

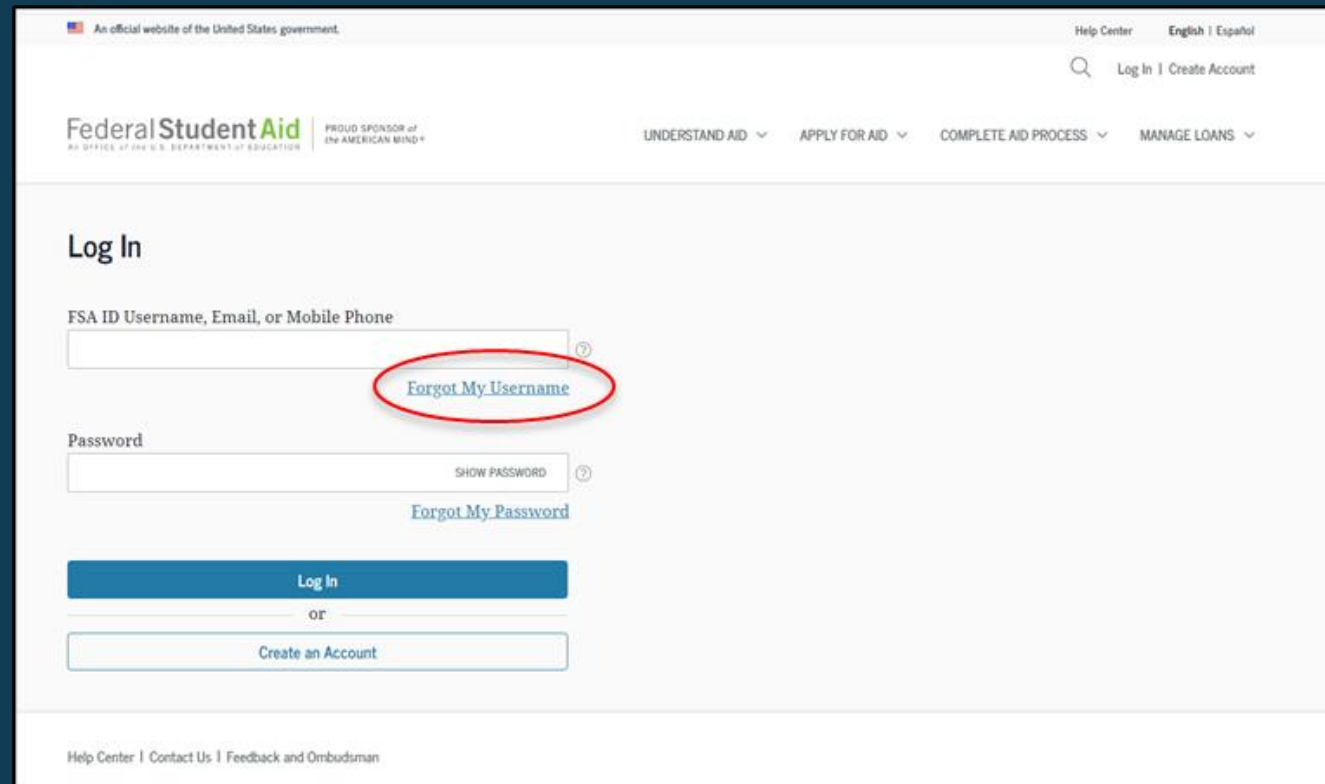
What to do if you Forgot your FSA
ID (Username or Password)

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.

