What if I forget my FSA ID username or password?

If you've forgotten your username or password, don't worry; we provide options for you to recover your account information. On most of our log-in pages, you'll find links that say something like "Forgot My Username" and "Forgot My Password" so you can start the process of recovering your information.

Recovering Your Username

Click the "Forgot My Username" (or similar) link on the site you want to log in to, and select one of the following options:

Option 1: Text a secure code to my mobile phone (your mobile phone must be verified to use this option).

- Enter your mobile phone number and the month and day of your birthday.
- Enter the secure code from your mobile phone.
- Your username is shown on the screen.

Option 2: Email a secure code.

- Enter your email address and the month and day of your birthday
- Enter the secure code from your email.
- Your username is shown on screen.

Option 3: Answer my challenge questions.

- Enter your SSN, last name, and date of birth.
- Answer your challenge questions correctly.
- Your username is shown on screen.

Recovering Your Password

Click the "Forgot My Password" (or similar) link on the site you want to log in to, and select one of the following options:

Option 1: Use my username or verified email address.

- Enter your username and the month and day of your birthday.
- Select the one of the three options for recovery:
    - Text a secure code to my mobile phone.
    - Email a secure code.
    - Answer my challenge questions
- Create a new password.

Option 2: Use my mobile phone number

- Enter your verified mobile phone number and the month and day of your birthday.
- Select the one of the three options for recovery:
    - Text a secure code to my mobile phone.
    - Email a secure code.
    - Answer my challenge questions.
- Create a new password.

What if my FSA ID was lost or stolen?

If your FSA ID is lost or stolen, you must update your username and password by selecting "Manage My FSA ID" from the FSA ID log-in page. Contact the Federal Student Aid Information Center at **1-800-4-FED-AID (1-800-433-3243)** if you are concerned that your FSA ID has been misused.

What do I do if I get a message saying that my FSA ID is locked?

An FSA ID is locked after three unsuccessful authentication attempts. You will be taken to a screen that says "Unlock Your FSA ID." At that page, if you have a verified mobile phone number and/or verified e-mail address, you can request that we send you a secure code to your verified mobile phone number or e-mail address. If you didn't verify or provide this information, you can use your challenge questions.

On the "Unlock Your FSA ID" page, you can unlock your FSA ID by following these steps:

1. Enter the month and day of your birth

2. Select one of the options for unlocking your account:

    a. Text and E-mail

        i. Click "Text a secure code to my mobile phone" or "E-mail a secure code."

        ii. A secure code will be sent to your mobile phone or e-mail address.

        iii. Enter the code within 20 minutes in the "Secure Code" box.

        iv. Click "Submit."

        v. Once your FSA ID is unlocked, you will need to reset the password for your FSA ID.

    b. "Answer my challenge questions."

        i. Answer your challenge questions.

        ii. Once your FSA ID is unlocked, you will need to reset the password for your FSA ID.

Contact the Federal Student Aid Information Center at **1-800-4-FED-AID (1-800-433-3243)** for additional questions.