

Create an Account (FSA ID)

Create an Account (FSA ID)

Step 1 of 7

Personal Information

I understand that I'll be required to certify that the information I provide to create an account (FSA ID) is true and correct and that I'm the individual I claim to be.

If I'm not the person I claim to be, I understand that I'm not authorized to proceed and that I should exit this form now. If I provide false or misleading information, I understand that I might be subject to a fine, prison time, or both.

First Name
 ?

Middle Initial
 ?

Last Name
 ?

Date of Birth

Month	Day	Year
<input type="text" value="09"/> ?	<input type="text" value="06"/> ?	<input type="text" value="1993"/> ?

Social Security Number (SSN)
 SHOW SSN ?

Note: A user can only have one account associated with his or her Social Security number.

1 The student will complete the fields under the "Create an Account (FSA ID)". Instruct students on which fields to complete and how to complete them. **NEVER provide or ask for the information entered into the fields.** The student **CANNOT** share their password with you. **NEVER** ask for the student's password. **NEVER** assist the student in creating their password.

Create an Account (FSA ID)

Step 2 of 7

Account Information

Because financial aid agreements are legally binding, you can't create an account for someone else, even another family member. Parents and students must create their own accounts.

Username

 ?

✔ Username is available.

Email Address

 ?

Confirm Email Address

 ?

Password

 Show Password ?

- ✔ Uppercase
- ✔ Lowercase
- ✔ Number
- ✔ 8+ characters

Confirm Password

 Show Password ?

Previous

Continue

1 After personal information the student will be prompted to create a username, add their email address and create a password.

Contact Information

Permanent Address

Address



City



State



ZIP Code



Phone Number

Mobile Phone Number



Confirm Mobile Phone Number



[+ Add Alternate Phone Number](#)

Mobile Phone Account Recovery

We strongly recommend setting up mobile phone account recovery. This option is used to help you restore access to your account by sending you a code via text message if you are locked out.

Yes, I would like to use my mobile phone for account recovery.



By selecting this option, you agree to receive text messages on your mobile phone and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).

Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to opt out.

[Previous](#)

[Continue](#)

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In the next step, they will enter their contact information.

Communication Preferences

Required Communications

The U.S. Department of Education (ED) and its federal student loan servicers will need to send you required communications and documents related to your federal student aid, such as student loan disclosures and interest statements.

I want to receive these communications:

By email *Recommended*

i By selecting this option, you agree to receive required communications by email and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).

By postal mail

Informational Communications

ED and its federal student loan servicers want you to feel confident about the financial aid and student loan process. To help with this, we will sometimes send out information about programs you may be eligible for, such as grant programs, student loan forgiveness programs, income-based repayment plans, and more.

I want to receive these communications:

By email

i By selecting this option, you agree to receive informational emails and confirm you have reviewed and agree to FSA's [Terms and Conditions](#).

By text message

Preferred Language

Your choice lets us know how you would like to view website content once logged in, and what to use for your communications.

Language

English **?**

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The student will select their communication preferences and language.

Step 5 of 7

Challenge Questions

Challenge questions and answers are used to retrieve your username or password if you forget them or if you need to unlock your account.

Note: Answers are not case-sensitive.

Challenge Question 1

Question

 ?

Answer

 Show Answer ?

Challenge Question 2

Question

 ?

Answer

 Show Answer ?

Challenge Question 3

Question

 ?

Answer

 Show Answer ?

Challenge Question 4

Question

 ?

Answer

 Show Answer ?[Previous](#)[Continue](#)

1

The student will select challenge questions for added security. **Do not assist the student in creating challenge questions.**

Step 6 of 7

Confirm and Verify

Verify the information you provided for your account below. If there is an error, select "Edit" to correct the information.

Personal Information

NAME
[REDACTED]

DATE OF BIRTH
[REDACTED]

SOCIAL SECURITY NUMBER (SSN)
[REDACTED]

Edit 

Contact Information

PERMANENT ADDRESS
[REDACTED]

MOBILE PHONE NUMBER
[REDACTED]

MOBILE PHONE ACCOUNT RECOVERY
Yes

Edit 

Account Information

USERNAME
[REDACTED]

EMAIL ADDRESS
[REDACTED]

PASSWORD
[REDACTED]

Edit 

Communication Preferences

REQUIRED COMMUNICATIONS
Email

INFORMATIONAL COMMUNICATIONS
Email

LANGUAGE
English

Edit 

Challenge Questions

CHALLENGE QUESTION 1
What is the nickname of your youngest sibling?

CHALLENGE QUESTION 2
What is the first name of your best friend?

CHALLENGE QUESTION 3
What is your mother's maiden name?

