

What to do if you forget your  
username or password

# Forgot Username

- Select “Forgot My Username” at the log-in screen.
- The appearance of the link might vary depending on what website you are visiting.

Log in to STUDENTAID.GOV | Create an FSA ID | Manage My FSA ID

Please enter your:

Username, E-mail, or Phone [Forgot My Username](#)

Password [Forgot My Password](#)

[LOG IN TO STUDENTAID.GOV](#)

StudentAid.gov Log-in Screen

Login

Log in to the FAFSA

Form Approved  
OMB No. 1845-0001  
App. Exp. 12/31/2020

Only students may use their FSA ID to log in. Parents and others can start a FAFSA for a student by entering the student's identifiers. Parents and others can also work on a FAFSA form or correction the student started using the **Save Key** that the student made. [Help for parents.](#)

I am the student OR  I am a parent, preparer, or student from a Freely Associated State

Do not log in with the FSA ID if you are not the student.  
Don't have an FSA ID? [Create one](#) or login using the [student's identifiers](#).

The student's FSA ID Username or Verified E-mail Address [?](#)

[Forgot Username](#)

The student's FSA ID Password [?](#)

[Forgot Password](#)

[NEXT](#)

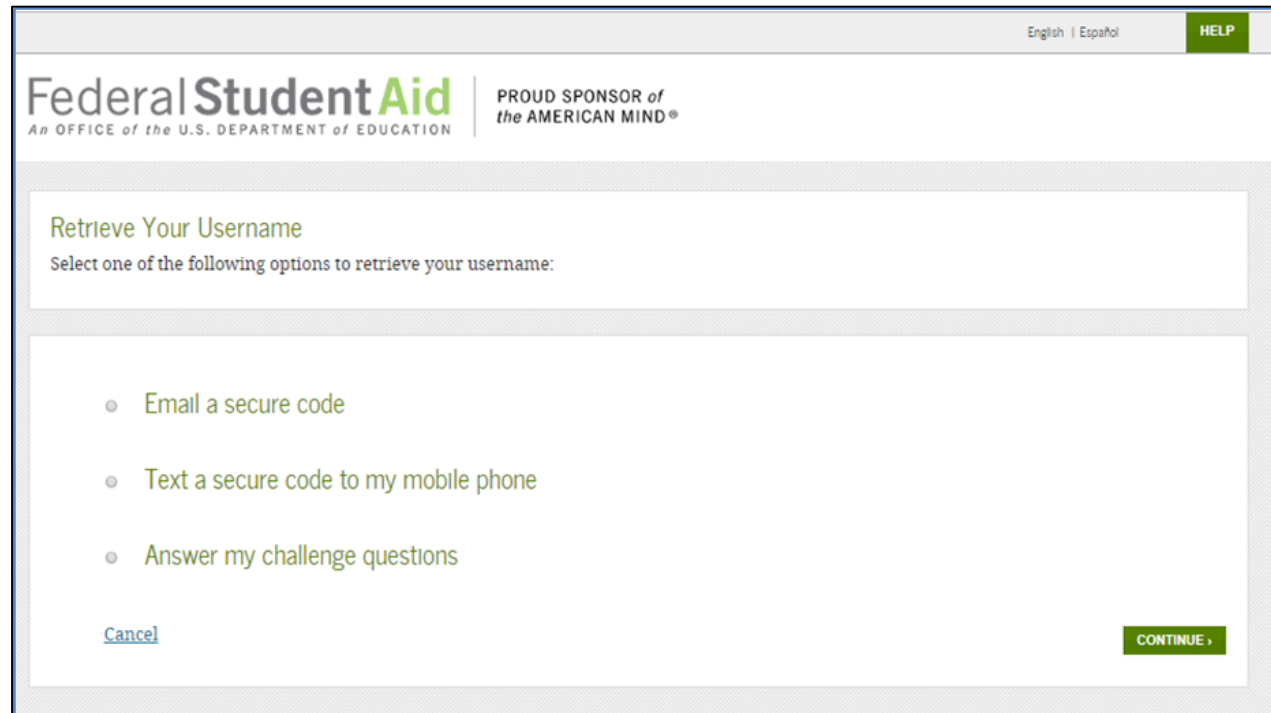
Site Last Updated: Sunday, February 17, 2019 | Download [Adobe Reader](#)

FAFSA® Log-in Screen

# 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
- providing personal information and 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. At the top right, there are links for 'English | Español' and a 'HELP' button. The main header includes the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and the slogan 'PROUD SPONSOR of the AMERICAN MIND®'. The page title is 'Retrieve Your Username', followed by the instruction 'Select one of the following options to retrieve your username:'. Three radio button options are listed: 'Email a secure code', 'Text a secure code to my mobile phone', and 'Answer my challenge questions'. At the bottom left is a 'Cancel' link, and at the bottom right is a 'CONTINUE' button.

# Retrieving Username Using Email Secure Code

- If you selected “Email a secure code,” an email will be sent to your email account and you will be taken to a page where you can enter a secure code.
- Don’t close this page!
- Open your email in a new browser window or tab or on a different device, copy the code from your email, and enter it into the “Secure Code” box.

The image shows two overlapping screenshots. The left screenshot is an email from 'FSA ID Information <FSA-ID@ed.gov>' with the subject 'Important: Your Forgot My Username Request - Action Required'. The email body contains instructions to retrieve a username using a secure code, with the code '865962' circled in red. The right screenshot is a web form titled 'Retrieve Your Username Using Your Email Address' from the Federal Student Aid website. It has a section 'Enter the Secure Code' with a text input field and a 'Resend Secure Code' link, both circled in red. A red arrow points from the circled code in the email to the circled input field in the web form.

Important: Your Forgot My Username Request - Action Required Inbox x

FSA ID Information <FSA-ID@ed.gov> 5:01 PM (4 minutes ago)  
to me

### Email With Your Secure Code

Dear Test,

To retrieve your username, enter the following secure code into the "Secure Code" box on the "Forgot My Username" page.

865962

Once you have entered the secure code you can retrieve your username.

If you have any questions or need help, visit <https://fsaid.ed.gov>.