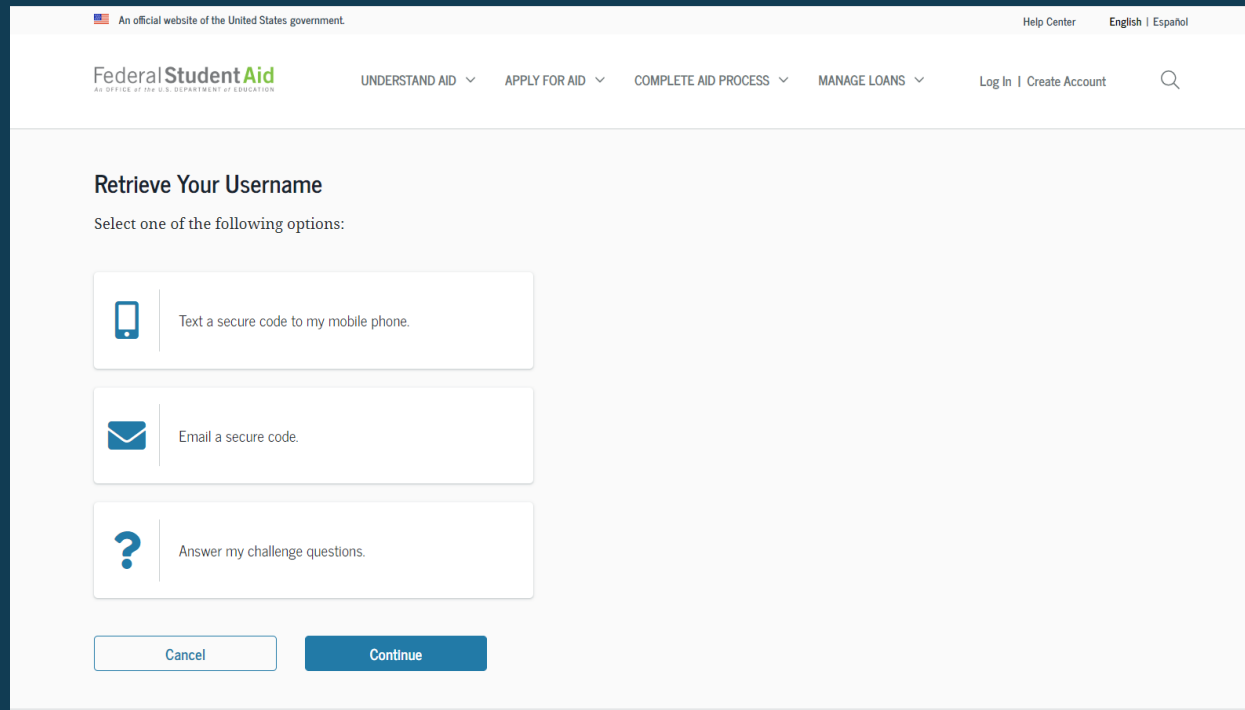


The screenshot shows the Federal Student Aid Log In page. At the top, there is a header with the text "An official website of the United States government." and links for "Help Center" and "English | Español". Below this, the "Federal Student Aid" logo is displayed, along with the text "PROUD SPONSOR of THE AMERICAN MIND®" and "AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION". Navigation links for "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS" are also present. The main section is titled "Log In" and contains two input fields: "FSA ID Username, Email, or Mobile Phone" and "Password". The "Forgot My Username" link is highlighted with a red circle next to the first input field. Below the password field, there is a "SHOW PASSWORD" link and a "Forgot My Password" link. At the bottom of the form, there is a "Log In" button, an "or" separator, and a "Create an Account" button. The footer contains links for "Help Center", "Contact Us", and "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 U.S. government logo, the text 'An official website of the United States government.', the 'Federal Student Aid' logo, and navigation links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', 'MANAGE LOANS', 'Log In | Create Account', and language options 'English | Español'. The main heading is 'Retrieve Your Username' with the instruction 'Select one of the following options:'. There are three selectable options, each with an icon and a description: a mobile phone icon for 'Text a secure code to my mobile phone.', an envelope icon for 'Email a secure code.', and a question mark icon for 'Answer my challenge questions.'. At the bottom are 'Cancel' and 'Continue' buttons.




