



User Reference Guide

FSA ID

Retrieving Username and Password Reset

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COURSE OVERVIEW

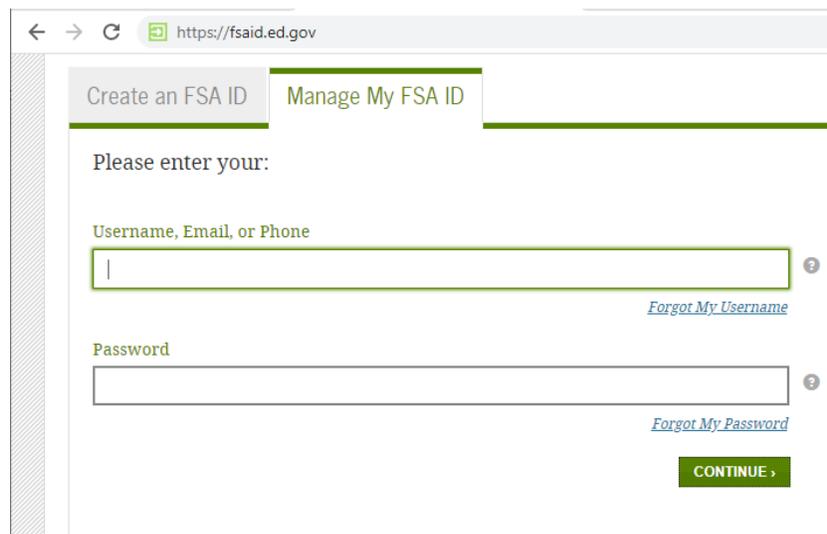
The Federal Student Aid Identification (FSA ID) serves as an electronic username and password that gives users access to FSA online systems and can serve as the user’s legal signature. In this course a user will learn how to access their username, or reset their password.

1 I FORGOT USERNAME AND NEED TO ACCESS IT

Lesson Objectives:

- In this lesson a user will learn how to retrieve their FSA ID username.

1.1 Where to Start



Step	Description	Action
1.	This is the Federal Student Aid Identification website where users can manage their account information. This website can be accessed by directly searching the URL to the right or through the FAFSA by clicking forgot username or password.	Go to FSAID.ED.GOV
2.	Once on the website the user must scroll down to the box with two tabs “Create and FSA ID” and “Manage My FSA ID”. In this lesson we are assuming the user already has an account but forgot their username, so the user should click the “Manage My FSA ID” tab.	Click on “Manage My FSA ID”
3.	The user will then be able to select the “Forgot My Username” option to start the username retrieval process.	Click on “Forgot My Username”

1.2 Select Retrieval Method

Retrieve Your Username

Select one of the following options to retrieve your username:

- Email a secure code
- Text a secure code to my mobile phone
- Answer my challenge questions

[Cancel](#)
CONTINUE >

Step	Description	Action
1.	The user will then have to choose their method of retrieving their username. The first option is “Email a secure code”. A user must enter the exact email that was used to create the FSA ID.	Select “Email a secure code” or
2.	The second option is “Text a secure code to my mobile phone”. In order for a user to use this option, they must have given FSA permission to use it, otherwise it will not be a retrieval option.	Select “Text a secure code to my mobile phone” or
3.	The third option is to “Answer my challenge questions”. In order to use this option a user must enter the answers to the security question exactly the same as to how they made them when creating the account.	Select “Answer my challenge questions”
	Please note: When a user sets-up their account for the first time, or they access it for a second time, they should take a few minutes to verify that their email address is correct, grant permission to use the mobile phone as a retrieval device and answer the security questions meaningfully to avoid issues with logging back in, should they need to do so.	‘NA’

1.3 Sending the Code or Accessing the Questions

• Email a secure code

You can use your verified email address as your username to log in. Enter your email address and the month and day of your birth.

Verified Email Address

Date of Birth

Select Month

Select Day

• Text a secure code to my mobile phone

Enter your mobile phone number and the month and day of your birth.

Verified Mobile Phone

Date of Birth

Select Month

Select Day

• Answer my challenge questions

Enter your Social Security number, last name, and date of birth below and then select CONTINUE. On the next page, you will be prompted to answer two of your challenge questions.