Please note that if you did not initiate the action that triggered this email, you should ignore this message.

Thank you,  
U.S. Department of Education  
Federal Student Aid  
This mailbox is unattended. Please do not reply to this message.

English | Español HELP


## Federal Student Aid

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### Retrieve Your Username Using Your Email Address

#### Enter the Secure Code

A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.

 mi\*\*\*\*\*@ed.gov

Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page.

If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the "Resend Secure Code" link below.

Secure Code

[Resend Secure Code](#)

[Cancel](#) SUBMIT

# Retrieving Username Using Text Secure Code

- 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 into the “Secure Code” box.


English | Español **HELP**

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### Retrieve Your Username Using Your Mobile Phone

#### Enter the Secure Code

A six-digit secure code has been sent to the mobile phone number below.

 XXX-XXX-3949

Enter the secure code and select **SUBMIT**. The secure code will expire after 30 minutes and you will be required to request a new one. It may take a few minutes for the text to arrive. You can request a new secure code using the “Resend Secure Code” link below.

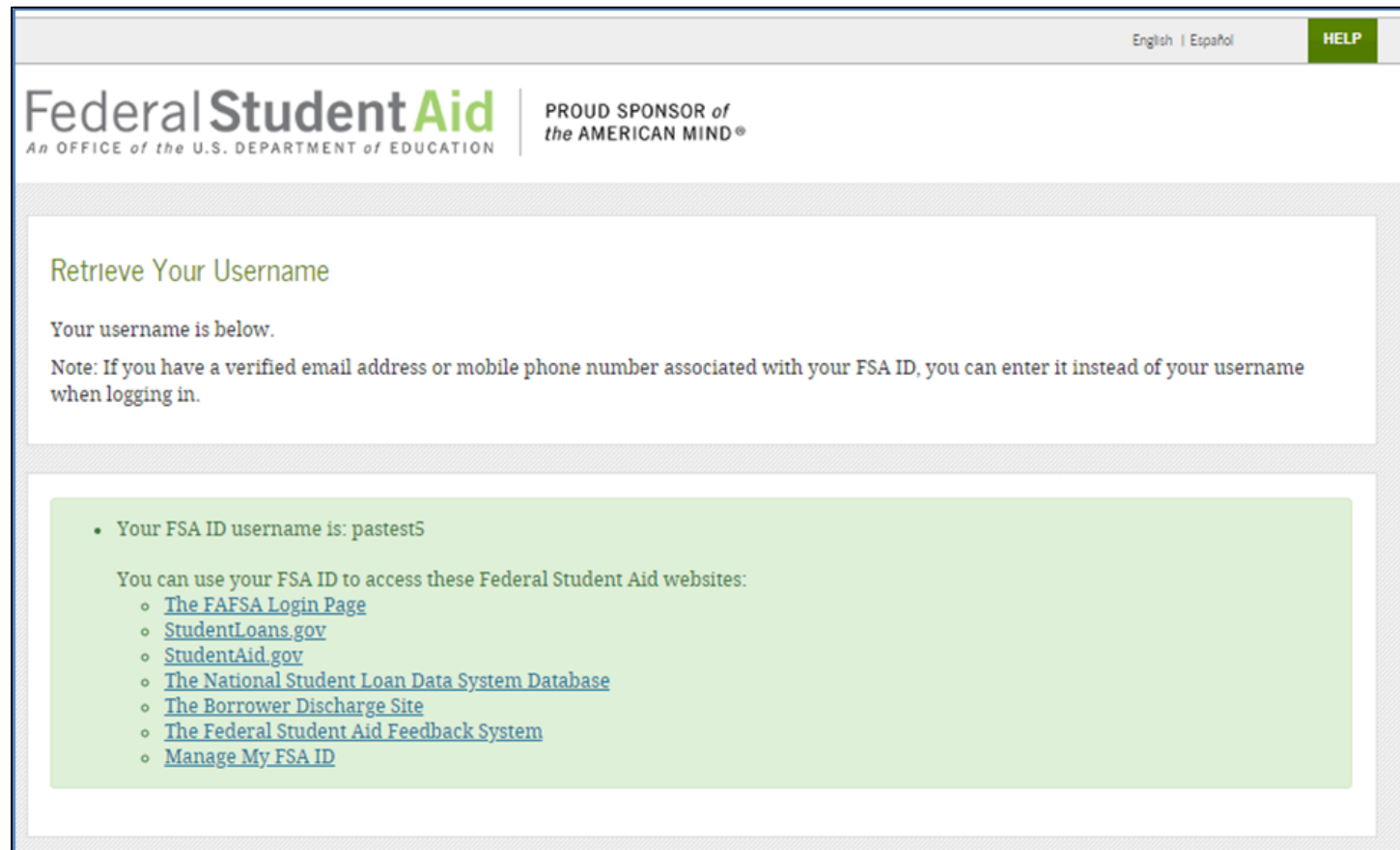
Secure Code

[Resend Secure Code.](#)

[Cancel](#) **SUBMIT**

# Retrieving Username Using Secure Code

Once you enter the secure code, the screen will display your username.



English | Español **HELP**

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## Retrieve Your Username

Your username is below.

Note: If you have a verified email address or mobile phone number associated with your FSA ID, you can enter it instead of your username when logging in.

- Your FSA ID username is: pastest5

You can use your FSA ID to access these Federal Student Aid websites:

- [The FAFSA Login Page](#)
- [StudentLoans.gov](#)
- [StudentAid.gov](#)
- [The National Student Loan Data System Database](#)
- [The Borrower Discharge Site](#)
- [The Federal Student Aid Feedback System](#)
- [Manage My FSA ID](#)

# Retrieving Username Using Challenge Questions

If you prefer to retrieve your username by answering your challenge questions, select “Answer my challenge questions.” Enter your Social Security number, last name, and date of birth. Then, select the “Continue” button.

English | Español **HELP**

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### Retrieve Your Username

Select one of the following options to retrieve your username:

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

Enter your Social Security number, last name, and date of birth below and then select CONTINUE. On the next page, you will be prompted to answer two of your challenge questions.