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

Retrieve Your Username

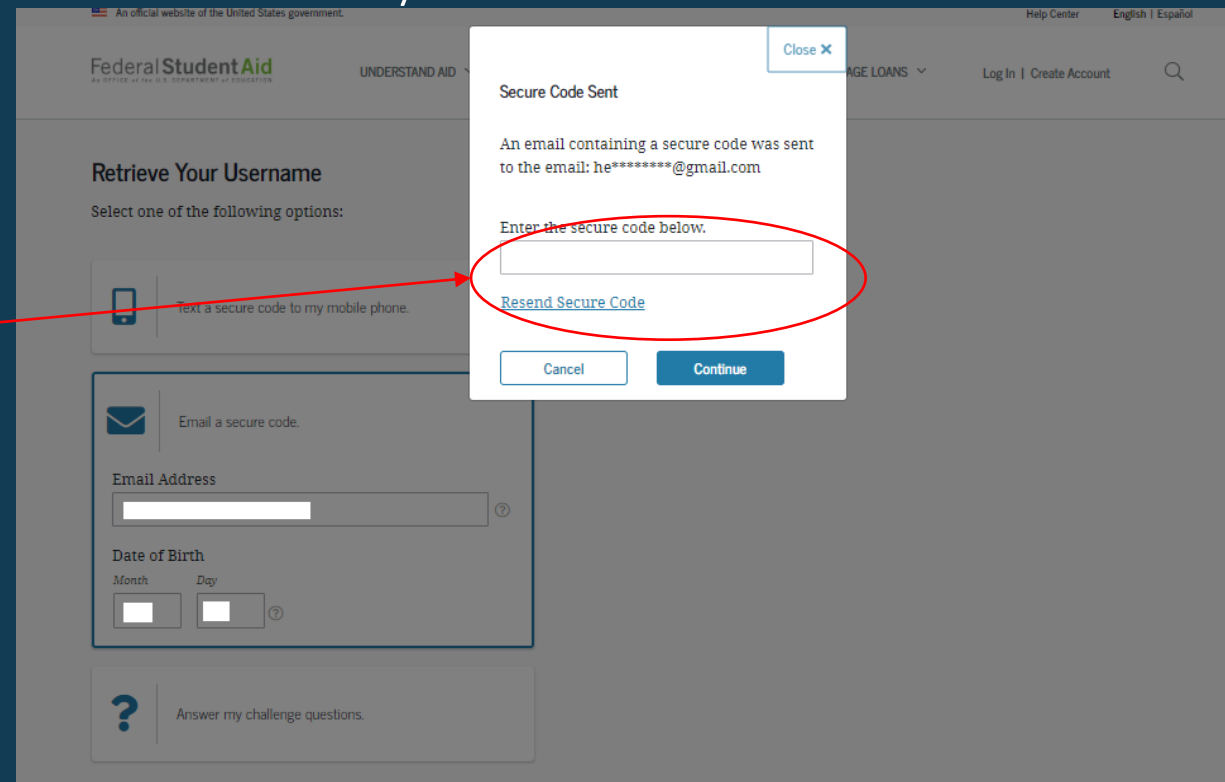
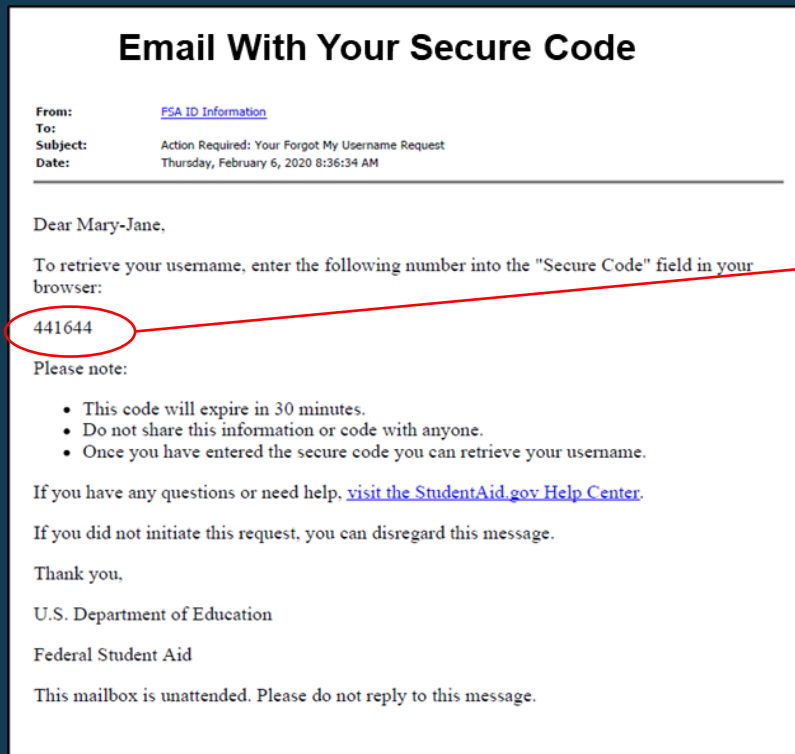
Select one of the following options:

