

What if I forgot my FSA ID username and password?

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

Don't try to guess your FSA ID. Your FSA ID will be locked after three unsuccessful login attempts. Once the FSA ID is locked, you'll have to unlock your FSA ID and change your password before you can use the FSA ID again.

Here are a few hints to help you remember your password.

- The FSA ID password is 8-30 characters long.
- The FSA ID password must include at least one uppercase letter, at least one lowercase letter and at least one number. The password is case-sensitive.
 - Special characters are not required, but the following characters may be included as part of your password:
! # \$ % & ; () * + - . : ; < = > ? @ [] ^ _ { } ~

If you don't remember your username, you can try logging in with your email address or mobile phone number instead of your username. This works only if you have previously verified your email address or mobile phone number.

If you still don't remember your FSA ID username or password, select [Forgot My Username](#) or [Forgot My Password](#) on the login page or go to: <https://studentaid.gov/fsa-id/sign-in/retrieve-username>, then follow the instructions to recover or reset your username or password.

There are three options for unlocking your FSA ID, retrieving your FSA ID username or resetting your FSA ID password.

- Text a code to your verified mobile phone number
- Send a code to your verified email address
- Answer the challenge questions

If you did not previously verify your telephone number or email address, that option will not be available to you. Codes are sent only to verified mobile phone numbers and email addresses. If you use your challenge questions to unlock your FSA ID, you will have to wait 30 minutes before logging in with your FSA ID.

Please note the school does not have access to your FSA ID or password and cannot reset them for you. If none of these options works, call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) or visit: <https://studentaid.gov/help/forgot-fsa-id>