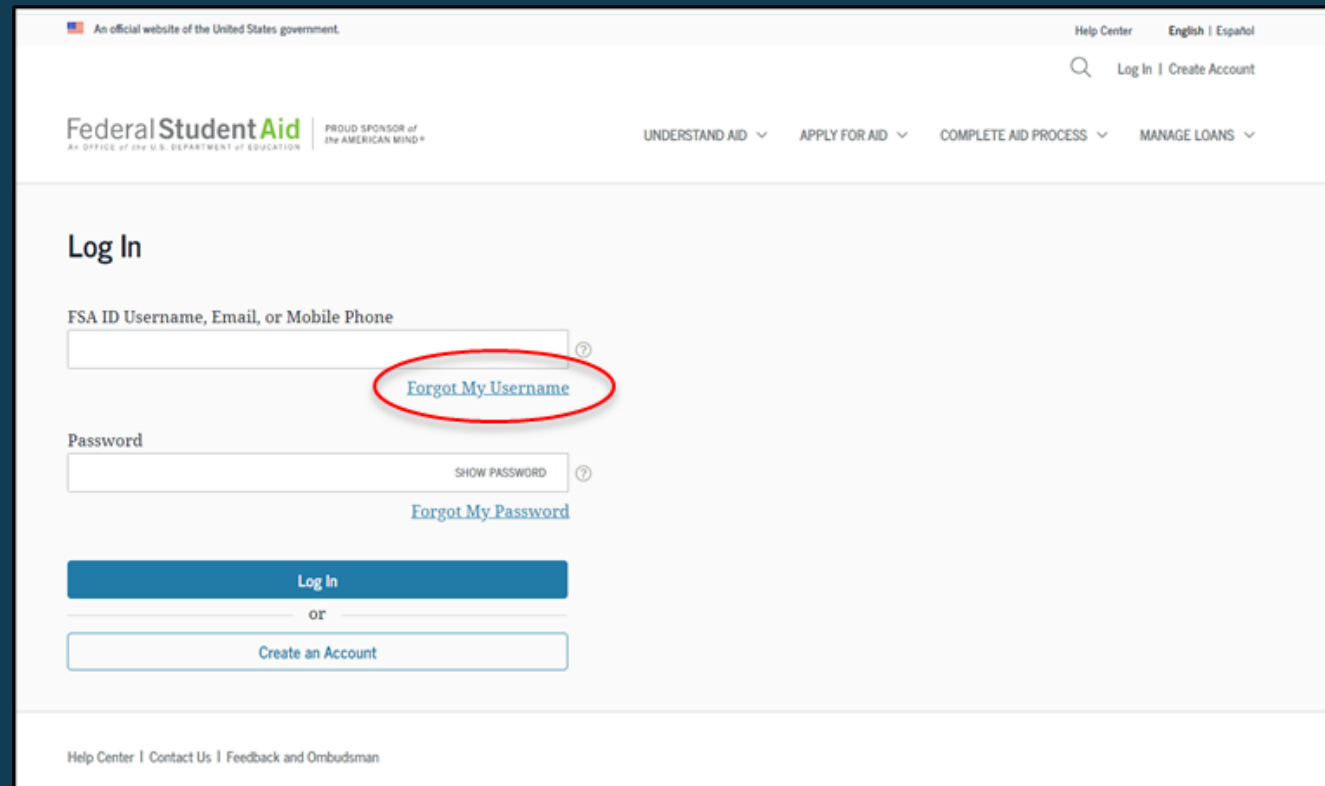
WHERE CAN YOU USE YOUR ACCOUNT USERNAME AND PASSWORD?

USING YOUR ACCOUNT USERNAME AND PASSWORD

Online Systems	What You Can Do
StudentAid.gov	• Complete entrance counseling, the *Financial Awareness Counseling* tool, or exit counseling • Electronically sign a *Master Promissory Note* • 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 *Loan Simulator* • 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	• 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	• 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 *Student Aid Report* (SAR)

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.

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).

