I received an error that my name, date of birth, and Social Security number listed on the FAFSA form do not match my FSA ID. What does that mean?

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

The name, date of birth (DOB), and Social Security Number (SSN) you list on the *Free Application for Federal Student Aid* (FAFSA®) form must match what you listed when you registered for your FSA ID **exactly**.

If you're getting this error, it means that your name, date of birth, or SSN from your FSA ID and FAFSA form don't match. This error often occurs when you put the student's or parent's FSA ID information in the wrong field. Make sure you added the student's or parent's FSA ID information to the correct role first. This is one reason why it's very important that you don't use anyone's FSA ID but your own.

If switching student and parent is not the problem, you can check to see if your FAFSA form and FSA ID information match up by following these steps:

Check Your FSA ID Information

1. Log in to your account (https://studentaid.gov/fsa-id/sign-in/landing)
2. Go to the "Personal Information" page under Settings.
3. Check your name, date of birth, and SSN listed, and verify that all three match what appears on your Social Security card exactly. If your information matches, proceed to the next step of checking your FAFSA information. If your information doesn't match, correct and save it (**Note:** If you edit your FSA ID information, you may need to wait up to 3 days for that information to process before you can use your FSA ID to log in to your FAFSA form.

Check Your FAFSA Information

1. Go to fafsa.gov and select ""Log-in"" button.
2. If you're the student, enter your FSA ID username and password on the left. If you're the parent, use the "I am a parent, preparer, or student from a Freely Associated State" option on the right.
3. Enter the Save Key, if asked.
4. Verify that your name, date of birth, and SSN match what was in your FSA ID account information.

If you checked, your information does match, and you're still getting an error, the FSA ID owner can call the Federal Student Aid Information Center at 1-800-433-3243 for FSA ID assistance.