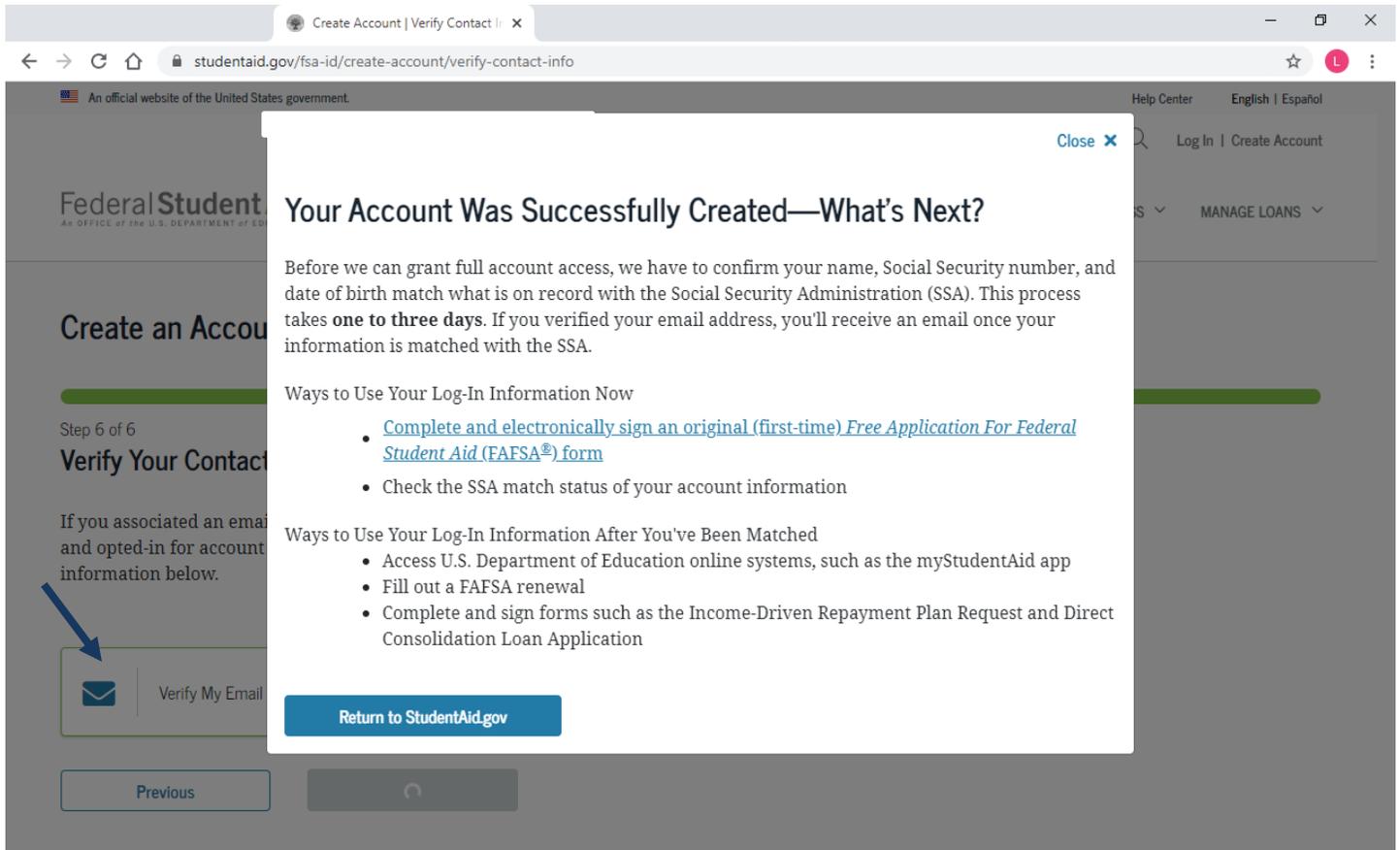
CHALLENGE QUESTION 4
What is your father's middle name?

I agree to Federal Student Aid's [Terms and Conditions](#).

Previous Continue

1

The student will confirm and verify all of the information they have entered. They must select the "I agree to Federal Student Aid's Terms & Conditions" before continuing.



studentaid.gov/fsa-id/create-account/verify-contact-info

An official website of the United States government.

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

Help Center English | Español

Log In | Create Account

MANAGE LOANS

Your Account Was Successfully Created—What's Next?

Before we can grant full account access, we have to confirm your name, Social Security number, and date of birth match what is on record with the Social Security Administration (SSA). This process takes **one to three days**. If you verified your email address, you'll receive an email once your information is matched with the SSA.

