

CREATING AND USING YOUR ACCOUNT USERNAME AND PASSWORD (FSA ID)

College Access Fairfax

Fall 2020

WHAT IS AN ACCOUNT USERNAME AND PASSWORD (FSA ID)?

- Your FSA ID is your username/email address and a password that you create. There is no separate number or “ID.”
- An FSA ID is used by students, parents, and borrowers to log in to the U.S. Department of Education online systems and to electronically sign documents.
- You use it to
 - apply for federal student aid;
 - access the myStudentAid mobile app;
 - sign for a federal student loan; and
 - perform important activities such as choosing a repayment plan or applying for a deferment on your federal student loan.

WHEN SHOULD YOU CREATE AN FSA ID?

- It is recommended that both the student and one parent obtain their FSA ID's prior to beginning the FAFSA (*Free Application for Federal Student Aid*).
- It is advisable to obtain your FSA ID during the summer between the student's junior and senior year in high school.
- Make sure to keep this information in a secure location. You will use the same FSA ID each year as you apply for financial aid.

DO PARENTS NEED AN FSA ID?

- If you're a dependent student, then your parent will need an FSA ID in order to sign your *Free Application for Federal Student Aid (FAFSA®)* form electronically.

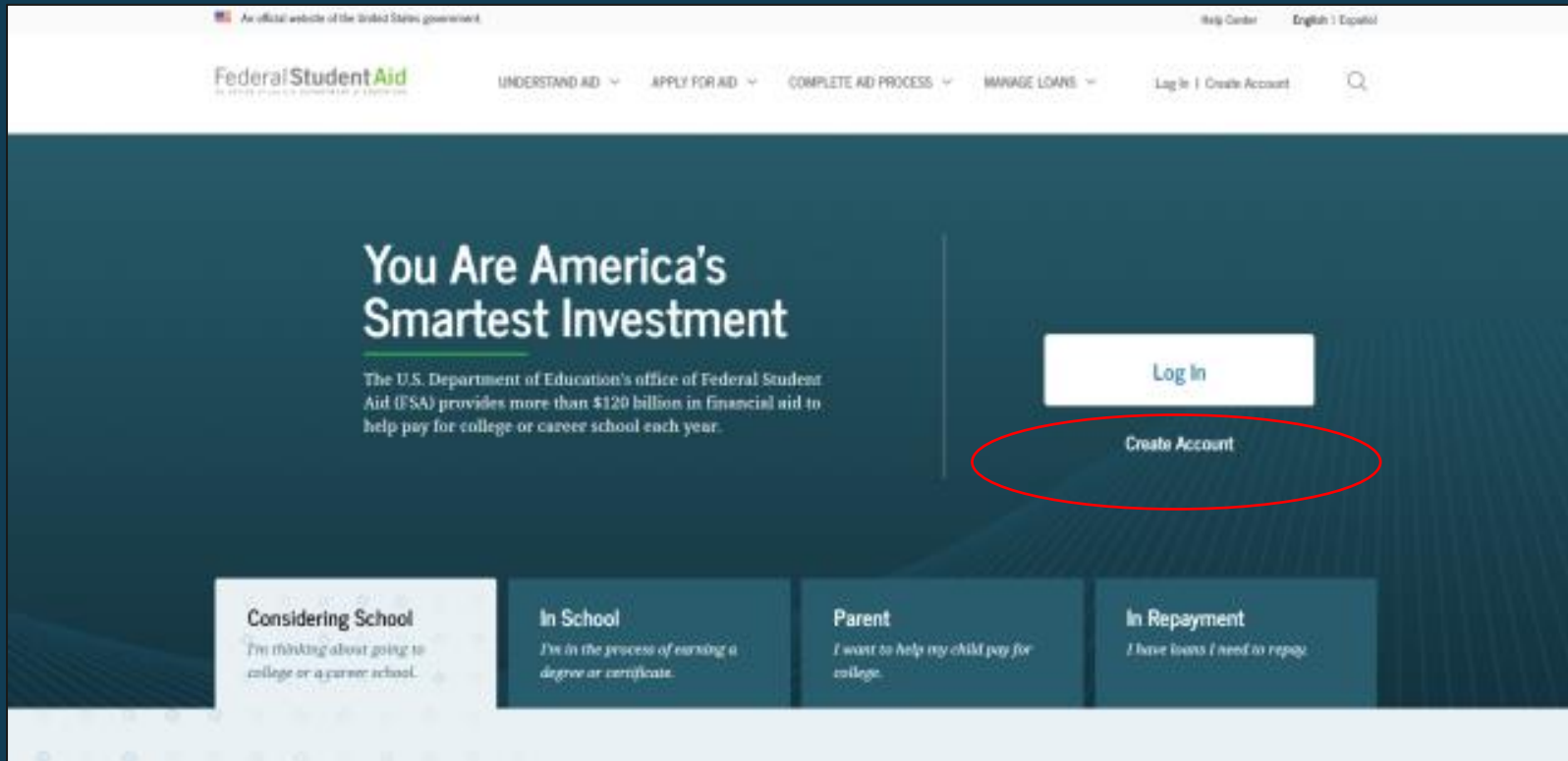
IMPORTANT

- You and your parent must have different FSA IDs (NOTE: A Social Security number can be associated with only one FSA ID).
- You must create your own FSA ID—it's your electronic signature and you need to own it.
- Your parent must create his or her own FSA ID.
- You and your parent should each use your own email address and mobile phone number when creating an FSA ID (NOTE: A mobile phone or an email address can be associated with only one FSA ID).
- Parents who do not have a social security number cannot obtain an FSA ID. If their student is eligible, they will need to print out, hand sign and mail in the FAFSA (cannot sign it electronically).

HOW DO YOU CREATE YOUR FSA ID?

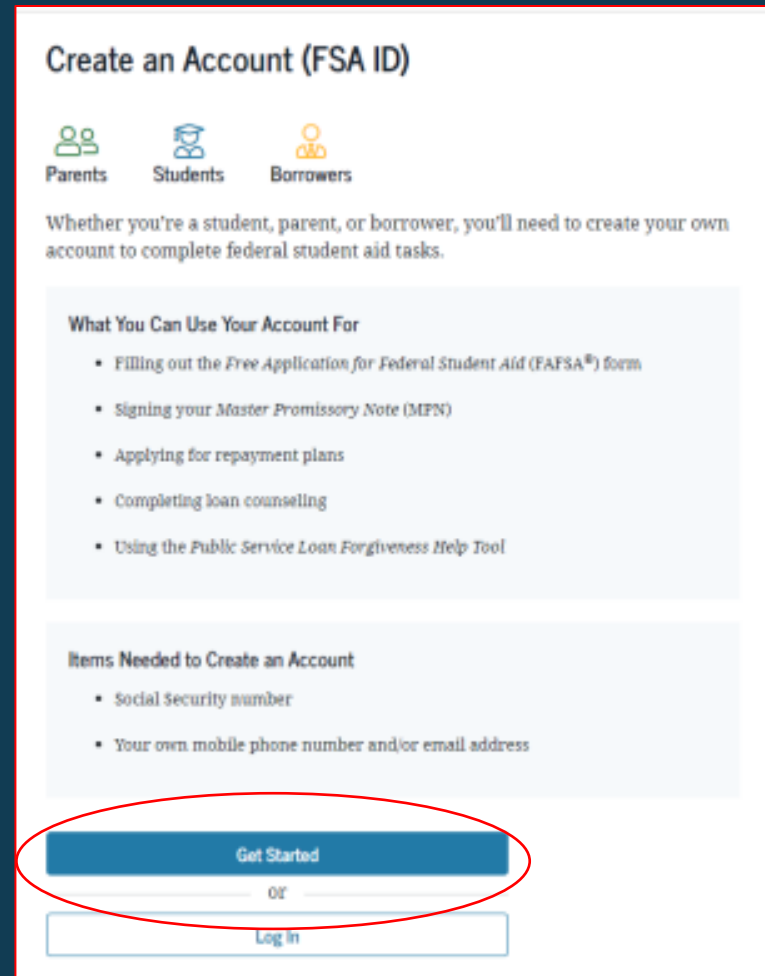
GETTING STARTED

- Go to StudentAid.gov.
- Select the “Create Account” button



GETTING STARTED

On the “Create an Account (FSA ID)” page, select the “Get Started” button.