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

Cancel Continue

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 open, displaying a text message with a secure code. The background page shows three options for retrieving the username: 'Text a secure code to my mobile phone.', 'Email a secure code.', and 'Answer my challenge questions.' The 'Text a secure code to my mobile phone.' option is selected, and the modal is prompting the user to enter the received secure code.

Secure Code Sent

A text message containing a secure code was sent to the mobile phone number: *****2919

Enter the secure code below.

[Resend Secure Code](#)

Cancel Continue

Retrieve Your Username

Select one of the following options:

Text a secure code to my mobile phone.

Mobile Phone Number

Date of Birth

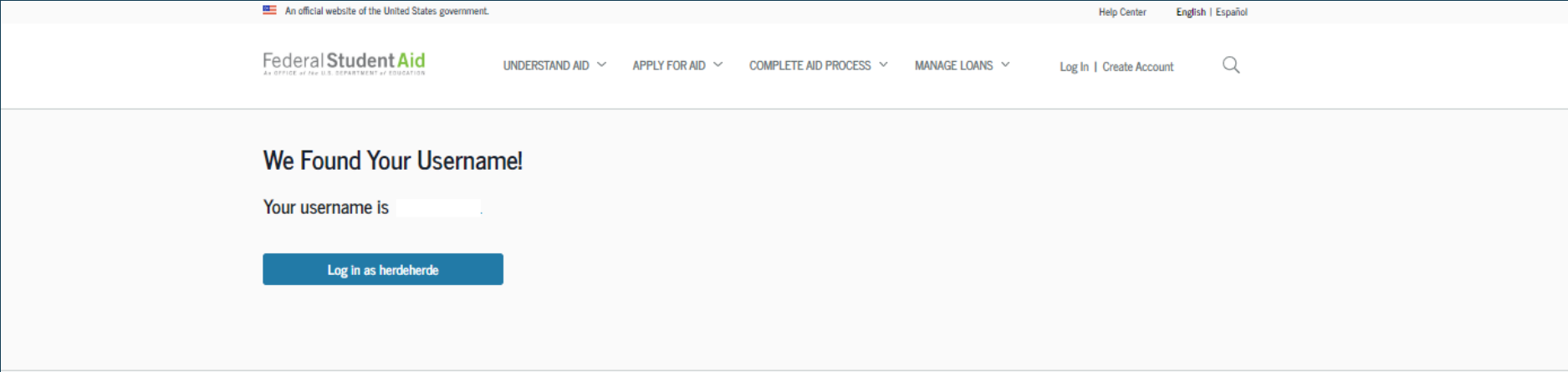
Month Day

Email a secure code.

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.



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." and "Help Center English | Español". Below this, the "Federal Student Aid" logo is displayed, followed by navigation links: "UNDERSTAND AID", "APPLY FOR AID", "COMPLETE AID PROCESS", and "MANAGE LOANS". To the right of these links are "Log In | Create Account" and a search icon. The main content area features the heading "We Found Your Username!" and the text "Your username is" followed by a text input field containing the username "herdeherde". Below the input field is a blue button labeled "Log in as herdeherde".

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.


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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 "FederalStudentAid BY OFFICE OF THE U.S. DEPARTMENT OF EDUCATION". 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." (which is highlighted with a blue border). The "Answer my challenge questions." option is expanded, showing a form with fields for "Last Name", "Social Security Number (SSN)", and "Date of Birth". A modal window titled "Answer Your Challenge Questions" is open in the center, containing two questions: "What was the place/location of your senior prom?" and "What was the name of your first pet?". Each question has a "Show Answer" button. The modal also has "Cancel" and "Continue" buttons at the bottom.

