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.

StudentAid.gov Log-in Screen

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).
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.
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.
Retrieving Username Using Secure Code

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

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.
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.
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.
Locked Out

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

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

![Image of the Federal Student Aid website showing a success message after unlocking an account and changing the password.](image-url)
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.