The screenshot shows the 'Create an Account (FSA ID)' page. At the top, there are three icons representing 'Parents', 'Students', and 'Borrowers'. Below these icons is a paragraph explaining that users need to create an account to complete federal student aid tasks. There are two main sections: 'What You Can Use Your Account For' and 'Items Needed to Create an Account'. The 'Get Started' button is highlighted with a red circle.

Create an Account (FSA ID)

Parents Students Borrowers

Whether you're a student, parent, or borrower, you'll need to create your own account to complete federal student aid tasks.

What You Can Use Your Account For

- Filling out the *Free Application for Federal Student Aid (FAFSA®)* form
- Signing your *Master Promissory Note (MPN)*
- Applying for repayment plans
- Completing loan counseling
- Using the *Public Service Loan Forgiveness Help Tool*

Items Needed to Create an Account

- Social Security number
- Your own mobile phone number and/or email address

[Get Started](#)

or

[Log in](#)

PROVIDE PERSONAL IDENTIFICATION INFORMATION

- Make sure your Social Security number (SSN), date of birth, and name match what's on your Social Security card.
- You must have an SSN to create an FSA ID.
- DACA students – even though you have a social security number, you are not eligible for federal student aid and will not be able to create an FSA ID.

The screenshot shows the 'Create an Account (FSA ID)' form on the Federal Student Aid website. The page is titled 'Create an Account (FSA ID)' and is labeled as 'Step 1 of 7: Personal Information'. The form includes a disclaimer: '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 it's 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 term, or both.' The form fields include: 'First Name', 'Middle Initial', 'Last Name', 'Date of Birth' (with separate boxes for Month, Day, and Year), and 'Social Security Number (SSN)'. A blue banner below the SSN field states: 'Note: A user can only have one account associated with his or her Social Security number.' At the bottom, there are 'Cancel' and 'Continue' buttons.

CREATE YOUR FSA ID

Username:

- Don't include personal info such as date of birth or name.
- If you see a message "The username you entered is already in use," then someone has already used that username.
- Do not use your FCPS email address.

**Parents must use a different email address and phone number than the ones used by the student.

Password:

- Your password must be between 8 and 30 characters in length, and must contain at least one uppercase letter, one lowercase letter, and one number.
- Your password is case-sensitive.

The screenshot shows the Federal Student Aid website interface for creating an FSA ID. At the top, there is a navigation bar with the Federal Student Aid logo and links for 'UNDERSTAND AID', 'APPLY FOR AID', 'COMPLETE AID PROCESS', and 'MANAGE LOANS'. A progress bar indicates 'Step 2 of 7' for 'Create an Account (FSA ID)'. The current step is 'Account Information'. A warning message states: '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.' The form includes fields for 'Username' (containing 'janedoe'), 'Email Address', 'Confirm Email Address', 'Password', and 'Confirm Password'. A green success message 'Username is available.' is displayed below the username field. A blue tip message 'Use an email address you will continue to have access to after you leave school.' is shown below the email address field. Password requirements are listed: '8-30 characters', '1 uppercase', '1 lowercase', and '1 number'. 'Previous' and 'Continue' buttons are at the bottom.

PROVIDE CONTACT INFORMATION

The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. It is Step 3 of 7, titled 'Contact Information'. The page is divided into two main sections: 'Permanent Address' and 'Phone Number'. The 'Permanent Address' section includes fields for Address (123 Main St), City (Lanard), State (0421 Maryland), and ZIP Code (20723). The 'Phone Number' section includes fields for Mobile Phone Number (0212 111-9482) and Confirm Mobile Phone Number (0212 111-9482). Below these fields is a link to '+ Add Alternate Phone Number'. The 'Mobile Phone Account Recovery' section includes a checkbox that is checked, with the text 'Yes, I would like to use my mobile phone for account recovery.' Below this is a warning box with an information icon and the text: '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.' At the bottom of the page are 'Previous' and 'Continue' buttons.