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.
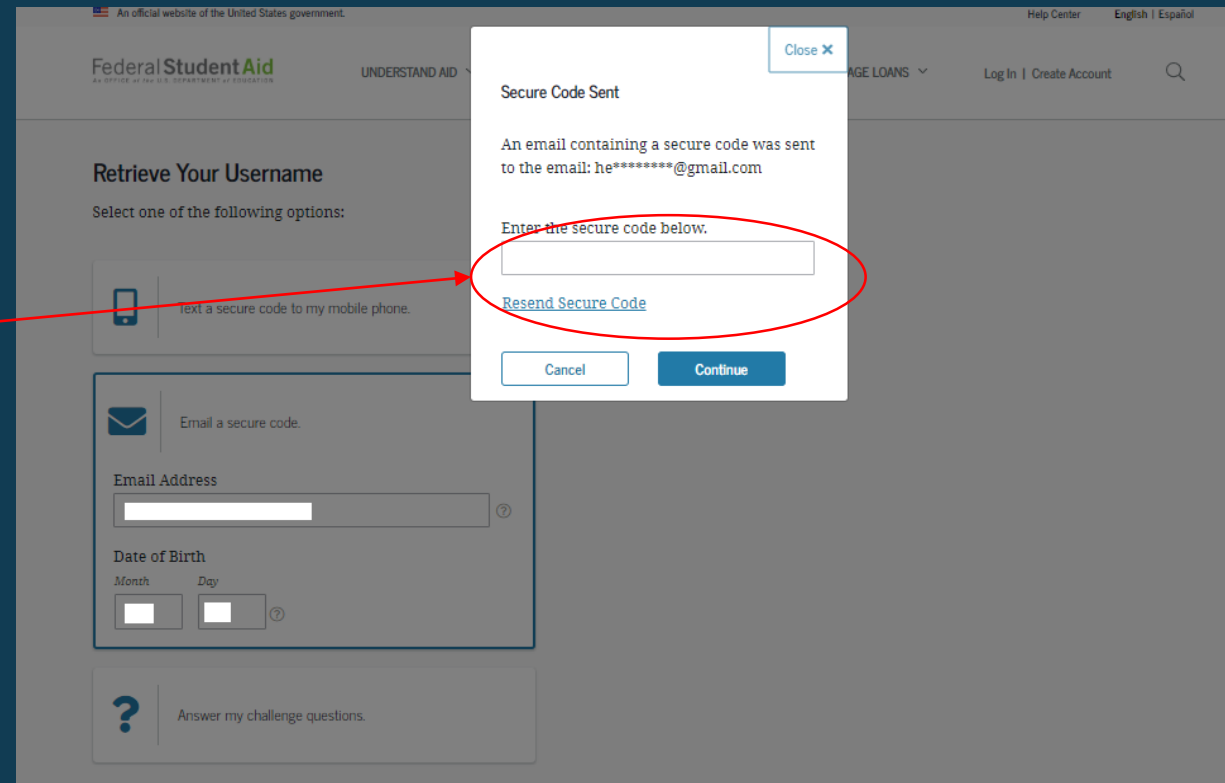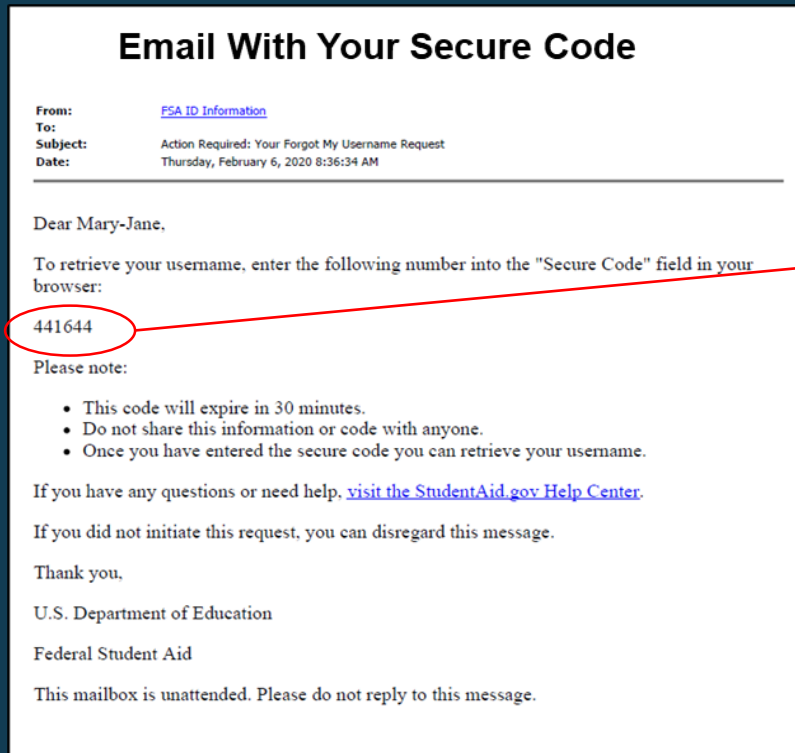
RETRIEVING USERNAME USING TEXT MESSAGE

- 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.

