What if I forgot my FSA ID username or password?

If you’ve forgotten your username or password, don’t worry; we provide options for you to recover your account information. On most of our log-in pages, you’ll find links that say something like “Forgot My Username” and “Forgot My Password” so you can start the process of recovering your information.

If you’ve forgotten your username but you verified your email address or mobile phone number during account creation, you can enter your email address or mobile phone number instead of your username.

Important: To retrieve your username or password, you’ll either need to have a code sent to your mobile phone or your email address, or you’ll need to answer your challenge questions. If you haven’t provided and verified your mobile phone number or email address in your FSA ID account, and you can’t remember the answers to your challenge questions, you will have to contact the Federal Student Aid Information Center by calling 1-800-4-FED-AID (1-800-433-3243; TTY for the deaf or hard of hearing 1-800-437-0833). An agent will walk you through self-service options. If that does not resolve the situation, you will go through the FSA ID “verification” process. You’ll send in copies of identification, and the email address on your account will reset to one you can access. This process takes 7–10 days from the point at which you send in your documentation.

Once you regain access to your account, we strongly encourage you to provide and verify your email address and phone number so that in the future you can retrieve your username or password on your own.