- To sign up for mobile phone account recovery, provide a mobile phone number on this screen.
- Make sure your information is correct; any errors could result in delays in receiving financial aid (or in the repayment of your federal student loans).

SELECT COMMUNICATION PREFERENCES

- You must select whether to receive required communications by email or postal mail.
- You can opt in to receive informational emails and/or text messages regarding programs you may be eligible for.

The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. The page is titled 'Step 4 of 7: Communication Preferences'. It is divided into two main sections: 'Required Communications' and 'Informational Communications'. In the 'Required Communications' section, there is a text block explaining that the U.S. Department of Education (ED) and its federal student loan servicers will send required communications and documents. Below this, there are two radio button options: 'By email (Recommended)' which is selected, and 'By postal mail'. A blue callout box highlights that by selecting the email option, the user agrees to receive required communications by email and confirm they have reviewed and agree to FSA's Terms and Conditions. In the 'Informational Communications' section, there is a text block explaining that ED and its federal student loan servicers want to feel confident about the financial aid and student loan process. Below this, there are two checkbox options: 'By email' and 'By text message', both of which are currently unchecked. At the bottom of the page, there is a 'Preferred Language' section with a text block explaining that the choice lets users know how they would like to view website content once logged in. Below this is a 'Language' dropdown menu currently set to 'English'. At the very bottom, there are 'Previous' and 'Continue' buttons.

SELECT CHALLENGE QUESTIONS AND ANSWERS

Federal Student Aid

UNREGISTERED AS APPLICANT FOR AS COMPLETE AS PROCEED MANAGE LOGIN Log In / Create Account

Create an Account (FSA ID)

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: What was the name of your elementary school?

Answer: [text input] [Show Answer](#)

Challenge Question 2

Question: What was the name of your first teacher?

Answer: [text input] [Show Answer](#)

Challenge Question 3

Question: What is your mother's maiden name?

Answer: [text input] [Show Answer](#)

Challenge Question 4

Question: In what city did your parents meet?

Answer: [text input] [Show Answer](#)

[Previous](#) [Continue](#)

- Answering your challenge questions is one way to unlock your account or retrieve your username or password.
- Please create questions for which you will remember the answers three or four years from now – a question and answer that is static and will not change (ie. My oldest sister's name, my elementary school's name).
- Your answer is not case-sensitive.

REVIEW INFO AND AGREE TO TERMS

- Review and confirm your information.
- If you need to make a correction, use the “Edit” button within that tile of information.
- Review and agree to FSA’s terms and conditions.

Create an Account (FSA ID)

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 [Edit](#)

NAME
Jane Doe

DATE OF BIRTH
01/01/2001

SOCIAL SECURITY NUMBER (SSN)
***-**-3818

Account Information [Edit](#)

USERNAME
janedoe

EMAIL ADDRESS
janedoe@gmail.com

PASSWORD

Contact Information [Edit](#)

PERMANENT ADDRESS
123 Main St
Lanark, MD 20713

MOBILE PHONE NUMBER
(202) 238-1234

MOBILE PHONE ACCOUNT RECOVERY
Yes

Communication Preferences [Edit](#)

REQUIRED COMMUNICATIONS
Email

INFORMATIONAL COMMUNICATIONS
Email, Text

VERIFY YOUR CONTACT INFORMATION

- Only a verified email address OR a verified mobile phone number is required, but if you provided both on previous screens, you **MUST** verify both on the “Account Recovery” page.
- Select the “Verify My Mobile Phone Number” button to verify your mobile phone number.
- Select the “Verify My Email Address” button to verify your email address.

