



# THEC TSAC

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How to Create a  
*studentaid.gov* Account  
(e.g. FSA ID)

# FIND WHAT CAREER BEST FITS YOU

Looking to find the right career or college for you? Get started with our career interest quiz and find the perfect fit for your future!

FIND A CAREER



## FINANCIAL AID INFO & CONTACT

What is financial aid and who can help me?



## HOW TO FILL OUT THE FAFSA

Tips and information for filling out your FAFSA.



## FINANCIAL AID MYTHS & TIPS

Separating financial aid fact from fiction.



## TENNESSEE FINANCIAL AID

Financial aid available in Tennessee.



## LIFESTYLE CALCULATOR

A short quiz to learn what you'll need to earn.



## TSAC STUDENT PORTAL

Create or log in to your TSAC Student Portal.

02 FIND WHAT CAREER BEST FITS YOU 

# Accounts for Everyone

- If parents are married but file taxes separately or did not file taxes, then each parent **must** create *studentaid.gov* accounts + student
- **Parent without SSN** must now create *studentaid.gov* account

# *studentaid.gov* Accounts

Needed for a **dependent student** completing the 2024-25 FAFSA...



**Student**



**Parent 1**

**Parent 2\***

\*Required if married to parent 1 and filed 2022 taxes separately.



# *studentaid.gov* Accounts

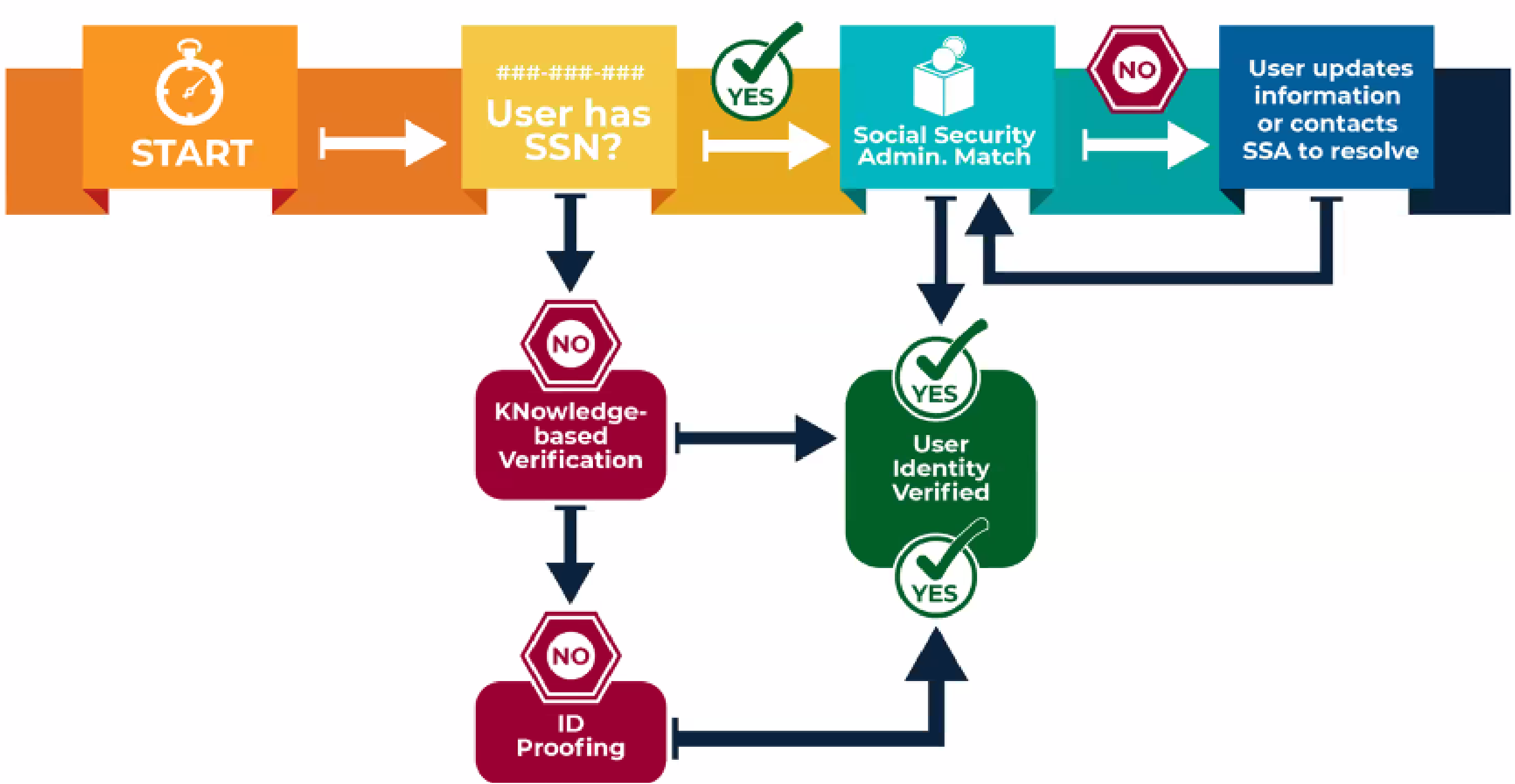
Needed for an **independent student** completing the 2024-25 FAFSA...