Ways to Use Your Log-In Information Now

- [Complete and electronically sign an original \(first-time\) Free Application For Federal Student Aid \(FAFSA®\) form](#)
- Check the SSA match status of your account information

Ways to Use Your Log-In Information After You've Been Matched

- Access U.S. Department of Education online systems, such as the myStudentAid app
- Fill out a FAFSA renewal
- Complete and sign forms such as the Income-Driven Repayment Plan Request and Direct Consolidation Loan Application

Return to StudentAid.gov

Verify My Email

Previous

- 1 Federal Student Aid will automatically send an email containing a secure code. The student can verify their email address by entering the code and clicking the "Verify My Email" button. Once complete, the student will be prompted with a "what's next pop-up which contains a link to the FAFSA.

Troubleshooting

Creating a Federal Student Aid Account (FSA ID) is an important first step for students to access Federal Student Aid's online system and sign their FAFSA. However, some students may encounter technical issues while creating their account. In those cases, you may use the following troubleshooting steps to provide assistance or help a student request their information.

Some scenarios have multiple solutions. Familiarize yourself with each one by visiting studentaid.gov and trying each solution yourself. That way, you can use your own experience to provide each student with their best solution.

<p>FORGOT LOGIN Use Email or number to login or select Forgot my Username</p>	<p>EMAIL, TEXT OR CHALLENGE QUESTIONS</p> <ul style="list-style-type: none"> • Enter email or number & birthday • Select 1 of 3 options: Text or Email a secure code or answer challenge questions. • Username is shown on screen 		<p>Contact Student Aid Hotline. An agent will walk through options. If that doesn't fix issue, agent will begin "verification" process requiring copies of ID. *Process takes 7-10 days from the point when the student sends documentation.</p>
<p>FORGOT PASSWORD Select "Forgot My Password"</p>	<p>EMAIL, TEXT OR CHALLENGE QUESTIONS</p> <ul style="list-style-type: none"> • Enter username, email or number & birthday <ul style="list-style-type: none"> ◦ They will not need to enter secure code if using username • Select 1 of 3 options: Text or Email a secure code or answer challenge questions.* • Create a new password 		<p>*Note: If student uses the challenge question option to reset their password, there's a 30-minute delay before they can use their FSA ID.</p>
<p>FSA ID IS LOCKED (After 3 attempts)</p>	<p>EMAIL OR TEXT</p> <ul style="list-style-type: none"> • Click "Text" or "Email" a secure code • Enter code & click "Submit" • Once unlocked, reset the password 	<p>ANSWER MY CHALLENGE QUESTIONS</p> <ul style="list-style-type: none"> • Answer your challenge questions. • Once unlocked, reset the password 	<p>* Do not attempt to have student create a new FSA ID if they have been locked out of their account.</p>
<p>UNABLE TO ENTER FSA ID INTO FAFSA</p>	<p>Check that the name, SSN, and DOB match on both the FAFSA and FSA ID account.</p>	<ul style="list-style-type: none"> • Go to "Submit & Sign" page on the FAFSA. • Click on "Print Signature Page" link. • Wet sign signature page. Mail to AIU. <p>*Signature page must be physically mailed in order to be accepted.</p>	<ul style="list-style-type: none"> • Student must verify their email (student will receive code) which can be done through that page. • Once student receives email w/ code, they will be directed to Student Aid site to complete process. • Student will need to go back to FAFSA site to finish signature process.
<p>NO ACCESS TO EMAIL (Previously registered)</p>	<p>Have secure code sent to mobile phone if student previously verified their phone number.</p>	<p>Answer Challenge Questions</p>	<p>Contact Student Aid Hotline. An agent will walk through options. If that doesn't fix issue, agent will begin "verification" process requiring copies of ID. *Process takes 7-10 days from the point when the student sends documentation.</p>
<p>CAN'T ENTER PHONE NUMBER</p>	<p>Expand/zoom screen if on their phone or tablet.</p>	<p>Make sure student is using Firefox, Safari or Google Chrome.</p>	
<p>PERSONAL INFO Receives error</p>	<p>Student must enter name, DOB (MM/DD/YYYY), and SSN exactly as it appears on social security card</p>		<p>If student changed their name, they need to use the one they have on file with the Social Security Administration.</p>
<p>PAGE TIMES OUT AFTER RECEIVING EMAIL W/SECURE CODE</p>	<p>If student leaves Student Aid page, it will automatically time out and student will have to re-request secure code.</p>	<p>If on a desktop or laptop, have student open separate tab to access their email and keep FSA ID tab open.</p>	<p>Ask if student has another device they can use. Keep Student Aid page up on first device, and go Student can toggle between separate internet browsers and locate Student Aid page that they were previously on.</p>

to their email to get secure code
on second device.