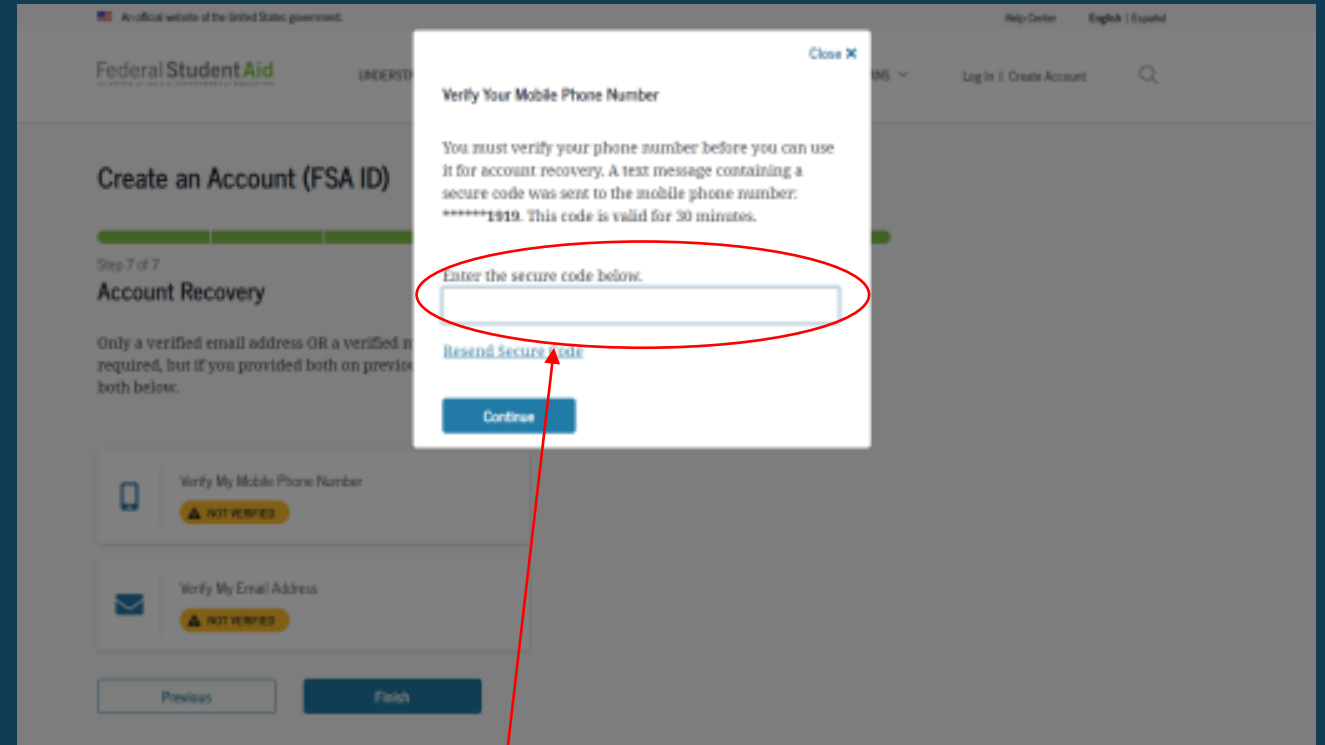
The screenshot shows the 'Create an Account (FSA ID)' page on the Federal Student Aid website. It is at 'Step 7 of 7' and titled 'Account Recovery'. A progress bar is visible above the step indicator. The text states: 'Only a verified email address OR a verified mobile phone number is required, but if you provided both on previous screens, you MUST verify both below.' There are two verification options, each with a 'NOT VERIFIED' status:

- Verify My Mobile Phone Number:** Indicated by a mobile phone icon and a yellow 'NOT VERIFIED' button.
- Verify My Email Address:** Indicated by an envelope icon and a yellow 'NOT VERIFIED' button.

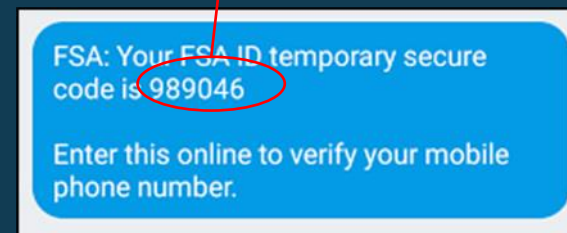
At the bottom of the form, there are two buttons: 'Previous' (light blue) and 'Finish' (dark blue).

