

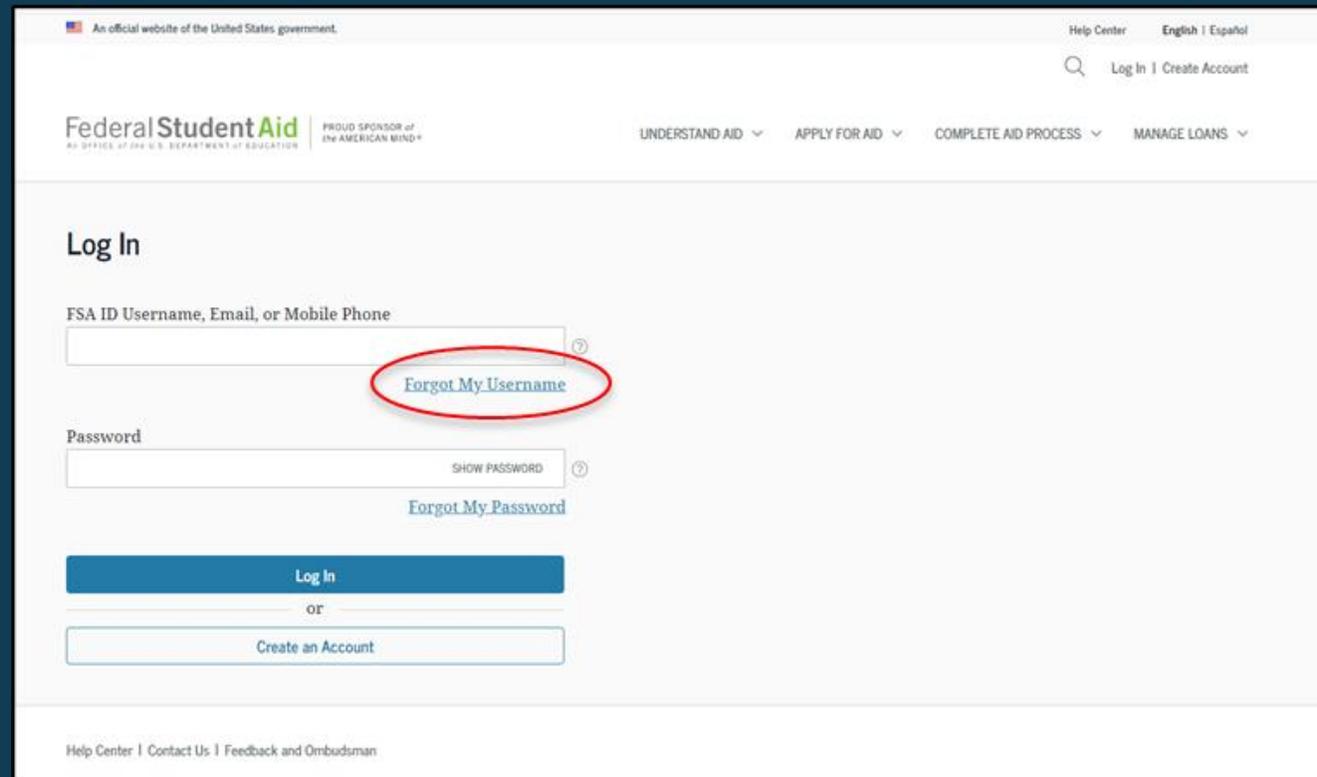
What to do if you Forgot your FSA
ID (Username or Password)

Topics Covered

- 01 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.



The screenshot shows the Federal Student Aid log-in page. At the top, it says "An official website of the United States government." and "Help Center English | Español". Below that, there's a search icon and "Log In | Create Account". The main header includes the "Federal Student Aid" logo, "PROUD SPONSOR of THE AMERICAN MIND™", and navigation links: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS".