Social Security Number  -  -  ⓘ

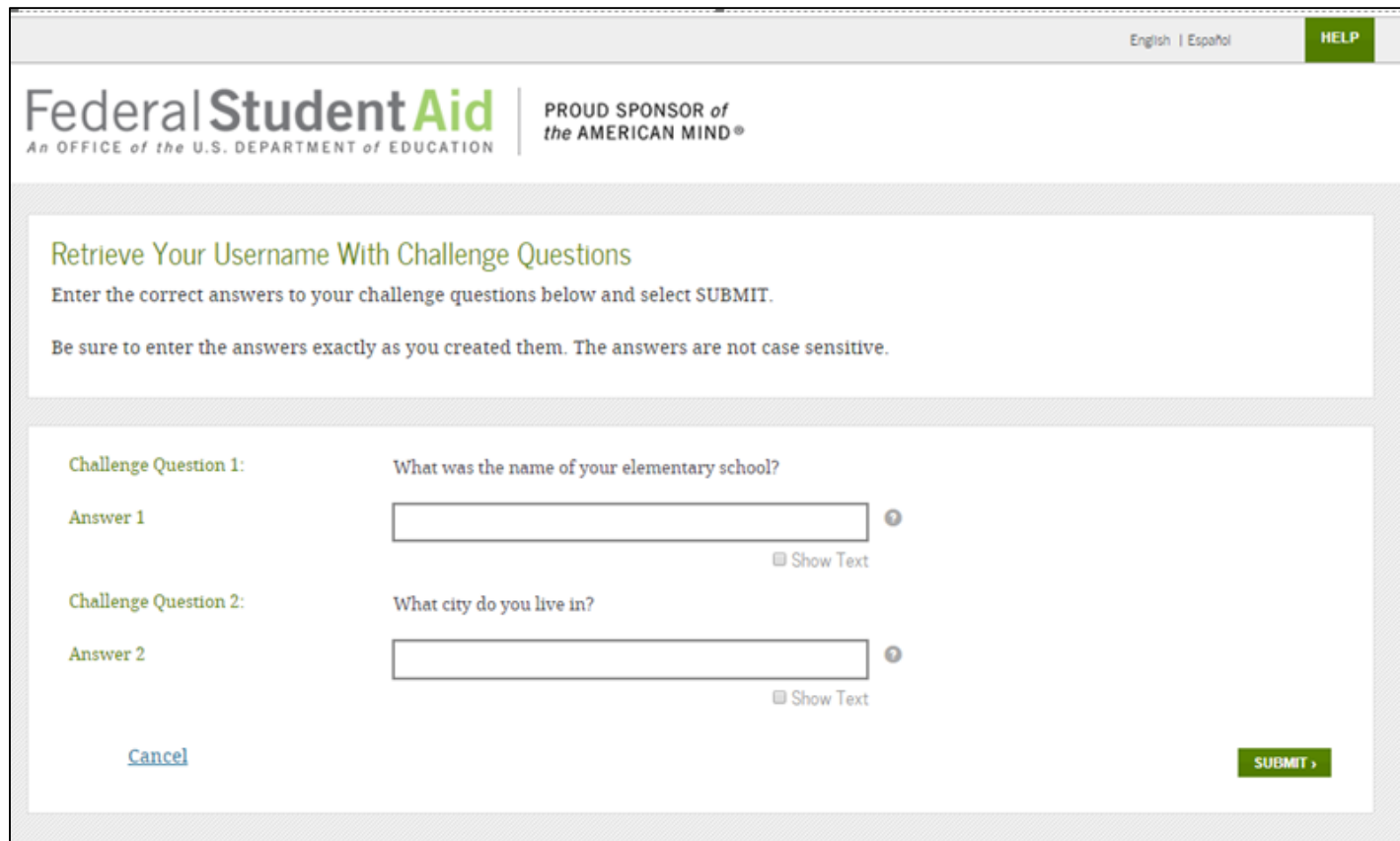
Last Name  ⓘ

Date of Birth  MM/DD/YYYY ⓘ

[Cancel](#) **CONTINUE**

# Retrieving Username Using Challenge Questions

- You'll be taken to a page where you'll need to answer your challenge questions.
- After answering the challenge questions, you'll be taken to a page that displays your username.



The screenshot shows a web page for retrieving a username. At the top right, there are links for 'English | Español' and a 'HELP' button. The main header features the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®' and 'An OFFICE of the U.S. DEPARTMENT of EDUCATION'. The main heading is 'Retrieve Your Username With Challenge Questions', followed by instructions: 'Enter the correct answers to your challenge questions below and select SUBMIT. Be sure to enter the answers exactly as you created them. The answers are not case sensitive.' There are two challenge questions, each with an answer field and a 'Show Text' button. The first question asks for the name of the elementary school, and the second asks for the city. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'SUBMIT' button.

English | Español [HELP](#)

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### Retrieve Your Username With Challenge Questions

Enter the correct answers to your challenge questions below and select SUBMIT.

Be sure to enter the answers exactly as you created them. The answers are not case sensitive.

Challenge Question 1: What was the name of your elementary school?

Answer 1  [Show Text](#)

Challenge Question 2: What city do you live in?

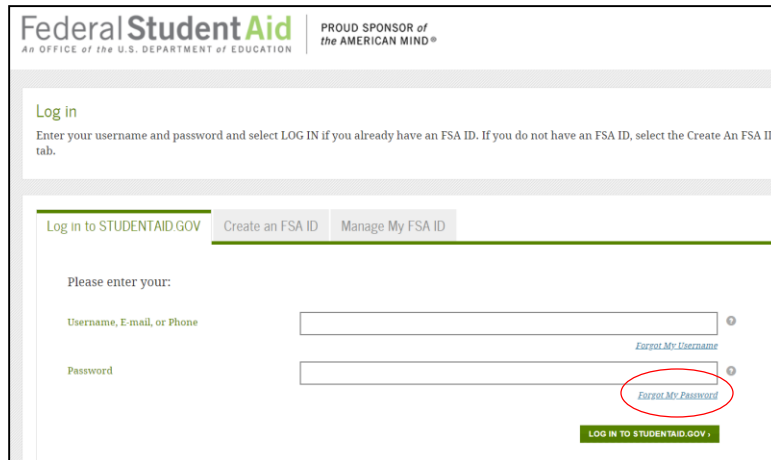
Answer 2  [Show Text](#)