Forgot password

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

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[UNDERSTAND AID](#) [APPLY FOR AID](#) [COMPLETE AID PROCESS](#) [MANAGE LOANS](#) [Log In](#) | [Create Account](#) [Search](#)

Log In

FSA ID Username, Email, or Mobile Phone

[Forgot My Username](#)

Password

[Show Password](#) [Forgot My Password](#)

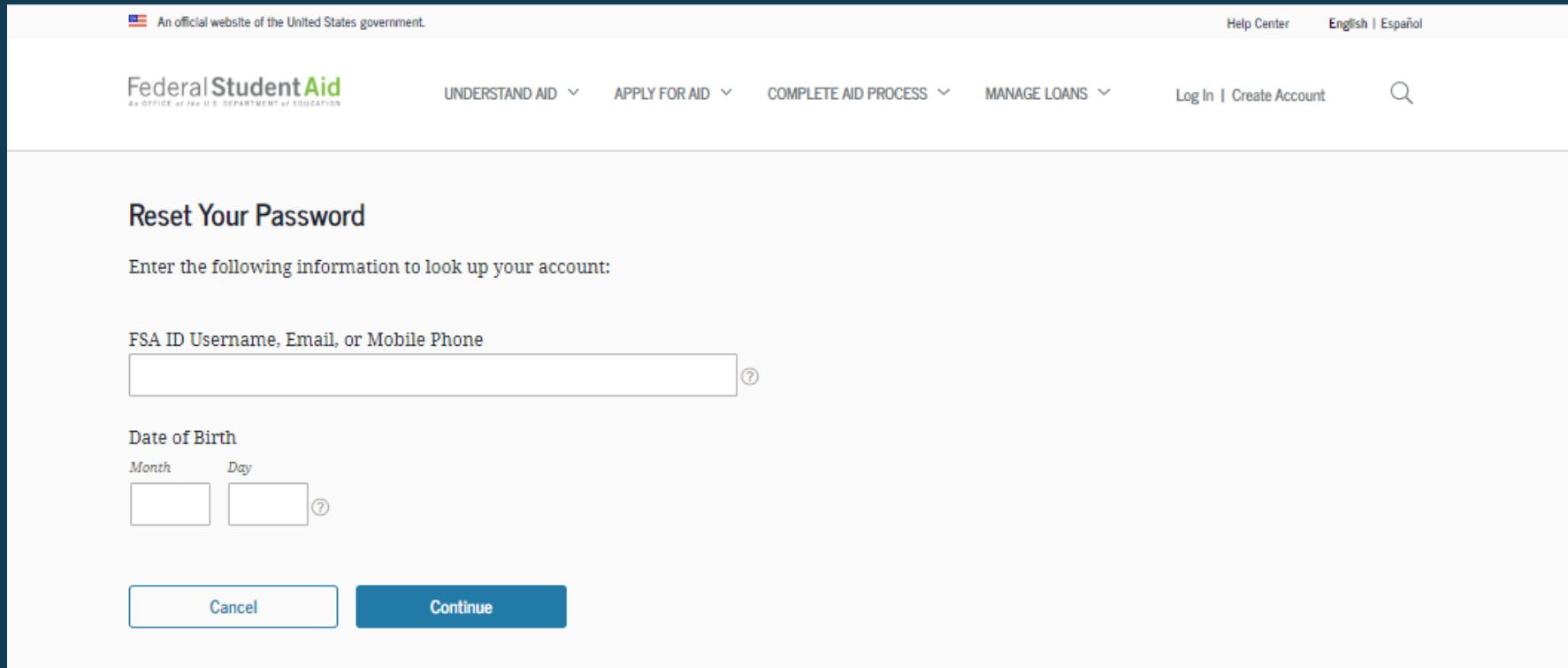
[Log In](#)

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. The page header includes the U.S. government logo, 'An official website of the United States government.', 'Help Center', and language options 'English | Español'. The main navigation bar contains the 'FederalStudentAid' logo, 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', 'MANAGE LOANS', 'Log In | Create Account', and a search icon. The main content area is titled 'Reset Your Password' and instructs users to 'Enter the following information to look up your account:'. It features a text input field for 'FSA ID Username, Email, or Mobile Phone' with a help icon. Below this is a 'Date of Birth' section with two dropdown menus for 'Month' and 'Day', also with a help icon. At the bottom are 'Cancel' and 'Continue' buttons.