The "Log In" section contains a form with the following elements:

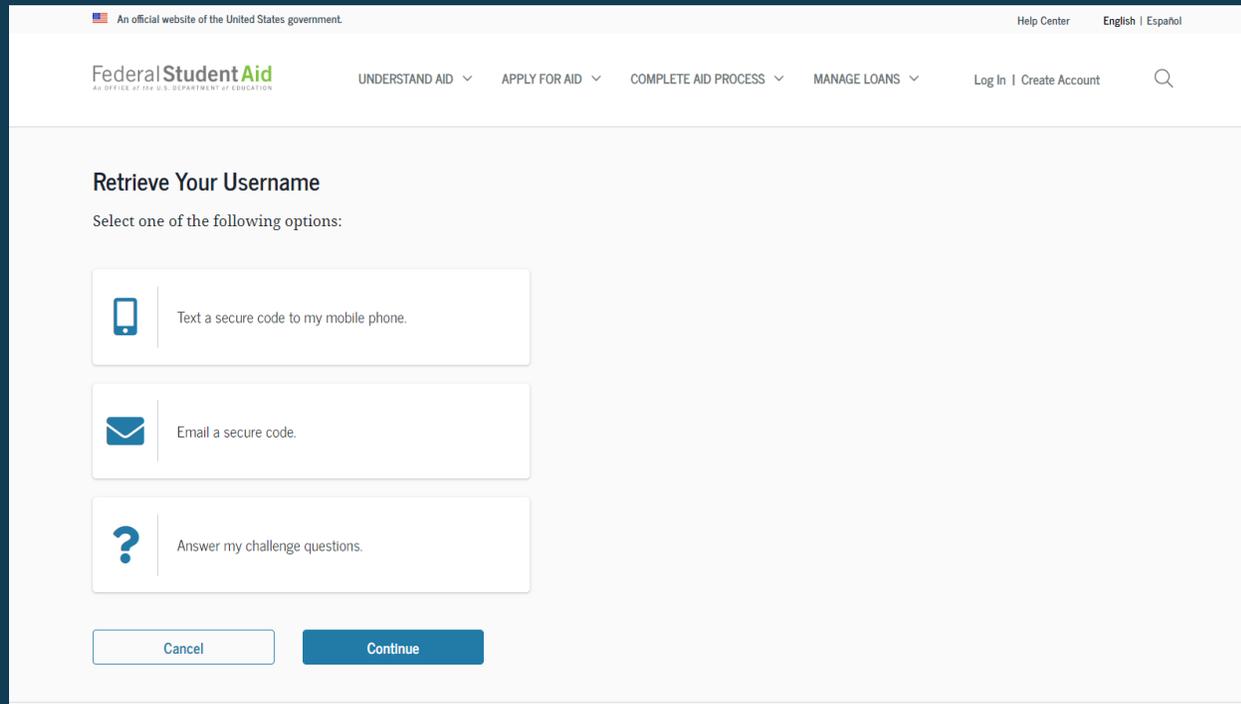
- A label "FSA ID Username, Email, or Mobile Phone" above a text input field.
- A blue link "Forgot My Username" circled in red, positioned to the right of the input field.
- A label "Password" above a text input field.
- A "SHOW PASSWORD" link and a help icon to the right of the password field.
- A blue link "Forgot My Password" below the password field.
- A blue "Log In" button.
- The word "or" below the button.
- A "Create an Account" button.

At the bottom of the page, there are links for "Help Center | Contact Us | Feedback and Ombudsman".