[Cancel](#) [SUBMIT](#)

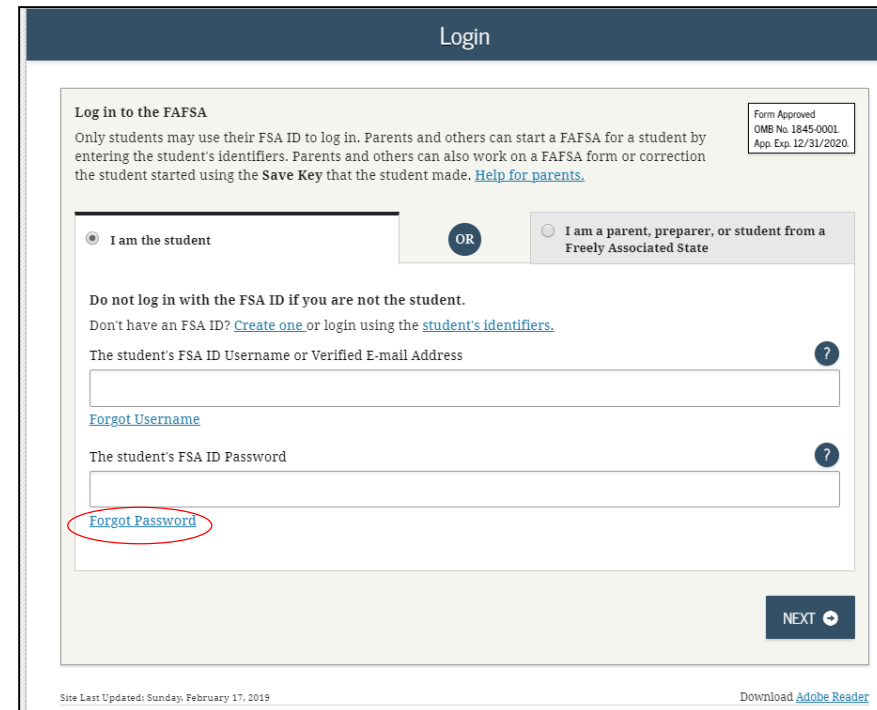


# Forgot Password

- Select “Forgot My Password” link at the log-in screen.
- The appearance of the link might vary depending on what website you are visiting.



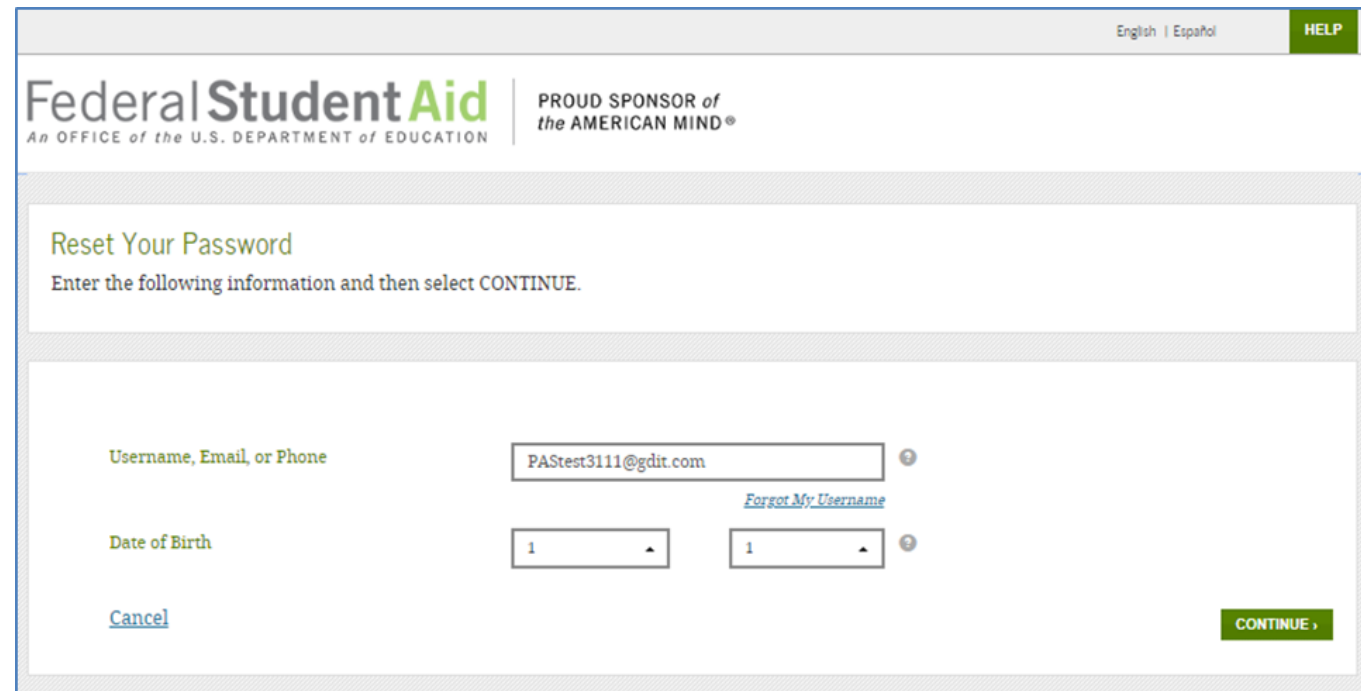
StudentAid.gov Log-in Screen



FAFSA® Log-in Screen

# Forgot Password

You can reset your password by providing your username (or verified email address) or your verified mobile phone number and the month and day of your date of birth. You also can reset your password by answering your challenging questions.