VERIFY YOUR MOBILE PHONE NUMBER

- After selecting the “Verify My Mobile Phone Number” button, you will be sent a text message with the six-digit numerical secure code.
- Enter your secure code in the “Verify Your Mobile Phone Number” modal and select “Continue”.
- Once you verify your mobile phone number, you can use it to log in, unlock your account, retrieve your username, or reset your password.
- **NOTE:** You **MUST** verify your information before continuing.

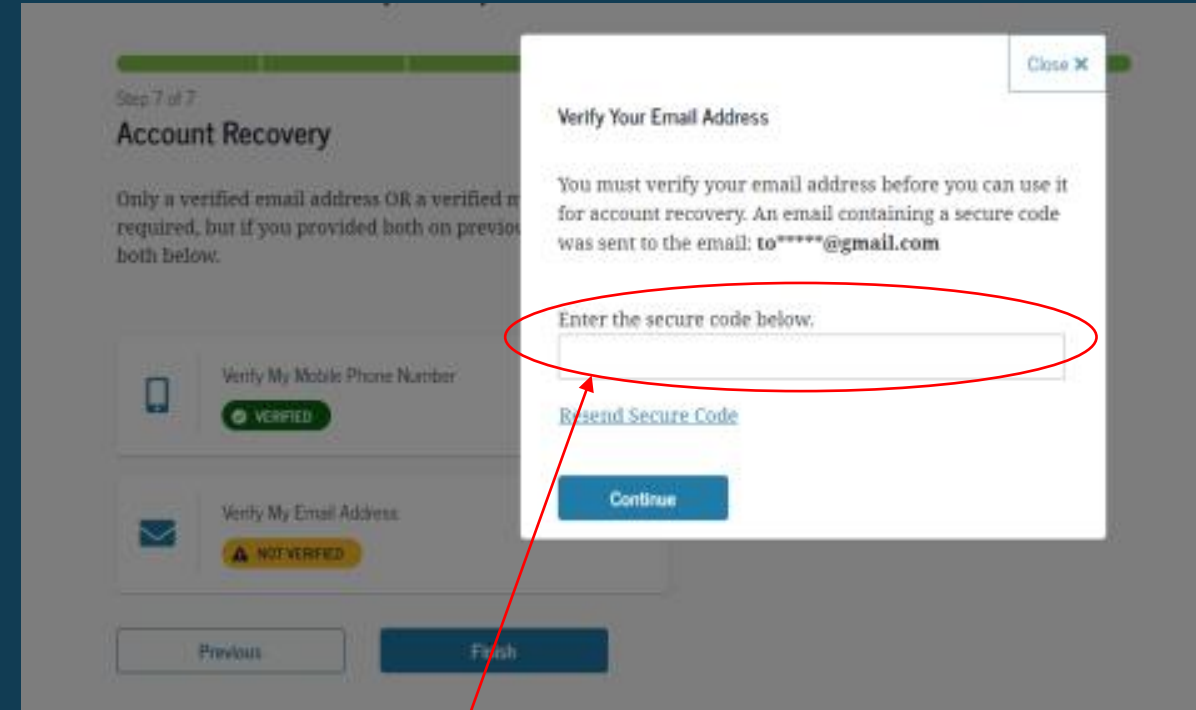


Text Message With Your Secure Code

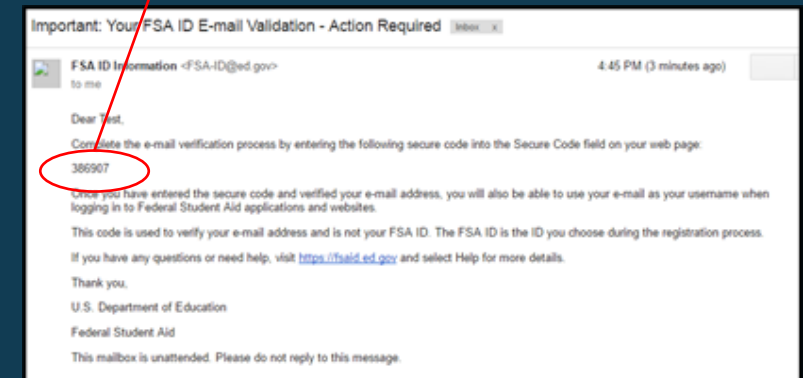


VERIFY YOUR EMAIL ADDRESS

- After selecting the “Verify My Email Address” button, you will be sent an email with the six-digit numerical secure code.
- Enter your secure code in the “Verify Your Email Address” modal and select “Continue”.
- Once you verify your email, you can use it to log in, unlock your account, retrieve your username, or reset your password.
- **NOTE:** You **MUST** verify your information before continuing.