Forgot username

You can retrieve your username by

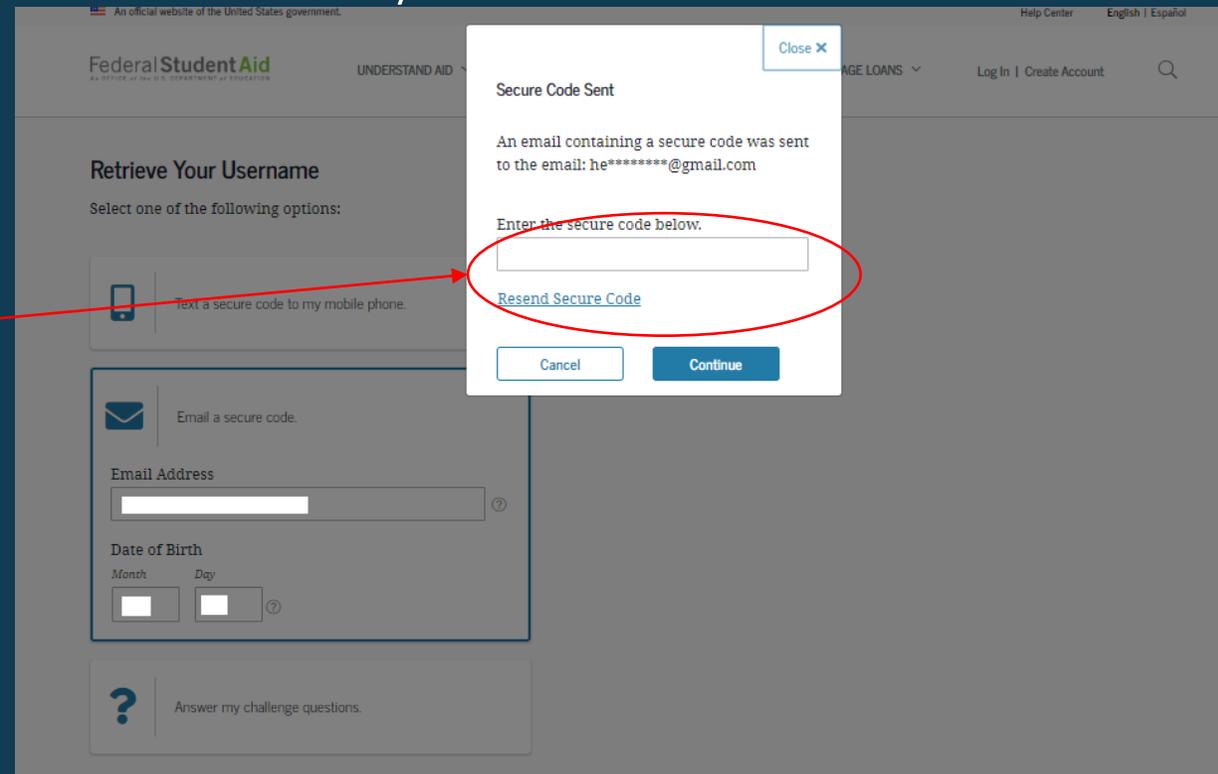
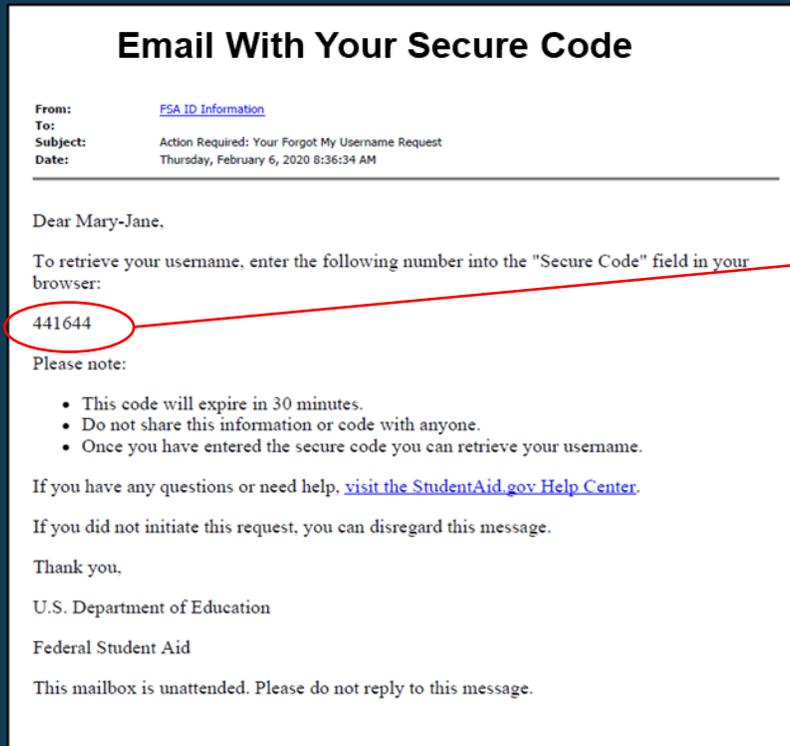
- having a secure code emailed to you (enter your verified email address and date of birth);
- having a secure code texted to you (enter your verified mobile phone number and date of birth); or
- answering your challenge questions (enter your Social Security number, last name, and date of birth).



The screenshot shows the 'Retrieve Your Username' page on the Federal Student Aid website. The page header includes the text 'An official website of the United States government.' and 'Help Center English | Español'. The main navigation bar contains 'Federal Student Aid' and several menu items: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. There are also links for 'Log In | Create Account' and a search icon. The main content area is titled 'Retrieve Your Username' and asks the user to 'Select one of the following options:'. There are three radio button options: 'Text a secure code to my mobile phone.', 'Email a secure code.', and 'Answer my challenge questions.'. At the bottom, there are 'Cancel' and 'Continue' buttons.