The screenshot shows the 'Forgot Password' page for Federal Student Aid. At the top right, there are links for 'English | Español' and a green 'HELP' button. The main header features the 'Federal Student Aid' logo, with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header, the page title is 'Reset Your Password' with the instruction 'Enter the following information and then select CONTINUE.' The form contains three input fields: 'Username, Email, or Phone' with the value 'PAStest3111@gdit.com' and a 'Forgot My Username' link; 'Date of Birth' with two dropdown menus showing '1'; and a 'Cancel' link. A green 'CONTINUE' button is located at the bottom right of the form area.

# Forgot 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.

English | Español **HELP**

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### Reset Your Password

Select one of the following options to reset your password.

**Note:** For security purposes, if you reset your password using the challenge question option, you will not be able to use your new password for 30 minutes.

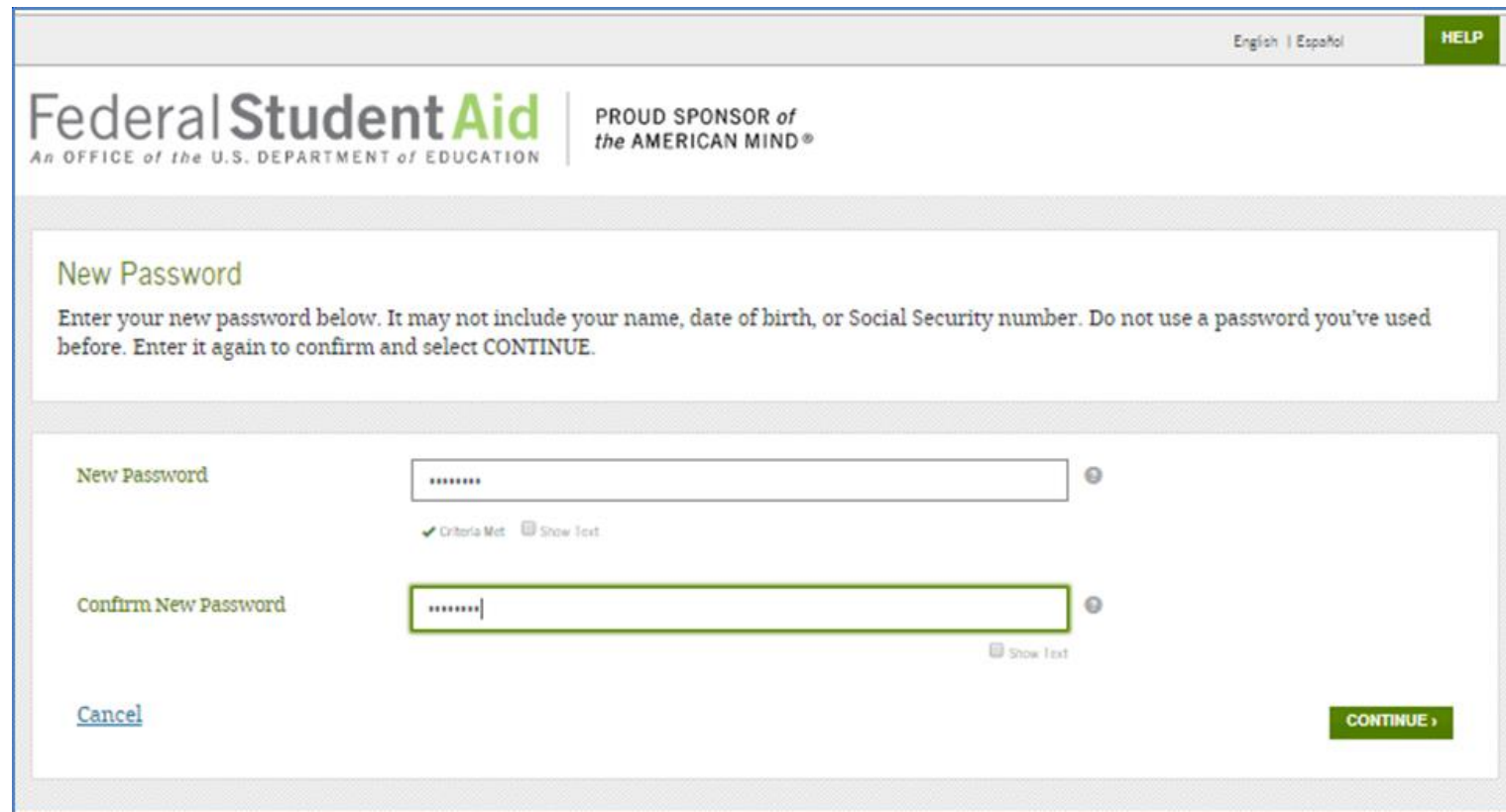
- Email a secure code to pa\*\*\*\*\*@gdit.com
- Text a secure code to my mobile phone ending in 3949
- Answer my challenge questions