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Reset Your Password

Enter the following information to look up your account:

FSA ID Username, Email, or Mobile Phone

Date of Birth

Month Day

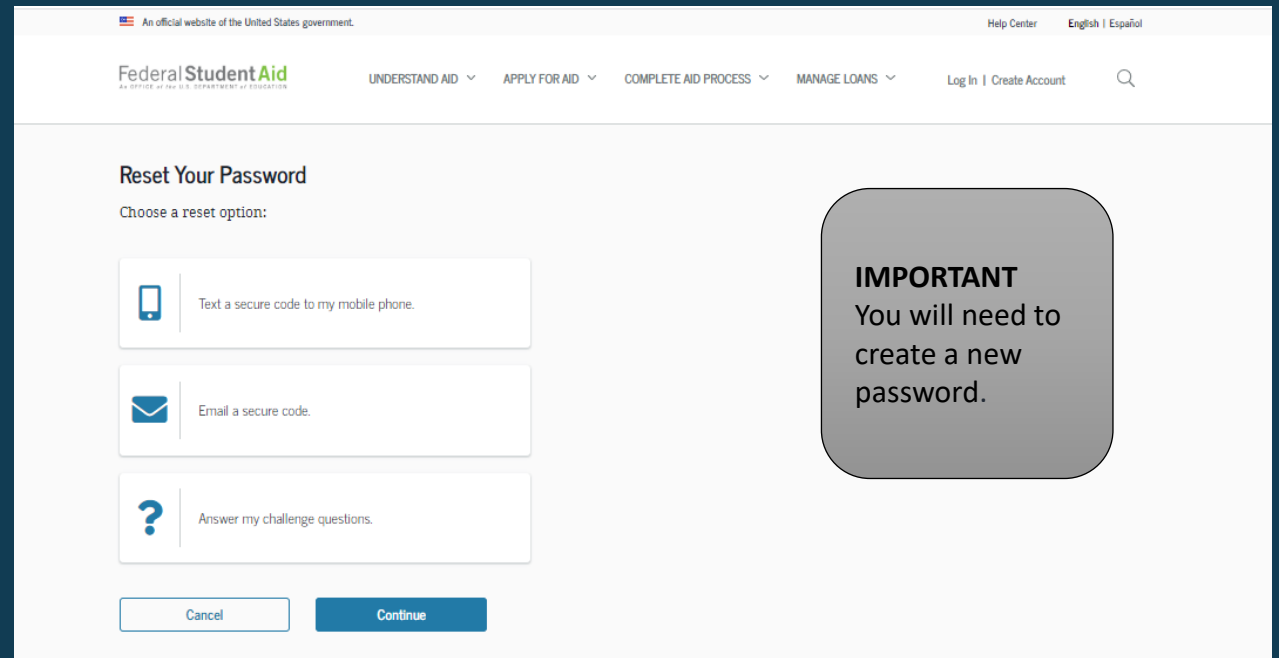
Cancel Continue

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.