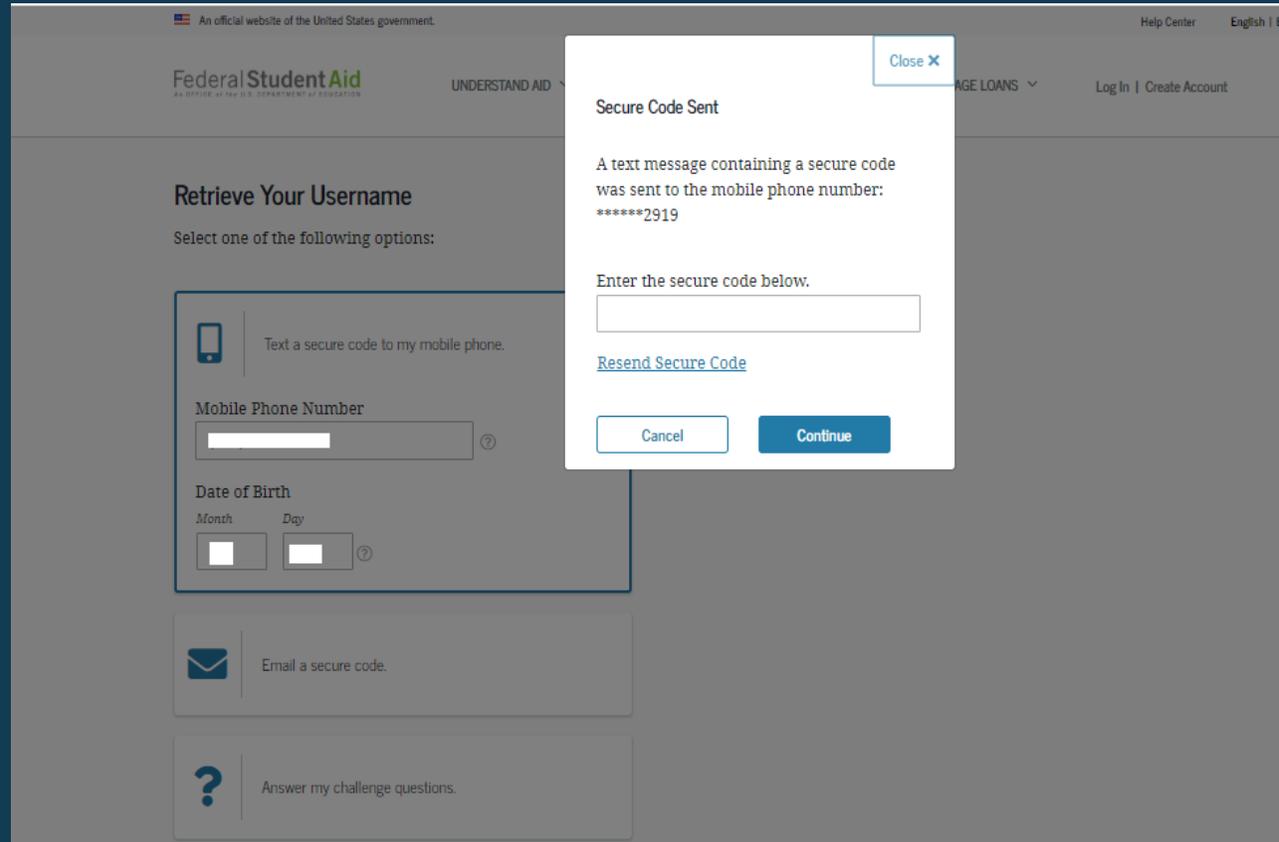
Retrieving username using email secure code