[Cancel](#) **CONTINUE >**

**IMPORTANT**  
You will need to create a new password.

# Forgot Password

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

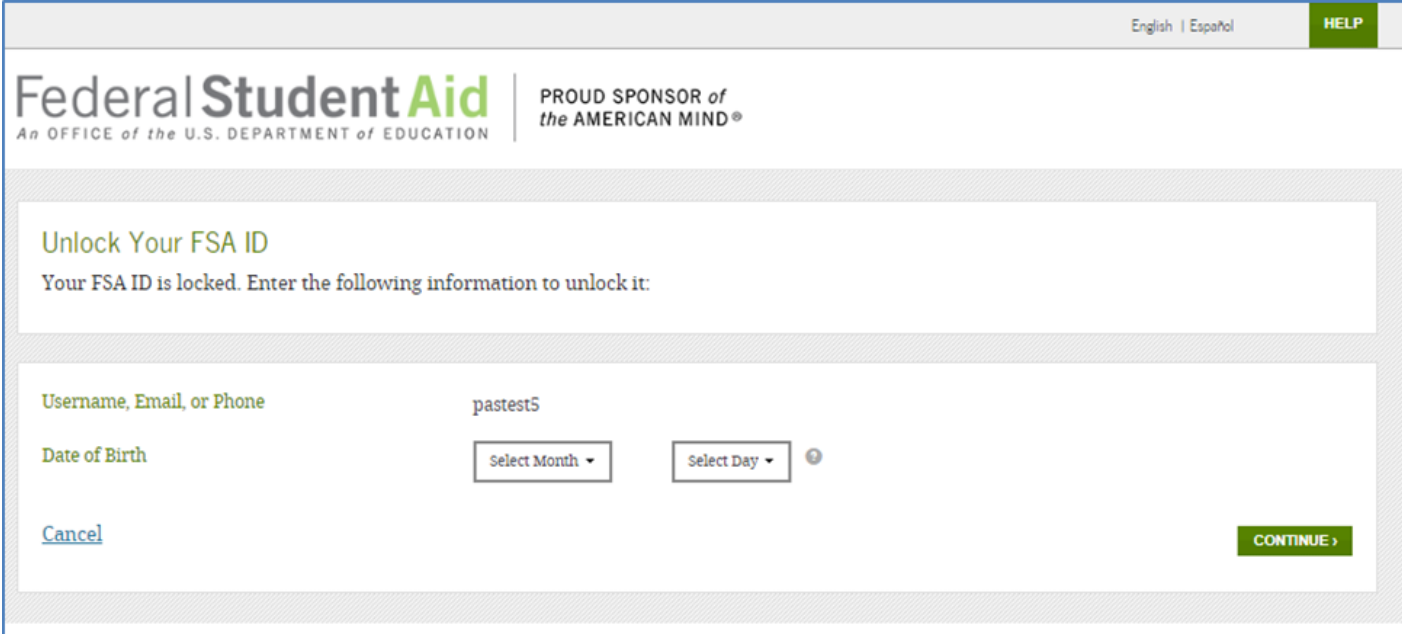


The screenshot shows the 'New Password' form on the Federal Student Aid website. At the top right, there are links for 'English | Español' and a 'HELP' button. The header includes the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®' and 'An OFFICE of the U.S. DEPARTMENT of EDUCATION'. The main heading is 'New Password', followed by instructions: '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. Enter it again to confirm and select CONTINUE.' The form contains two password input fields. The first is labeled 'New Password' and has a 'Show Text' button. Below it, a green checkmark indicates 'Criteria Met'. The second is labeled 'Confirm New Password' and also has a 'Show Text' button. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE' button.

# What to do if you're locked out of your account

# Locked Out

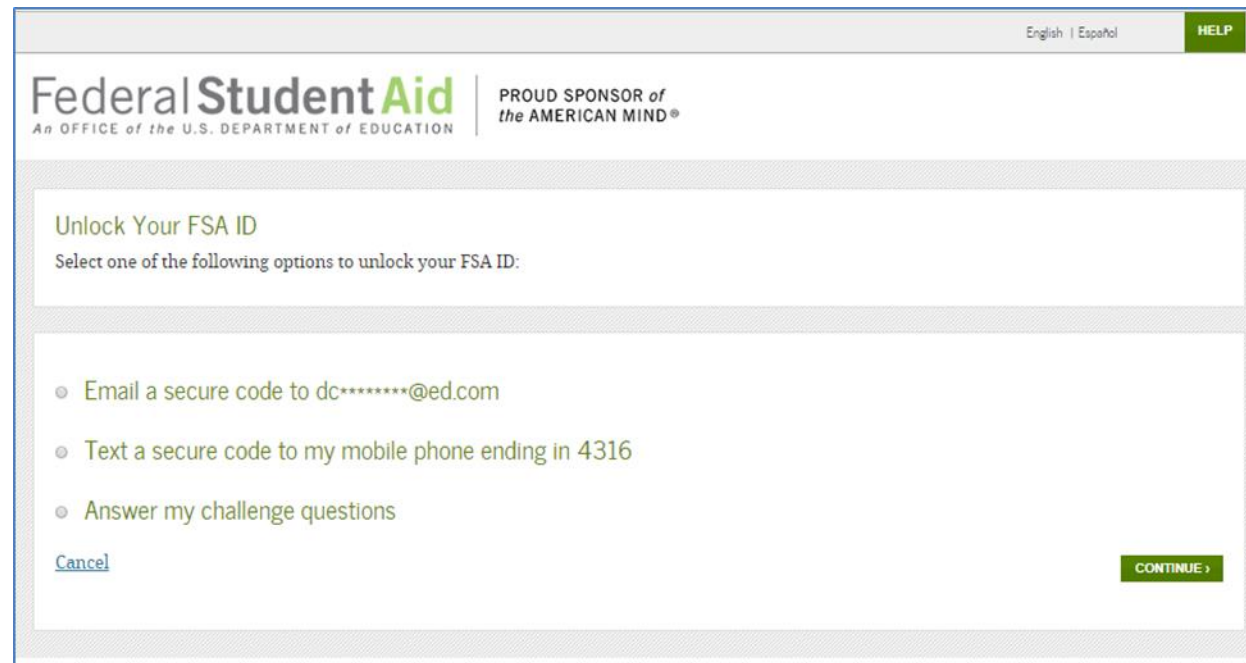
If you've been locked out of your FSA ID account for providing the wrong username or password, you'll need to provide the date of birth (month and day only) associated with the account to begin the unlock process.



The screenshot shows the 'Unlock Your FSA ID' page. At the top right, there are links for 'English | Español' and a 'HELP' button. The header includes the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header, the main heading is 'Unlock Your FSA ID' with the instruction 'Your FSA ID is locked. Enter the following information to unlock it:'. The form contains a text input field for 'Username, Email, or Phone' with the value 'pastest5'. Below it, the 'Date of Birth' section has two dropdown menus: 'Select Month' and 'Select Day'. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE >' button.