Email With Your Secure Code

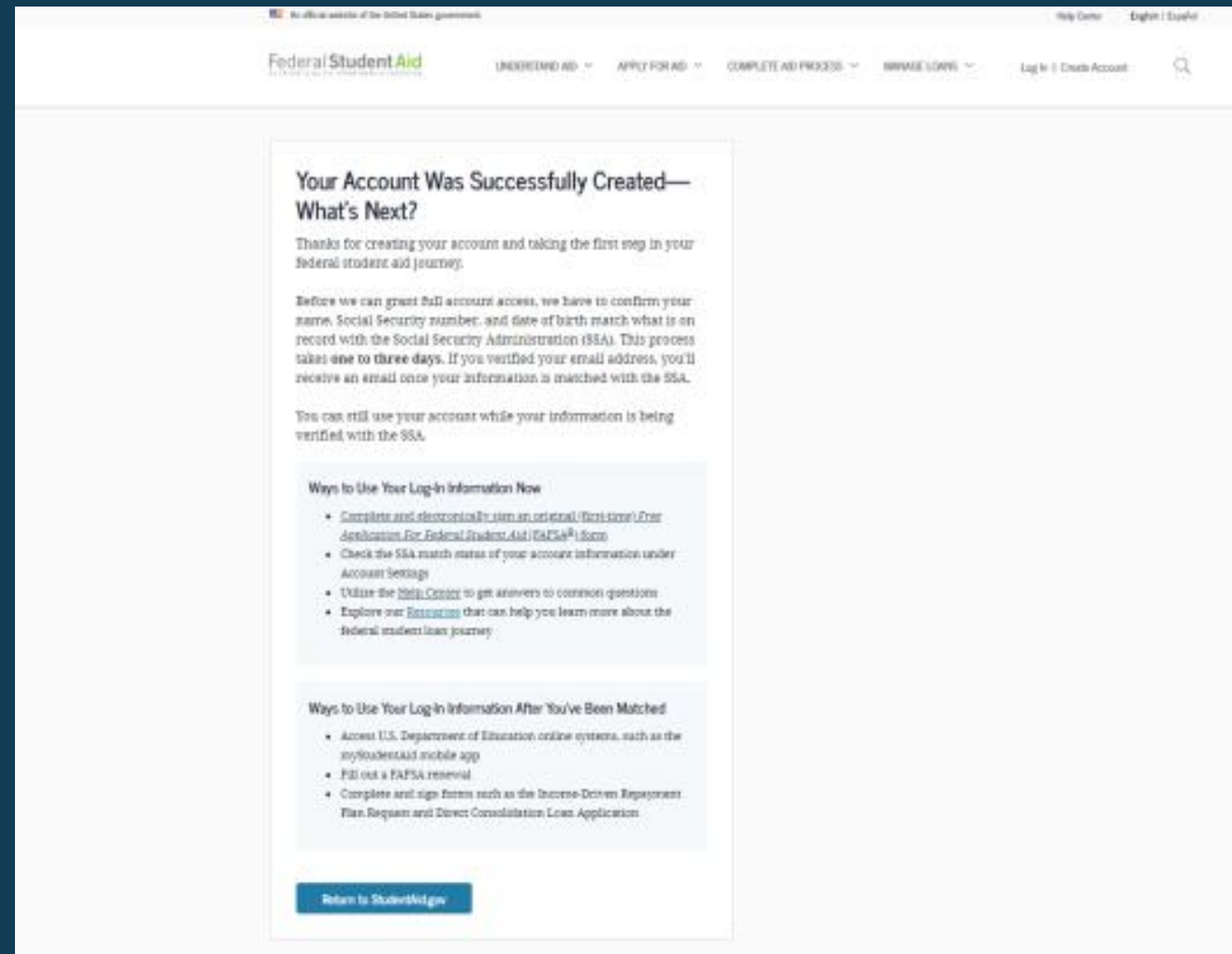


YOUR ACCOUNT IS CREATED!

- If you provided an email address, you'll receive a confirmation email.

Using Your FSA ID

- You can immediately use your FSA ID to sign an original (first-time) FAFSA form.
- Your info will be sent to the Social Security Administration (SSA) for confirmation.
- SSA review will take 1–3 days.
- Until your info is verified, you won't be able to take certain actions, such as correcting your FAFSA form, submitting a FAFSA Renewal, or signing forms such as the *Income-Driven Repayment Plan Request* and *Direct Consolidation Loan Application*.



The screenshot shows the Federal Student Aid website interface. At the top, there is a navigation bar with the Federal Student Aid logo and several menu items: UNREMOVED AD, APPLY FOR AD, COMPLETE AD PROCESS, and BROWSE LOANS. A search icon is also present. The main content area features a large heading: "Your Account Was Successfully Created—What's Next?". Below this heading, there is a paragraph of text: "Thanks for creating your account and taking the first step in your federal student aid journey." This is followed by another paragraph: "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." A third paragraph states: "You can still use your account while your information is being verified with the SSA." Below these paragraphs are two sections with bullet points. The first section, "Ways to Use Your Log-In Information Now", includes: "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 under Account Settings", "Utilize the Help Center to get answers to common questions", and "Explore our Resources that can help you learn more about the federal student loan journey." The second section, "Ways to Use Your Log-In Information After You've Been Matched", includes: "Access U.S. Department of Education online systems, such as the myloans4aid mobile app", "Fill out a FAFSA renewal", and "Complete and sign forms such as the Income-Driven Repayment Plan Request and Direct Consolidation Loan Application." At the bottom of the page, there is a blue button labeled "Return to StudentAid.gov".