- 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

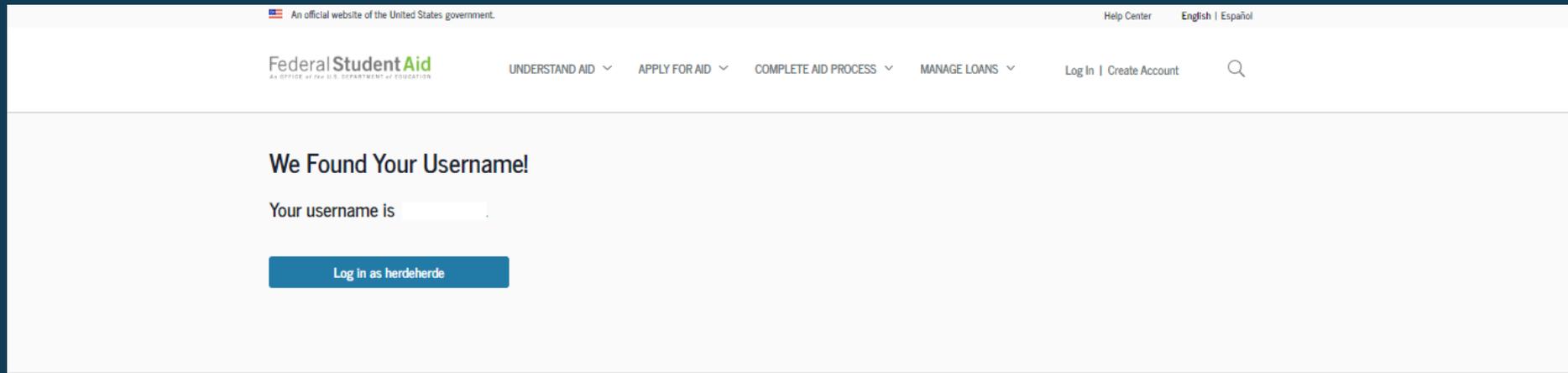
- If you selected “Text a secure code to my mobile phone,” a text message will be sent to your mobile phone and you will be taken to a page where you can enter a secure code.
- Enter the secure code under the “Enter the secure code below” box.



The screenshot shows the Federal Student Aid website's "Retrieve Your Username" page. A modal window titled "Secure Code Sent" is overlaid on the page. The modal contains the following text: "Secure Code Sent", "A text message containing a secure code was sent to the mobile phone number: *****2919", "Enter the secure code below." followed by a text input field, and a "[Resend Secure Code](#)" link. At the bottom of the modal are "Cancel" and "Continue" buttons. The background page shows the "Text a secure code to my mobile phone" option selected, with a "Mobile Phone Number" field and a "Date of Birth" section with "Month" and "Day" dropdowns. Other options include "Email a secure code" and "Answer my challenge questions".