Social Security Number - -

Last Name

Date of Birth

MM/DD/YYYY

Step	Description	Action
1.	If the user selected the option to email a secure code they must enter their verified email address and date of birth and submit.	Enter the verified email address and Date of Birth and submit or
2.	If the user selected the option to text a secure code they must enter their verified phone number and date of birth and submit.	Enter the verified mobile phone number and Date of Birth and submit or
3.	If the user selected to answer challenge questions they must enter their SSN, last name and date of birth.	Enter SSN, Last Name, and Date of Birth and submit

1.4 Submitting the Code or Answering the Questions

Enter the Secure Code

A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.

 **Testemail@testemail.com**

Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page.

If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the "Resend Secure Code" link below.

Secure Code

[Resend Secure Code](#)

[Cancel](#)

SUBMIT

Challenge Question 1:

What was your favorite cartoon character?

Answer 1

Show Text

Challenge Question 2:

What was your fastest three mile run?

Answer 2

Show Text

[Cancel](#)

SUBMIT

Step	Description	Action
4.	If the user selected the email or text option they must access the message sent to them, enter the code in the message into the "Secure Code" space provided and click submit.	Open email/text message and enter secure code and click "submit" or
	Please Note: If the user is accessing their email on the same device that they are retrieving their username with, they must open another browser to do so. It is very important to not close or navigate away from the FSA ID page or the user will have to start over.	
5.	If the user selected the challenge questions option they must answer two challenge questions exactly and then click submit.	Answer challenge questions and click "submit"

1.5 Saving the Username

- Your FSA ID username is: Testuser8890

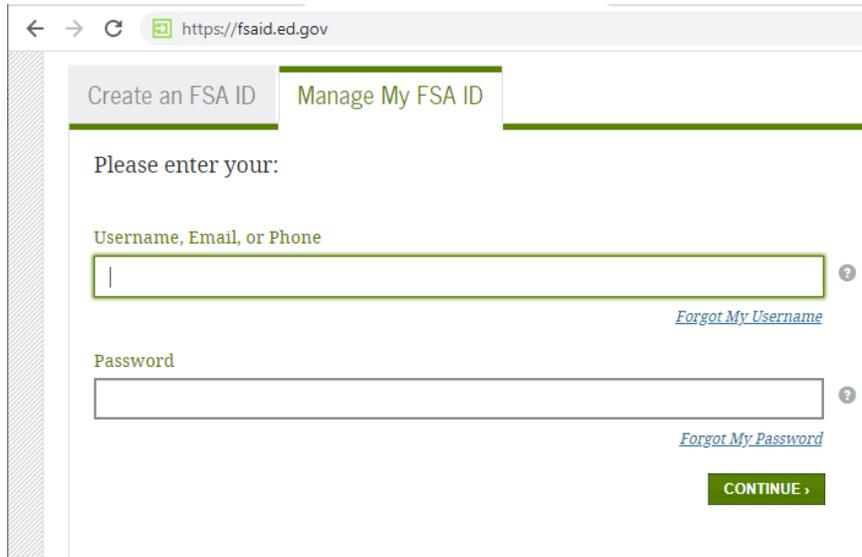
Step	Description	Action
6.	The user will then be displayed their FSA ID username. We recommend that all users save the username in a secure device or write it down and save it in a secure location to avoid going through this process again.	Save FSA ID username in a secure device or write it down and save it in a secure location.
	Please Note: The FSA ID username is half of an FSA ID, which is used to access highly confidential information, and will be used as an electronic and binding signature. The user should not share this username with anyone.	'NA'

2 I FORGOT MY PASSWORD AND NEED TO RESET IT

Lesson Objectives:

- In this lesson a user will learn how to reset their FSA ID password.

2.1 Where to Start



Step	Description	Action
1.	This is the Federal Student Aid Identification website where users can manage their account information. This website can be accessed by directly searching the URL to the right or through the FAFSA by clicking forgot username or password.	Go to FSAID.ED.GOV
2.	Once on the website the user must scroll down to the box with two tabs "Create an FSA ID" and "Manage My FSA ID". In this lesson we are assuming the user already has an account but forgot their password, so the user should click the "Manage My FSA ID" tab.	Click on "Manage My FSA ID"
3.	The user will then be able to select the "Forgot My Password" option to start the password reset process.	Click on "Forgot My Password"

2.2 Confirming Identity

Reset Your Password

Enter the following information and then select CONTINUE.