# Locked Out

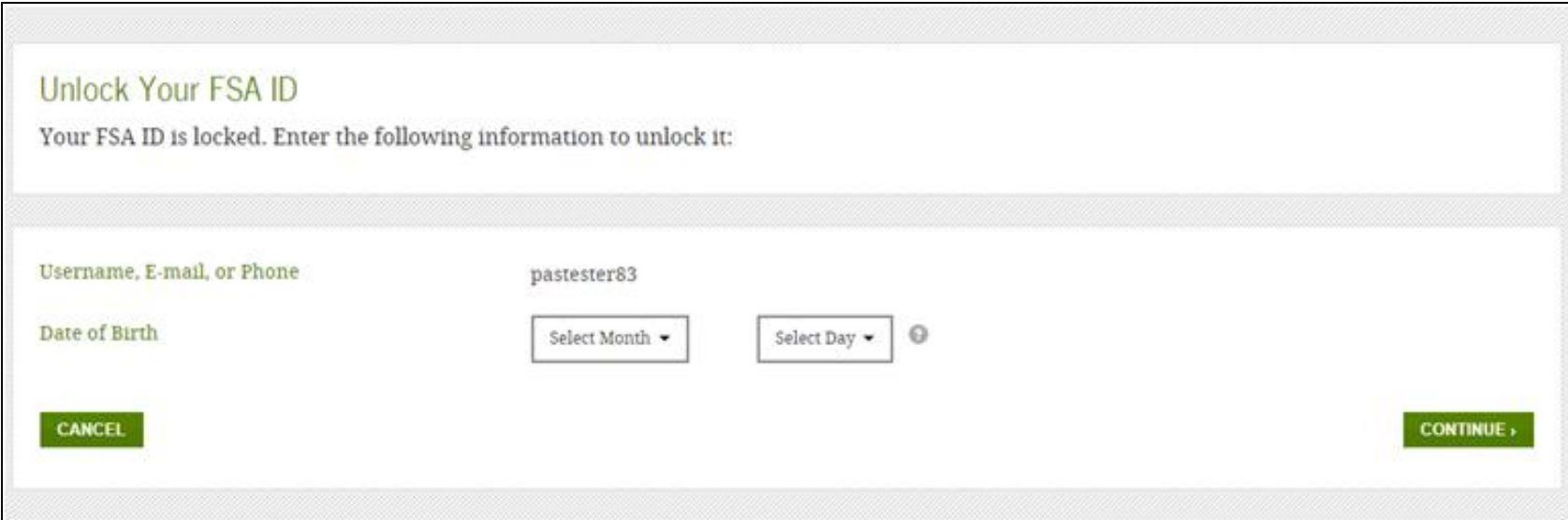
If you have verified your email address or mobile phone number, you can unlock your account using either the email or mobile phone option. You also can unlock your account by answering your challenge questions.



The screenshot shows the 'Unlock Your FSA ID' page from the Federal Student Aid website. At the top right, there are links for 'English | Español' and a 'HELP' button. The main header includes the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and 'PROUD SPONSOR of the AMERICAN MIND®'. The main content area is titled 'Unlock Your FSA ID' and contains the instruction 'Select one of the following options to unlock your FSA ID:'. Below this, there are three radio button options: 'Email a secure code to dc\*\*\*\*\*@ed.com', 'Text a secure code to my mobile phone ending in 4316', and 'Answer my challenge questions'. At the bottom left, there is a 'Cancel' link, and at the bottom right, there is a green 'CONTINUE >' button.