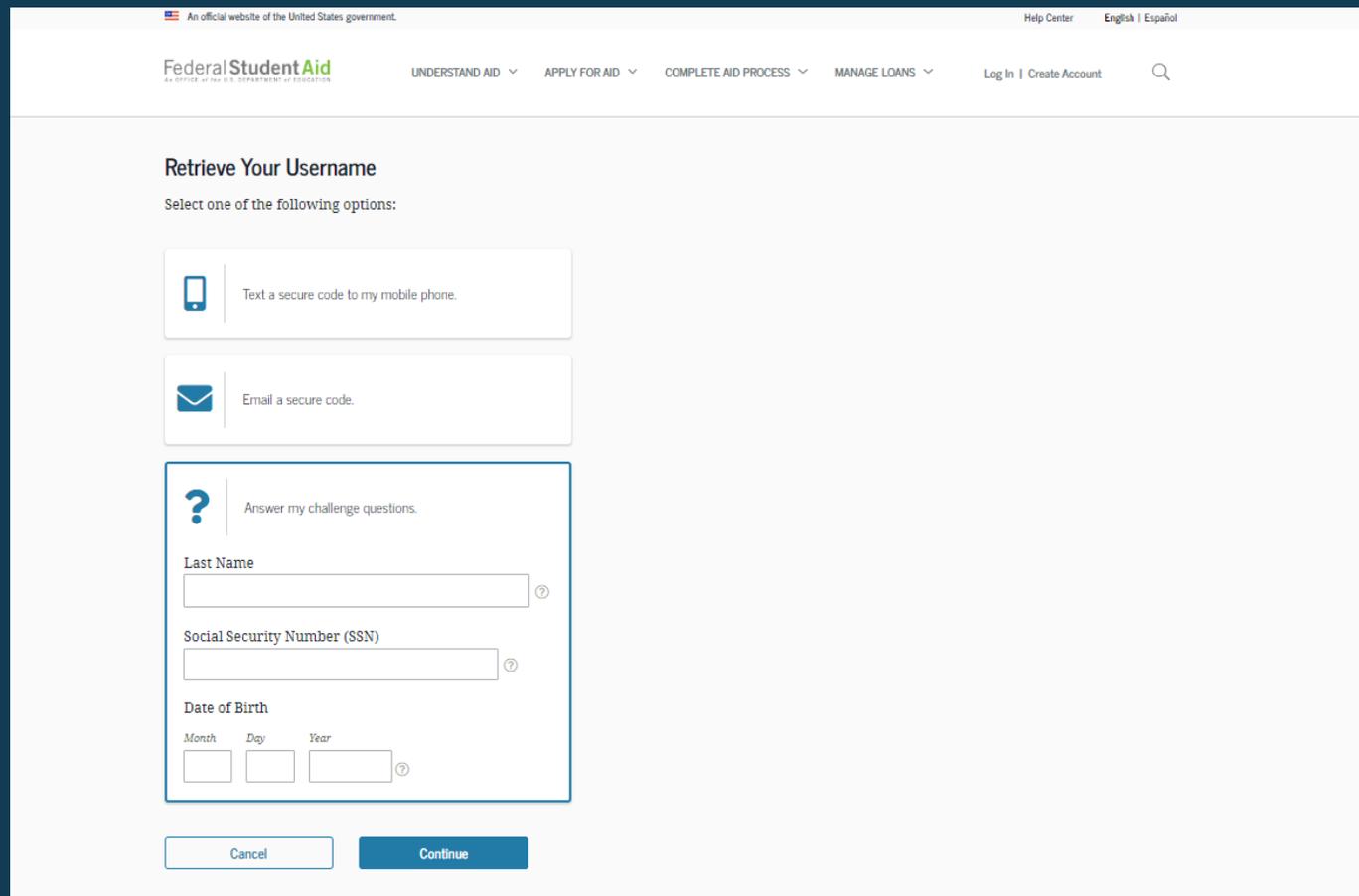
Retrieving username using secure code

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.



The screenshot shows the Federal Student Aid website interface. At the top, there is a navigation bar with the logo, utility links (UNDERSTAND AID, APPLY FOR AID, COMPLETE AID PROCESS, MANAGE LOANS), and user options (Log In | Create Account). The main heading is "Retrieve Your Username" with the instruction "Select one of the following options:". Three options are presented in rounded rectangular boxes: "Text a secure code to my mobile phone.", "Email a secure code.", and "Answer my challenge questions." The third option is highlighted with a blue border. Below it, the form fields are: "Last Name" (text input), "Social Security Number (SSN)" (text input), and "Date of Birth" (Month, Day, Year dropdowns). At the bottom of the form area are "Cancel" and "Continue" buttons.

An official website of the United States government. Help Center English | Español

Federal Student Aid AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account 🔍

Retrieve Your Username

Select one of the following options:

-  Text a secure code to my mobile phone.
-  Email a secure code.
-  Answer my challenge questions.

Last Name

Social Security Number (SSN)

Date of Birth

Month Day Year

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.

The screenshot shows the Federal Student Aid website interface. At the top, it says "An official website of the United States government." and "Federal Student Aid BY OFFICE OF THE U.S. DEPARTMENT OF EDUCATION UNDERSTAND AID". There are links for "Help Center", "English | Español", "PAGE LOANS", "Log In | Create Account", and a search icon. The main heading is "Retrieve Your Username" with the instruction "Select one of the following options:". There are three options: "Text a secure code to my mobile phone.", "Email a secure code.", and "Answer my challenge questions." (highlighted with a blue border). The "Answer my challenge questions." option is expanded to show a modal window titled "Answer Your Challenge Questions". The modal contains two questions: "What was the place/location of your senior prom?" and "What was the name of your first pet?". Each question has a text input field and a "Show Answer" button. At the bottom of the modal are "Cancel" and "Continue" buttons. In the background, the "Answer my challenge questions." form is partially visible, showing fields for "Last Name", "Social Security Number (SSN)", and "Date of Birth" (Month, Day, Year).

Forgot password

Select “Forgot My Password” link at the log-in screen.

