

## Common Issues

### How do I unlock my FSA ID?

There are two ways to unlock your FSA ID. You can either use your e-mail or answer some of your challenge questions.

To start:

1. Go to the "[Edit My FSA ID](#)" tab.
2. Log in using your username and password. You will receive the message, "Your FSA ID is locked. To unlock it, use one of the following options." Select one of the two options.

#### Option 1: E-mail

1. Click the e-mail button. You will be taken to a page that says "Unlock Your FSA ID – Using Email." A secure code will be sent to your e-mail address that's on record with your FSA ID.
2. Open your e-mail in a different browser tab or window or from another device. Do not close the FSA ID web page while accessing your e-mail.
3. Once you receive the e-mail, enter the secure code on the FSA ID page in the box that says "Secure Code." The secure code expires after 10 minutes.
4. Click on the submit button. Your account is unlocked and you will be taken to a page to change your password.
5. Follow the instructions to create a new password.

#### Option 2: Challenge Questions

1. Click the "challenge questions" button. You will be taken to a page that says "Unlock Your FSA ID – Using Challenge Questions."
2. Answer three of your five challenge questions shown on the screen. Your answers must match the ones you entered when creating your account. The answers are not case sensitive.
3. Click on the verify button. If you answered your challenge questions correctly, your account is unlocked and you will be taken to a page to change your password.
4. Follow the instructions to create a new password.

### I forgot my username. How can I retrieve it?

1. Go to [Edit My FSA ID](#)
2. Click "Forgot My Username" underneath the "Username" field.
3. Choose the option to receive a secure code via e-mail (open your e-mail in a different browser window or device) or to answer challenge questions. Follow the instructions on the screen.
4. After successfully entering the secure code received by e-mail or by answering your challenge questions, the username will be displayed on screen.

### I forgot my password. How can I reset it?

1. Go to [Edit My FSA ID](#)
2. Click "Forgot My Password" underneath the "Password" field.
3. Choose the option to receive a secure code via e-mail (open your e-mail in a different browser window or device) or to answer challenge questions (30 minute delay). Follow the instructions on the screen.
4. After successfully entering the secure code received by e-mail or by answering your challenge questions, you will be taken to a screen that will let you create a new password.

**Note: For security purposes, if you unlocked your FSA ID using your challenge questions, then you must wait half an hour before you can use your FSA ID.**

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### [How can I tell if I already have an FSA ID?](#)

The FSA ID replaced the Federal Student Aid PIN on May 10, 2015. If you have not logged into a Federal Student Aid website since May 10, then you probably do not have an FSA ID even if you submitted a FAFSA earlier in the year. To check to see if you have an FSA ID, go to [Edit My FSA ID](#). Enter your FSA ID username and password. If you verified your e-mail address during account creation, you can enter your e-mail address instead of your username. If you are able to log in and see your FSA ID profile, then you have an FSA ID. If you cannot log in, then you need to create an FSA ID. Go to [Create an FSA ID](#) to make an FSA ID. Only the FSA ID owner should create and use the account.

### [What do I do if I get a message saying my secure code has expired?](#)

If you request self-service functions and indicate you want to use your e-mail, a secure code is sent to you to be entered into your Web page. The secure code e-mailed to you is active only while your Web page is open and active. If you enter a secure code into the Secure Code field and receive messaging that the code has expired, then you are using an old secure code. Check your e-mail to make sure you are using the most recent secure code that was e-mailed to you. If you cannot find a recent e-mail with a secure code, and you are on a screen that has the option to send another secure code, then select this option. Another new secure code will be e-mailed to you.

### [Why don't I see an option to associate my PIN with my FSA ID?](#)

Only PINs with a verified match with the Social Security Administration (SSA) will be allowed to associate their PIN with their FSA ID. By associating a verified PIN with your FSA ID, you do not have to go through the SSA match, which can take up to 1-3 days.

If you have a PIN, but it was not verified (meaning SSA did not have a good match), then you cannot associate that PIN with your FSA ID and your identifiers will be sent to SSA for verification.

You will have limited access to certain applications until your information is verified with the SSA.

Once we complete verification with the SSA (1-3 days), you will be able to use your FSA ID to access your personal information on Federal Student Aid websites.

### [Where can I get help creating or using the FSA ID?](#)

Help is available throughout the FSA ID site by clicking the question marks next to every question. Additionally, answers to common questions can be found on this page, "Frequently Asked Questions."

Additional assistance with the FSA ID is available:

- By e-mail at [StudentAid@ed.gov](mailto:StudentAid@ed.gov) (for general inquiries that do not include personally identifiable information)
- By phone at 1-800-557-7394,
- By TTY for the hearing impaired at 1-800-730-8913, and
- By web chat. From [fafsa.gov](http://fafsa.gov) click "Help," then "Contact Us" and then the LIVE HELP button to initiate a chat.