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.
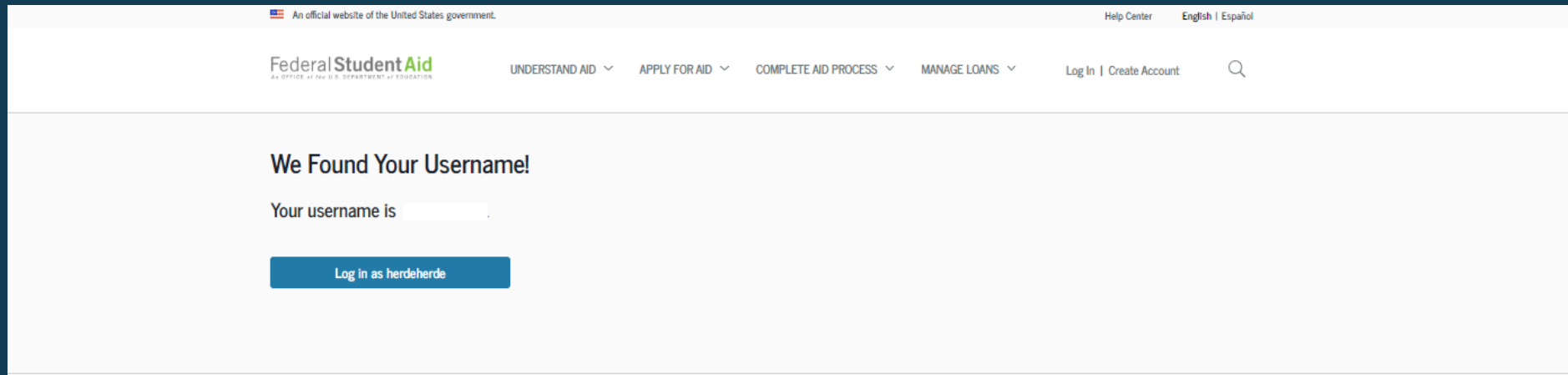
RETRIEVING USERNAME USING CHALLENGE QUESTIONS

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.

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.

FORGOT PASSWORD

Select "Forgot My Password" link at the log-in screen.
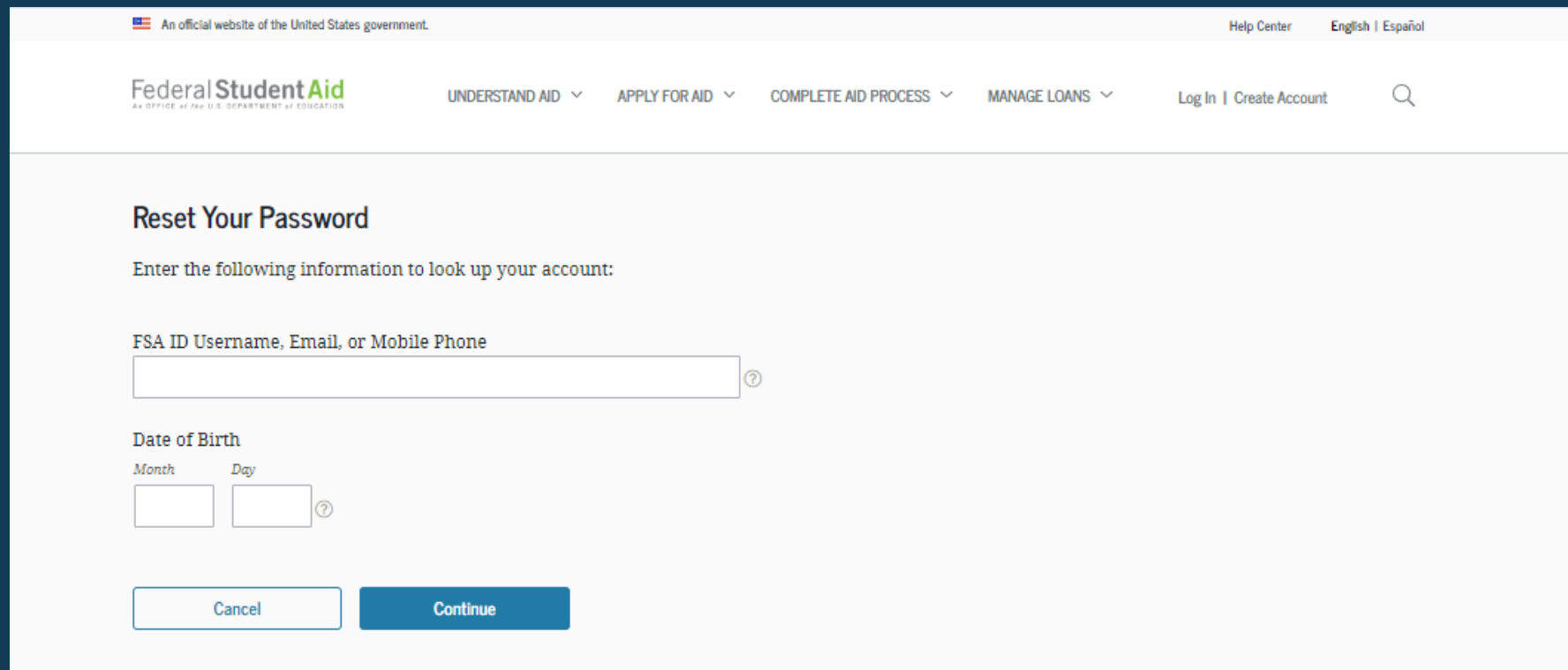
RESET PASSWORD

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.

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.

CREATE NEW PASSWORD

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

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.

LOCKED OUT

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

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.

LOCKED OUT

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