An official website of the United States government. Help Center English | Español

Federal Student Aid
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UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account

Log In

FSA ID Username, Email, or Mobile Phone

[Forgot My Username](#)

Password

Show Password

[Forgot My Password](#)

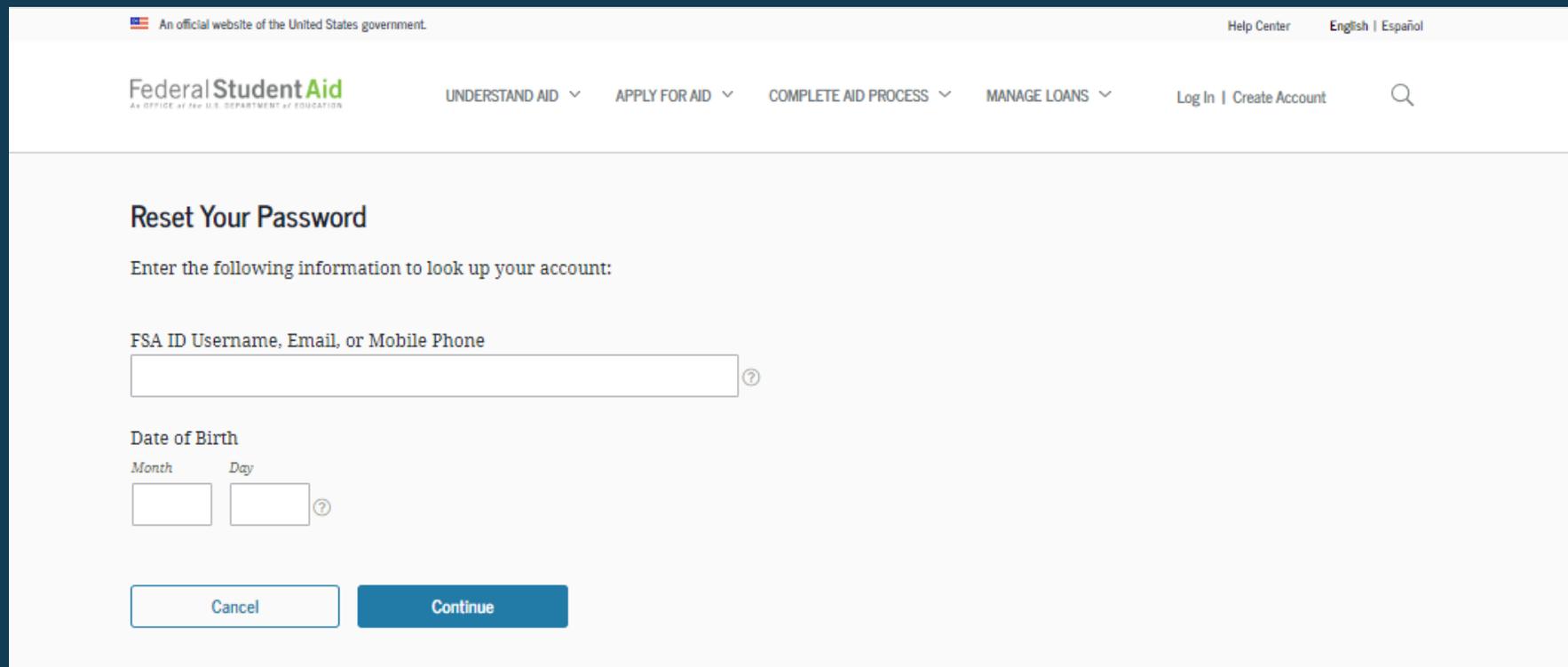
Log In

OR

Create an Account

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.



The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. At the top, there is a navigation bar with the text 'An official website of the United States government.' on the left, and 'Help Center' and 'English | Español' on the right. Below this is the 'Federal Student Aid' logo and a series of menu items: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', each with a dropdown arrow. To the right of these are 'Log In | Create Account' and a search icon. The main content area is titled 'Reset Your Password' and contains the instruction 'Enter the following information to look up your account:'. There are three input fields: a large one for 'FSA ID Username, Email, or Mobile Phone' with a help icon, and two smaller ones for 'Date of Birth' labeled 'Month' and 'Day', also with a help icon. At the bottom are 'Cancel' and 'Continue' buttons.

Reset password

An official website of the United States government. Help Center English | Español

Federal Student Aid
An official website of the U.S. Department of Education

UNDERSTAND AID ▾ APPLY FOR AID ▾ COMPLETE AID PROCESS ▾ MANAGE LOANS ▾ Log In | Create Account

Reset Your Password

Choose a reset option:

-  Text a secure code to my mobile phone.
-  Email a secure code.
-  Answer my challenge questions.

IMPORTANT
You will need to create a new password.

