

## Studentaid.gov account/FSA ID issues

### User has a studentaid.gov but is unable to retrieve/reset username/password by any method (e.g. mobile number, email, or challenge ?s).

1. Go to <https://studentaid.gov/fsa-id/help/recover-account>, review the five steps, and click continue to begin the process to “recover” your account online. If unsuccessful...
2. Call FAFSA at 800-433-3243 and ask to be transferred to the **help desk** to speak with a **Tier 2 FSA ID Specialist** to resolve account issue...
3. If unsuccessful, complete the [paper FAFSA](#).

### New user created their account with the incorrect SSN.

Settings/personal information screen will currently not allow SSN corrections. FSA has advised...

1. User can attempt to create a new studentaid.gov account with a secondary email address (and leave mobile number blank if it was verified creating the incorrect account). If unsuccessful...
2. Call FAFSA at 800-433-3243 and ask to be transferred to the **help desk** to speak with a **Tier 2 FSA ID Specialist** to resolve account issue...
3. If unsuccessful, complete the [paper FAFSA](#).

### New user creating their account receives error message in step 6 or 7 indicating information is associated with another account.

1. Call FAFSA at 800-433-3243 and ask to be transferred to the **help desk** to speak with a **Tier 2 FSA ID Specialist** to resolve account issue...
2. If unsuccessful, complete the [paper FAFSA](#).

### New user creating their account with an icloud.com email does not receive verification code in step 7.

If you see an icloud.com email entered in step 2 or pending verification in step 7, ask the user to use a different email. If they don't have one, create a free gmail (or other) email and create the account again.

**In step 3 of creation process (e.g. mailing address/mobile number screen), [parent without SSN](#) receives pop up message after clicking continue to contact 800-433-3243.**

Workaround: There is a prompt (e.g. continue, return to login, etc.) within the popup. Click the prompt and you will return to step 1. Once back on step 1, click the **back button of the web browser** which should return you to step 3. Scroll down the page and now click continue, and the system should allow them to proceed to step 4.

**[Parent without SSN](#) who has submitted attestation form/acceptable documentation is still awaiting verification.**

Assuming settings/personal information screen within studentaid.gov account reflects pending, complete the [paper FAFSA](#) and call FAFSA at 800-433-3243 and ask to be transferred to the **help desk** to speak with a **Tier 2 FSA ID Specialist** for a status update.

**[Parent without SSN](#) who has submitted attestation form/acceptable documentation but has received an email their identity cannot be confirmed.**

Complete the [paper FAFSA](#) and call FAFSA at 800-433-3243 and ask to be transferred to the **help desk** to speak with a **Tier 2 FSA ID Specialist** for a status update.

*I await official communication from the US Department of Education, but it is my understanding such students of parents whose identity cannot be confirmed will be **ineligible** for federal/state aid because their FAFSA will be deemed incomplete.*

**[Parent without SSN](#) who is creating their account for the first time receives messaging they need to complete the identity confirmation process at the end of step 7.**

Parent should receive an email with MANVER/Case #, hyperlinked attestation form, list of acceptable documents, and instruction to scan/forward forms/documents to IDVerification@ed.gov.

## FAFSA application issues

**Parent without SSN who has identity verified is still unable to accept invitation or student is unable to invite the parent without SSN.**

Student should delete form and logout. Parent without SSN should then login and start the FAFSA from the parent role inviting the student.

### **Student receives error on parent invite screen.**

1. Double check first and last names entered to ensure an extra space was not entered after each name.
2. Double check parent(s) DOB(s) and SSN(s) entered.
3. Has parent created their studentaid.gov account? If not, parent should do so first for the system is not allowing some to advance past the invite screen unless one parent already has an account.
4. If parent has an account, they need to login to studentaid.gov/settings/personal information and review their first name, last name, and DOB.
5. If 1 – 4 all check out, student should delete form and logout. Parent should then login and start the FAFSA from the parent role inviting the student.

### **Student is unable to proceed past citizenship status screen.**

Click the previous button to return to the gender, origin, and race questions. Select *prefer not to answer* for all three, return to the citizenship status screen, and the user should now be able to answer and proceed.

### **User receives unexpected error (system unavailable) while completing their respective section.**

1. If available, try using incognito/private browsing to complete the FAFSA.
2. Chrome is generally the FAFSA friendliest browser in my experience, but if error continue within Chrome, switch to a different browser, if installed.
3. I have observed users completing the application via an iPhone/iPad encounter more errors/issues than those completing from a laptop/desktop **(especially those making corrections)**.
4. Delete application from menu and start all over.
5. If error continues with one role (e.g. student), delete application and start from the other role's perspective (e.g. parent).
6. If unsuccessful, complete the [paper FAFSA](#).