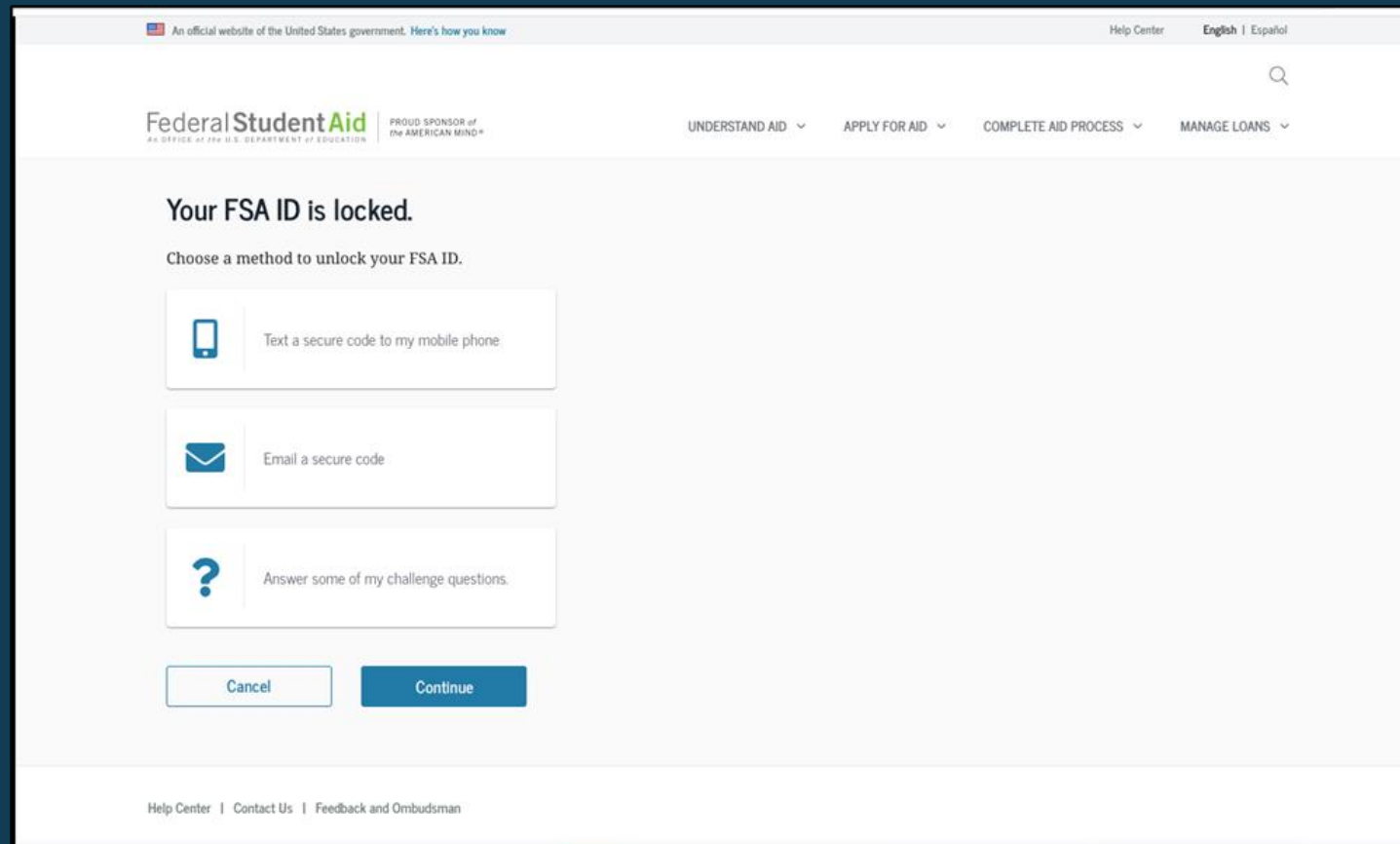


What to do if you're locked out of your FSA ID Account

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.



The screenshot shows the Federal Student Aid website interface. At the top, there is a header with the text "An official website of the United States government. Here's how you know" and a "Help Center" link. Below this, the "Federal Student Aid" logo is displayed, along with the text "PROUD SPONSOR of the AMERICAN MIND®". Navigation links for "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS" are visible. The main content area features the heading "Your FSA ID is locked." and the instruction "Choose a method to unlock your FSA ID." Three options are presented in a list: "Text a secure code to my mobile phone" (with a mobile phone icon), "Email a secure code" (with an envelope icon), and "Answer some of my challenge questions" (with a question mark icon). At the bottom of the options, there are "Cancel" and "Continue" buttons. The footer contains links for "Help Center", "Contact Us", and "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" and "Help Center English | Español". Below this is the "Federal Student Aid" logo and the text "PROUD SPONSOR of THE AMERICAN MIND®". The main navigation menu includes "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS".

The main content area displays the message "Your FSA ID is locked" and "Choose a method to unlock your FSA ID". There are 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".



A modal window titled "Secure Code Sent" is overlaid on the page. It contains the text "A text message containing a secure code was sent to the mobile phone number we have on file." and a section "Enter the Secure Code Below" with a text input field and a "Resend Secure Code" link. At the bottom of the modal 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.

 An official website of the United States government.

Help CenterEnglish | Español

 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

Locked out

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

The screenshot displays the Federal Student Aid website interface. At the top, a banner indicates it is an official U.S. government website. Navigation links for 'Help Center', 'English | Español', 'Log In | Create Account', and a search icon are present. The main header includes the 'Federal Student Aid' logo, a 'PROUD SPONSOR of the AMERICAN MIND' tagline, and a menu with options: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. A green success message states: 'You've successfully unlocked your FSA ID. You may now log in to your account.' Below this is a 'Log In' form with fields for 'FSA ID Username, Email, or Phone' and 'Password'. Each field has a 'Forgot My' link and a help icon. A 'SHOW PASSWORD' link is also visible. The form includes 'Log In' and 'Create an Account' buttons, separated by an 'or'.

An official website of the United States government. [Here's how you know](#)

Help Center English | Español

Log In | Create Account

Federal Student Aid PROUD SPONSOR of the AMERICAN MIND®

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾

✓ You've successfully unlocked your FSA ID. You may now log in to your account.

Log In

FSA ID Username, Email, or Phone [?](#)

[Forgot My Username](#)

Password [SHOW PASSWORD](#) [?](#)

[Forgot My Password](#)

Log In

or

Create an Account