SOCIAL SECURITY ADMINISTRATION (SSA) MATCHING

- You should receive an email informing you of the results of the SSA review. If you didn't provide an email when creating your account, you can check the status on the "Personal Information" page at StudentAid.gov/settings/edit-information/personal-information.
- If there is an issue, log in to your "Account Settings" at StudentAid.gov/settings and review/update your profile info. If your info is correct, you'll need to contact the SSA. To find your local SSA office, call 1-800-772-1213 or go to ssa.gov.

----- Forwarded message -----

From: **FSA ID Information** <FSA-ID@ed.gov>

Date: Fri, Feb 21, 2020 at 10:03 AM

Subject: Your Social Security Administration Results - Successful

To: <fname6name6testing@gmail.com>

Dear Fname6,

Your Social Security Administration (SSA) match was completed and your personal information confirmed.

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

- Access U.S. Department of Education online systems, such as the myStudentAid app
- Fill out a *Free Application for Federal Student Aid* (FAFSA®) renewal
- Complete and sign forms, such as the Income-Driven Repayment Plan Request or the Direct Consolidation Loan Application

If you have any questions or need help, [visit the StudentAid.gov Help Center](https://StudentAid.gov/Help-Center).

Thank you,

U.S. Department of Education

Federal Student Aid

This mailbox is unattended. Please do not reply to this message.



COLLEGE ACCESS FAIRFAX

WWW.COLLEGEACCESSFAIRFAX.ORG

INFO@COLLEGEACCESSFAIRFAX.ORG

QUESTIONS@COLLEGEACCESSFAIRFAX.ORG

APPOINTMENTS@COLLEGEACCESSFAIRFAX.ORG

571-308-3230