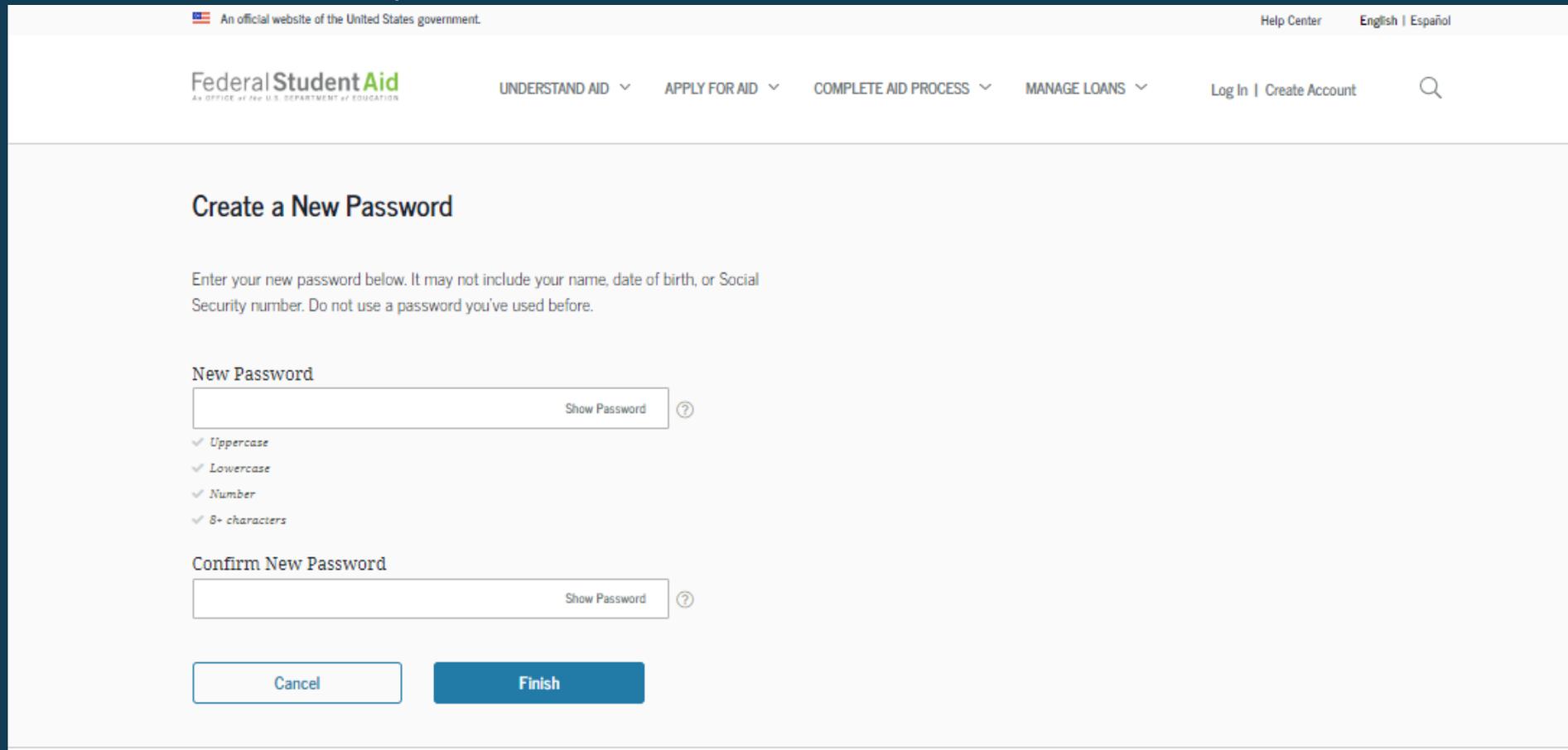
You can reset your password by

- 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.



The screenshot shows the 'Create a New Password' page on the Federal Student Aid website. At the top, there is a navigation bar with the Federal Student Aid logo, a menu with options like 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', and links for 'Log In | Create Account'. Below the navigation bar, the page title is 'Create a New Password'. A message instructs the user to enter a new password that does not include their name, date of birth, or Social Security number. There are two password input fields: 'New Password' and 'Confirm New Password'. Each field has a 'Show Password' button and a help icon. Below the 'New Password' field, there are four password requirements listed with checkmarks: 'Uppercase', 'Lowercase', 'Number', and '8+ characters'. At the bottom of the form, there are two buttons: 'Cancel' and 'Finish'.

An official website of the United States government. Help Center English | Español

Federal Student Aid
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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 ⓘ