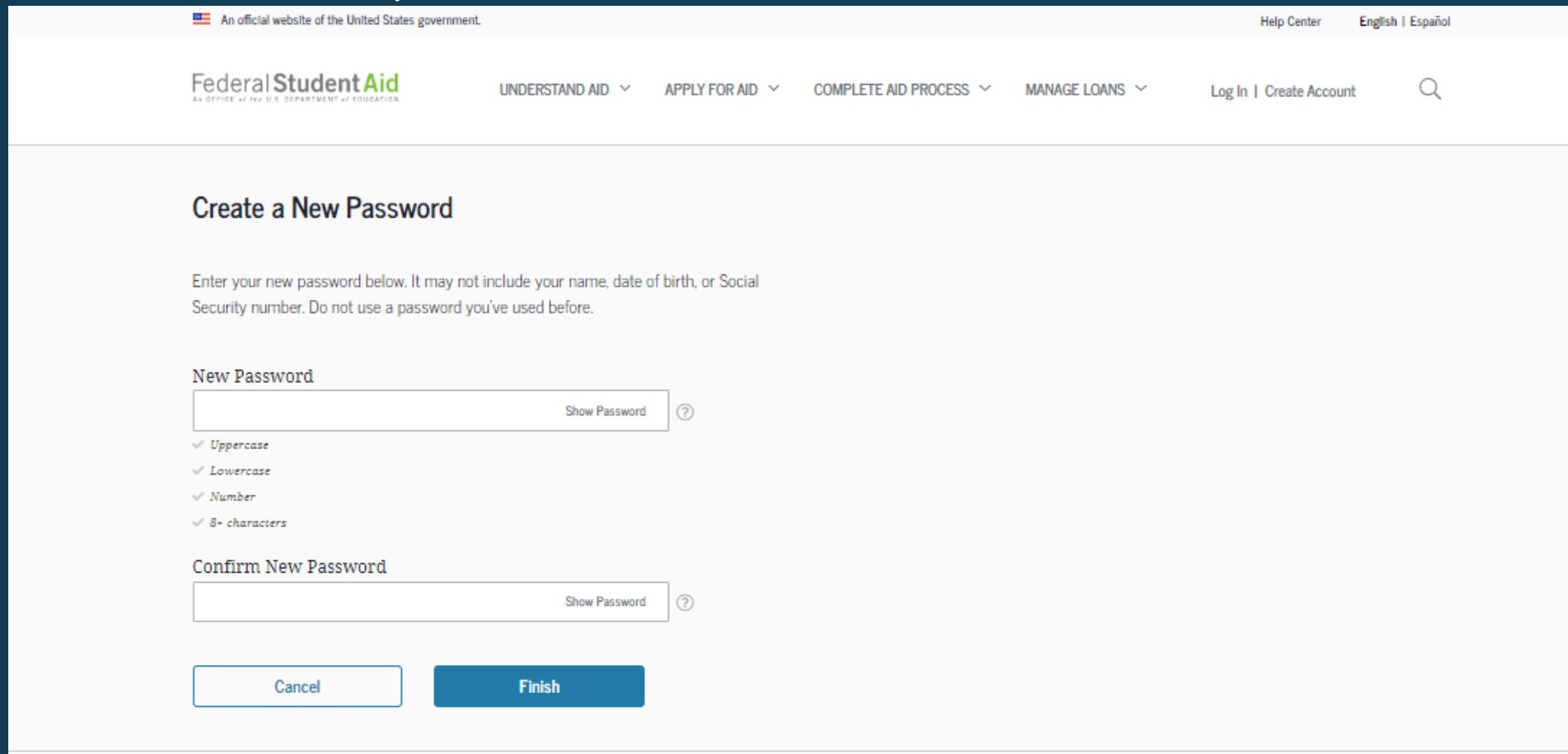
Note: When you reset your password using your challenge questions, for security purposes, there is a 30-minute delay before you can log in to your account.



The screenshot shows the 'Reset Your Password' page on the Federal Student Aid website. The page header includes the 'Federal Student Aid' logo and navigation links: 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. There are also links for 'Log In' and 'Create Account'. The main content area is titled 'Reset Your Password' and asks the user to 'Choose a reset option:'. There are three options: 'Text a secure code to my mobile phone.' (with a mobile phone icon), 'Email a secure code.' (with an email icon), and 'Answer my challenge questions.' (with a question mark icon). At the bottom of the options are 'Cancel' and 'Continue' buttons. On the right side of the page, there is a grey rounded rectangle with the text: 'IMPORTANT You will need to create a new password.'

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. The page header includes the U.S. government logo, navigation links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS', and links for 'Log In' and 'Create Account'. The main heading is 'Create a New Password'. Below it, instructions state: '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.' There are two password input fields. The first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Each field has a 'Show Password' link and a help icon. Below the first field, four password requirements are listed with checkmarks: 'Uppercase', 'Lowercase', 'Number', and '8+ characters'. At the bottom, there are 'Cancel' and 'Finish' buttons.

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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 ?

Cancel Finish