

FSA IDs require that the information provided when creating the FSA ID matches the information entered in other ED websites.

Go to the [Manage My FSA ID](#) page. Enter your username and password. There are three things you should check to make sure your FSA ID is fully functional:

1. Do you have the correct username and password? If your username and password do not allow you to access the site, click on “Forgot My Username?” or “Forgot My Password?” to try these account recovery options.
2. Is your FSA ID matched with the SSA? If the status of your FSA ID is pending, your FSA ID is still being matched with the SSA and you should try to use your FSA ID in a day or so. (It takes one to three days from when the FSA ID was created to match with the SSA.) If your match status is Not Matched, your information did not match with the SSA. Click on the “Update Account Information” button and check to see that your name, SSN, and date of birth are entered exactly as they appear on your Social Security card. (If you changed your name, be sure that you are using the name on file with the SSA.)
3. Is your FSA ID is enabled? If the status of your FSA ID is disabled and you did not disable it, please call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243).

Once you are sure your FSA ID is fully functional, make sure that the information you’re entering into the ED website matches what was used to create the FSA ID:

1. If you are a student trying to sign your FAFSA form and your FSA ID is not working, check that the name, Social Security number, and date of birth exactly match the information in your FSA ID account.
2. If you are a parent trying to sign your child’s FAFSA form and your FSA ID is not working, check to make sure that you are signing in the correct parent field that matches your information.

If none of these tips work, please contact one of the following:

- Federal Student Aid Information Center at 1-800-4FED-AID (800-433-3243) for My Federal Student Aid, fafsa.gov, and the NSLDS site, or
- Student Loan Support Center at 1-800-557-7394 for StudentLoans.gov.

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