# Locked Out

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

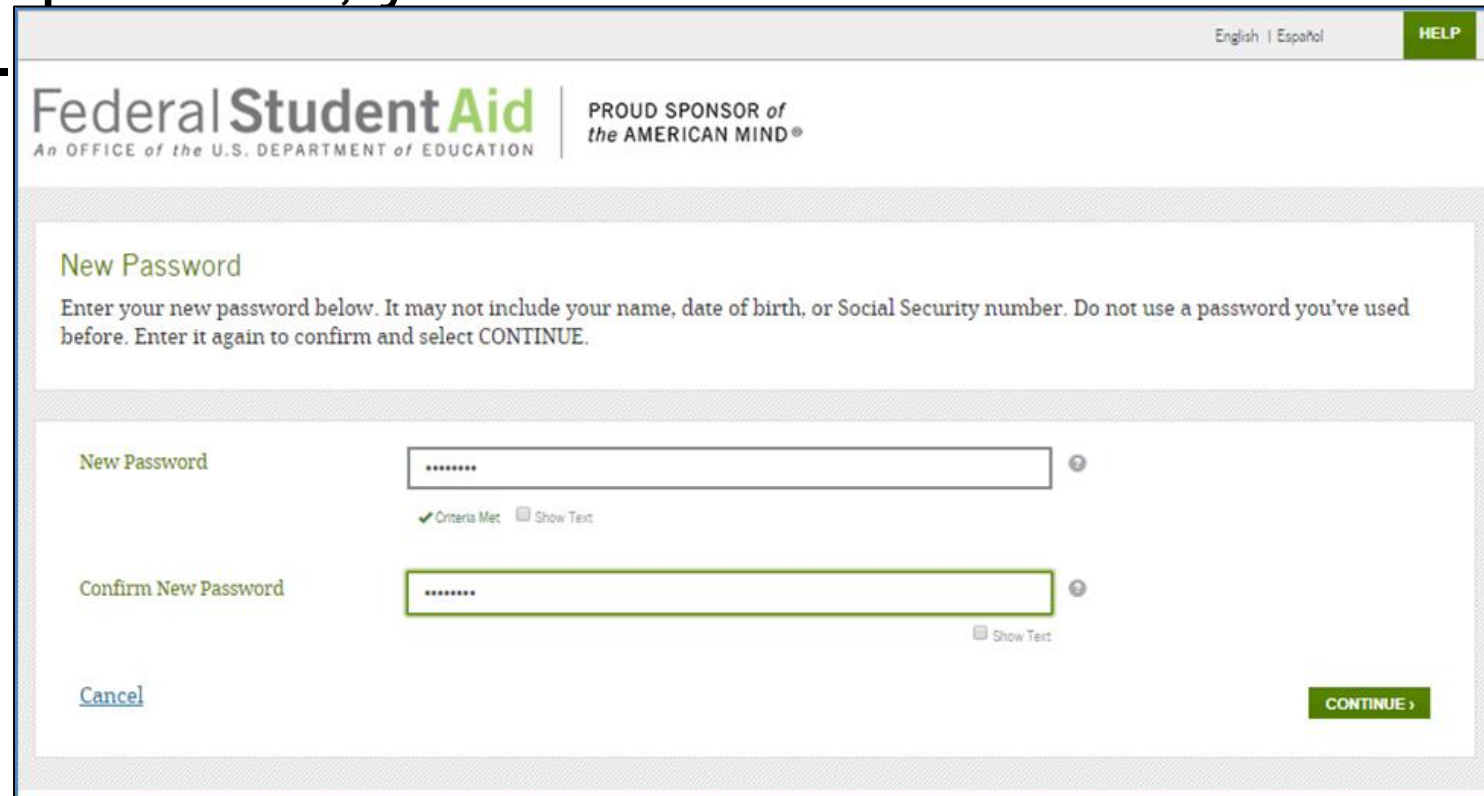


The screenshot shows a web form titled "Unlock Your FSA ID". Below the title, it says "Your FSA ID is locked. Enter the following information to unlock it:". The form has two main input sections. The first is labeled "Username, E-mail, or Phone" and contains the text "pastester83". The second is labeled "Date of Birth" and consists of two dropdown menus: "Select Month" and "Select Day", followed by a small question mark icon. At the bottom left of the form is a green button labeled "CANCEL", and at the bottom right is a green button labeled "CONTINUE".



# Locked Out

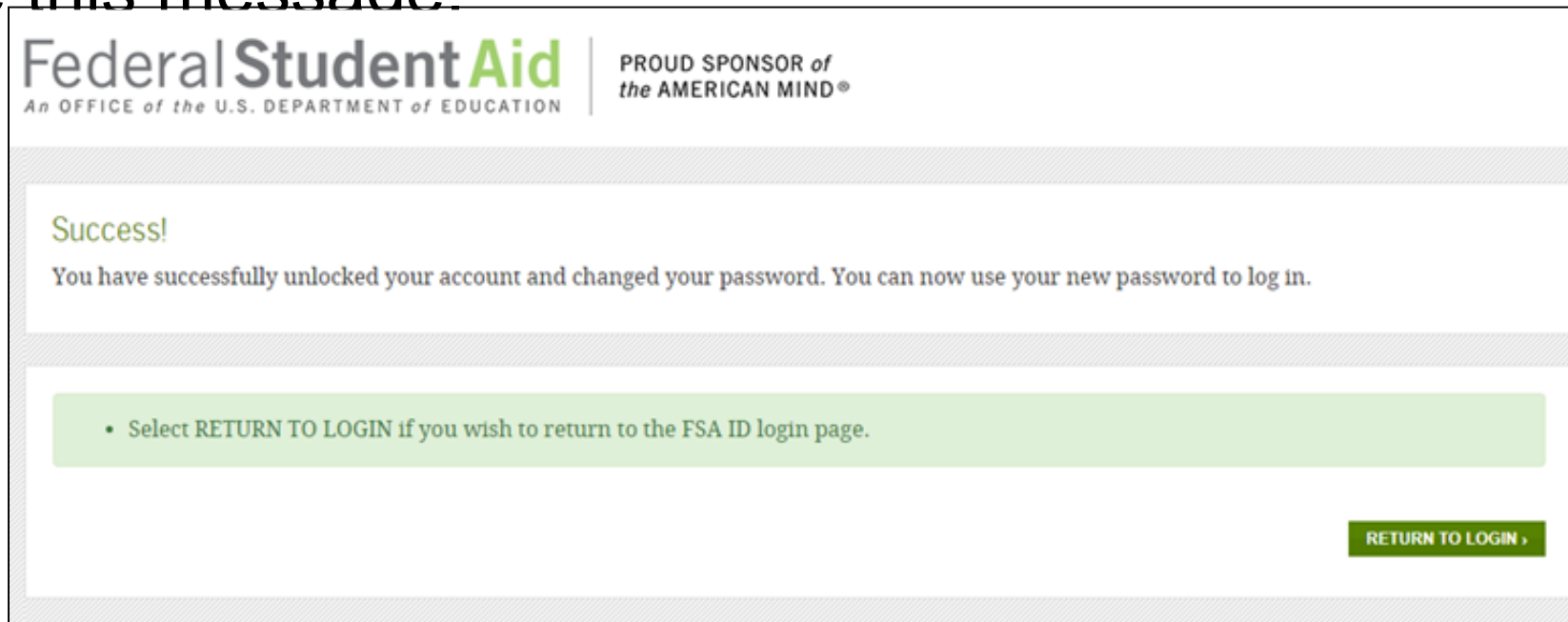
Once you successfully enter the secure code or answer your challenge questions, you'll be taken to the screen to change your password.



The screenshot shows the 'New Password' screen from the Federal Student Aid website. At the top right, there are links for 'English | Español' and a 'HELP' button. The main header includes the 'Federal Student Aid' logo, 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and the text 'PROUD SPONSOR of the AMERICAN MIND®'. The main heading is 'New Password', followed by instructions: '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. Enter it again to confirm and select CONTINUE.' Below this, there are two password input fields. The first is labeled 'New Password' and has a green checkmark and 'Criteria Met' indicator, along with a 'Show Text' button. The second is labeled 'Confirm New Password' and also has a 'Show Text' button. At the bottom left is a 'Cancel' link, and at the bottom right is a green 'CONTINUE >' button.

# Locked Out

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



The screenshot shows a success message from the Federal Student Aid website. At the top left, it says "Federal Student Aid" with "An OFFICE of the U.S. DEPARTMENT of EDUCATION" below it. To the right, it says "PROUD SPONSOR of the AMERICAN MIND®". The main message is "Success!" followed by "You have successfully unlocked your account and changed your password. You can now use your new password to log in." Below this is a green callout box with the text "• Select RETURN TO LOGIN if you wish to return to the FSA ID login page." At the bottom right, there is a green button labeled "RETURN TO LOGIN >".

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**Success!**  
You have successfully unlocked your account and changed your password. You can now use your new password to log in.

- Select RETURN TO LOGIN if you wish to return to the FSA ID login page.

[RETURN TO LOGIN >](#)

Where to get more information

# Where to get more information

Additional details on the FSA ID, including answers to frequently asked questions and tips on creating an FSA ID, can be found at [StudentAid.gov/fsaid](https://studentaid.gov/fsaid).