

## Troubleshooting Your FSA ID

*Each individual will have their own FSA ID which they will use to access websites owned by the Department of Education. Students and parents should create their own IDs and should never use anyone's but their own to sign a FAFSA or access Department of Education websites.*

### **My parents created my FSA ID for me and did not give me the username or password:**

1. You will need to log into your account using either the email address associate with your account or by answering the security questions. You may need to contact your parents for these.
2. Once you have logged into your account click on *Edit My FSA ID* and verify the name, Date of Birth and Social Security Number linked to the account. If these are close to yours but not entirely correct you can change this information. If they are your parent's, **STOP. Do not make corrections. You may not have an FSA ID set up yet.**
3. The email address, phone number, and mailing address should also match that of the account holder.

**Parents should NEVER create an FSA ID for a student, and vise versa**

### **I don't know if I have an FSA ID:**

#### *Option 1*

1. Search your email inbox for "FSA ID Information". Remember to check your spam folder.

#### *Option 2*

2. Go to [WWW.FSAID.ed.gov](http://WWW.FSAID.ed.gov), and select *Create an FSA ID*.
3. Enter a username and password, but **do not enter an email address**. Click *Continue*.
4. Enter your name, Date of Birth, and Social Security Number as they appear on your social security card. Select *Continue*.
5. If you receive the error message ***The information you entered is already associated with an FSA ID...*** then you or someone else may have set up an account for you already, and you will need to recover your username and password.

### **I don't remember my username:**

1. Go to [WWW.FSAID.ed.gov](http://WWW.FSAID.ed.gov), and select *Edit My FSA ID*.
2. Select *Forgot My Username*.
3. Skip to step 6 if you do not know your email address. Otherwise, enter your email, then open your email account in another browser tab. Keep the FSA ID tab open.
4. If the email address you entered is linked to your account then a secure code from "FSA ID Information" will be sent to that address. Enter this code in the FSA ID website.
5. Your FSA ID (username) will be displayed in green. Note this, and select *Return To Login*.

*or*

6. If you do not know what email address is linked to your account, select *Challenge Questions* and enter your biographical information as prompted. Click *Continue*.
7. Answer the 3 challenge questions, click *Show Text* to check your spelling, and click *Verify*.
8. Your FSA ID (username) will be displayed in green. Note this, and select *Return To Login*.

### **I don't remember my password:**

1. Go to [WWW.FSAID.ed.gov](http://WWW.FSAID.ed.gov), and select *Edit My FSA ID*.
2. Select *Forgot My Password*.
3. Skip to Step 6 if you do not know your email address. Otherwise, enter it, then open your email account in another browser tab. Keep the FSA ID tab open.
4. If the email address you entered is linked to your account then a secure code from "FSA ID Information" will be sent to that address. Enter this code in the FSA ID website.

5. Reset your password as prompted. You will be able to use it and your username immediately.

or

6. If you do not know what email address is linked to your account, select *Challenge Questions* and enter your username as prompted. Click *Continue*.

7. Answer the 3 challenge questions, click *Show Text* to check your spelling, and click *Verify*.

8. You will be prompted to reset your password but will be locked out of your account for the next 30 minutes.

#### **My Social Security Number was entered incorrectly when I set up my FSA ID:**

If you received an email from “FSA ID Information” notifying you that ***Your Social Security Administration (SSA) match was completed and we were unable to verify your identifiers***, then you must log back in to your FSA ID and correct the social security number associated with your account.

#### **I cannot update my Social Security Number:**

If the website will not allow you to correct your SSN, then an FSA ID is already associated with the correct SSN. Recover your username and password to this account using the security questions tied to it. You must then deactivate the account which contains the incorrect information.

#### **I am unable to retrieve my username and password:**

You will need to call the FSA ID customer support center at **1-800-4FED-AID (1-800-433-3243)**. A representative will verify your identity and assist you.

#### **I do not have or choose not to provide an E-mail address:**

You are not required to provide an email address to create an FSA ID; however, doing so will simplify the process if you forget your username or password. Without an email address you will not receive notifications if someone attempts to recover your credentials without your permission or if there is a problem with your account.

#### **My E-mail address has already been used to create an account:**

An email address can only be linked to one account at a time. If your email address was used to create an account other than your own, the person using that address will need to change the email linked to *their* account first before you can use it for your own.

#### **What else do I need to know?**

If you created a federal PIN in a prior year you can link this to your FSA ID. This will expedite the match process with the Social Security Administration.

When you use your FSA ID to start a new FAFSA your personal information is automatically pulled from your FSA ID account. If something is incorrect on your FAFSA it may be incorrect on your FSA ID as well.

Each FSA ID requires the user to have a valid Social Security Number. If your parent does not have a SSN they will not be able to sign your FAFSA. They must print the FAFSA signature page and mail it to the Processor.

You can sign your FAFSA right after you create an ID but cannot use other Department of Education websites until the SSA successfully confirms your information.

*For additional help with your account call the FSA ID customer support line at **1-800-4FED-AID (1-800-433-3243)**. Only the account holder may dial and speak with customer support staff regarding their account.*