Username, Email, or Phone

[Forgot My Username](#)

Date of Birth

Select Month ▼

Select Day ▼

[Cancel](#) CONTINUE

Step	Description	Action
4.	The user will then have the option to enter their username, email or phone number as the first point of verification. The email and mobile phone number must match what was used to create the account.	Enter username, email address, or phone number
5.	The user will then select their birthday month and day and click continue.	Select birthday month and day and click "Continue"

2.3 Selecting Reset Method

- Email a secure code to **tes*****@testemail.com**
- Text a secure code to my mobile phone ending in **0000**
- Answer my challenge questions

[Cancel](#)

CONTINUE >

Step	Description	Action
6.	Preferred: The user will then have two option to send a secure code. The user may send the secure code to their email address, or mobile phone if they granted permission for FSA ID to do so. After selecting an option the user must then click continue.	Select “Email/Text a secure code to ...” and click continue
7.	Not-preferred: The user will also have a third option to answer security questions, and may select this option and click continue. However, if a user resets their password with challenge questions their account will be locked for 30 minutes. If the user is at a Cash for College workshop, this will make the process much longer for them.	Select “Answer my Challenge Questions”

2.4 Submitting the Code or Answering the Questions

Enter the Secure Code

A six-digit secure code has been sent from FSA-ID@ed.gov to the email address below.

 **Testemail@testemail.com**

Using a separate browser tab or window, retrieve the secure code from your inbox and enter it on this page.

If it has been more than a few minutes and the email has not yet arrived, check your junk folder. You also can request a new secure code using the "Resend Secure Code" link below.

Secure Code

[Resend Secure Code](#)

[Cancel](#)

SUBMIT

Challenge Question 1:

What was your favorite cartoon character?

Answer 1

Show Text

Challenge Question 2:

What was your fastest three mile run?

Answer 2

Show Text

[Cancel](#)

SUBMIT

Step	Description	Action
7.	If the user selected the email or text option they must access the message sent to them, enter the code in the message into the "Secure Code" space provided and click submit.	Open email/text message and enter secure code and click "submit" or
8.	Please Note: If the user is accessing their email on the same device that they are resetting their password with, they must open another browser to do so. It is very important to not close or navigate away from the FSA ID page or the user will have to start over.	
9.	If the user selected the challenge questions option they must answer two challenge questions exactly and then click submit.	Answer challenge questions and click "submit"

2.5 Creating a New Password

New Password

Numbers
 Uppercase Letters
 Lowercase Letters
 8-30 Characters
 Show Text

Confirm New Password

Show Text

[Cancel](#)

CONTINUE

Step	Description	Action
10.	The user will then create a new password. The new password must contain a number, an uppercase letter, a lower case letter, and must be between 8-30 characters. An example of a strong password that is easy to remember is something like: Andthe4thbestchessplayerisme! You always want your passwords to be unique but easy to remember.	Create and enter new password
11.	Please Note: Try not to use the same/similar passwords for multiple platforms. Quite often we see students use the same password across multiple platforms and if one of those platforms becomes compromised then hackers may attempt to use the password obtained through the compromised platform in an attempt to access a user’s FSA ID.	
12.	The user must then retype their password again and click continue. This step is required to ensure the password is being typed in correctly.	Type in the new password again and click “continue”

2.6 Saving the Password

- You may log in with your new password

- You may log in with your new password after 30 minutes.

Step	Description	Action
13.	If the user used their email or mobile phone to reset their password they will be able to log in and use their FSA ID immediately. We recommend that all users save the password in a secure device or write it down and save it in a secure location to avoid going through this process again.	Save FSA ID username in a secure device or write it down and save it in a secure location.
14.	If the user answered challenge questions then they will have to wait 30 minutes before their reset password can be used. We recommend that all users save the password in a secure device or write it down and save it in a secure location to avoid going through this process again.	Save FSA ID username in a secure device or write it down and save it in a secure location.
	Please Note: The FSA ID username is half of an FSA ID, which is used to access highly confidential information, and will be used as an electronic and binding signature. The user should not share this username with anyone.	'NA'