

How do I unlock my FSA ID?

FSA IDs are used to log in to certain U.S. Department of Education (ED) websites, complete the FAFSA, accept student loans and more. One parent of a dependent student will also need to create an FSA ID.

FAFSA website: fafsa.gov
FSA ID website: <https://studentaid.gov/fsa-id>
FSA helpline: 1-800-433-3243

To unlock your FSA ID, follow these steps:

1. [Log in to your account](https://studentaid.gov/fsa-id) at <https://studentaid.gov/fsa-id>. You should see a message that says “Your FSA ID is locked.”
2. At that page, if you have a verified mobile phone number and/or verified email address, you will have the option to request that we send you a secure code to your verified mobile phone number or email address, or you can answer your challenge questions.
3. Select one of the methods available to you, provide the month and day of your birth, and then select the “Continue” button.
4. If you requested a secure code be sent to your verified mobile phone number or email address, enter the secure code and reset your password. If you answered your challenge questions, reset your password. 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.