**Student**

**Student's Spouse\***

\*Required if married to student and filed 2022 taxes separately.



# Forgot Account Login

- Retrieve/reset at [studentaid.gov](https://studentaid.gov)
- Unable to retrieve/reset...
  - Try creating a new account
  - Live Chat via *studentaid.gov*
  - Call [800-433-3243](tel:8004333243)
  - Use account recovery option if the above fails

**i** Because of legislation passed by Congress, the student loan payment pause is ending. Interest resumes on loans in October. Borrowers can lower their payments, even to \$0, by enrolling in the new [SAVE Plan](#). Learn how [supporting borrowers](#).

An official website of the United States government.

Help Center

**Federal Student Aid**  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Log In | **Create Account**



# Get Ready for Student Loan Payments

Restarting Payments

Making Payments for the First Time



Considering School

In School

Parent

In Repayment

## POPULAR TOPICS

[Apply for Aid Using the FAFSA® Form >](#)

[Learn About Public Service Loan Forgiveness >](#)

[Update on Student Loan Debt Relief >](#)

[Complete a Master Promissory Note \(MPN\) >](#)

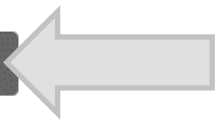
[Complete Loan Entrance Counseling >](#)



### Create an Account

Whether you're a student, parent, or borrower, you'll need to create your own account to manage the student loan journey.

Get Started



**10-minute creation warning!!!** Select & answer four challenge ?s before you get started.

What was the name of your elementary school?

Nashville

What city were you born in?

What was the name of your first pet?

Tiger

What was your high school's mascot?

What color was your first car?

Smith

What is your mother's maiden name?

What was the name of your first teacher?

What was the first movie you saw in theater?

What is your father's middle name?

John

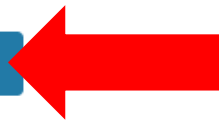
What was your childhood nickname?



## Create an Account

Whether you're a student, parent, or borrower, you'll need to create your own account to manage the student loan journey.

Get Started



Already have an account? [Log In](#)

### 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*

### What You'll Need

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





Step 1 of 7

## Personal Information

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 I'm 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 time, or both.

First Name

 ?

Middle Initial

 ?

Last Name

 ?

Date of Birth

Month

Day

Year

 ?

Social Security Number

 HIDE SSN ?

**i** Note: A user can only have one account associated with his or her Social Security number.

Cancel

Continue

First Name

 ?

Middle Initial

 ?

Last Name

 ?

Date of Birth

Month

Day

Year

?

I don't have a  
SSN option

Social Security Number

[What if I don't have a Social Security number?](#) ^

If you don't have a Social Security number (SSN) **and** at least one these two statements describes you, you can check the box below to create an account without an SSN:

- I am a citizen of the Freely Associated States who needs to complete the FAFSA® form online.
- I am a parent or spouse of a student who is applying for aid.

**I do not have a Social Security number.**

I am a citizen of the Freely Associated States and I do not have a Social Security number (SSN); *OR* I am a parent or spouse of a student who is applying for aid and I do not have an SSN.

## Account Information

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.

Username

janesmith2023

✔ Username is available.

Email Address

hsstudent@gmail.com

Confirm Email Address

hsstudent@gmail.com

Password

Fall2022

Hide Password

- ✔ Uppercase
- ✔ Lowercase
- ✔ Number
- ✔ 8+ characters

Confirm Password

Fall2022

Hide Password

Previous

Continue

Use a **personal email**.  
If you don't have one,  
create one first.



## Create an Account (FSA ID)



Step 3 of 7

### Contact Information

#### Permanent Address

Address

 ⓘ

City

 ⓘ

State

 ⓘ

ZIP Code

 ⓘ

#### Mobile Phone Account Access

We strongly recommend setting up your mobile phone for account access.





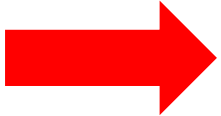
## Mobile Phone Account Access

We strongly recommend setting up your mobile phone for account access. This option helps you gain access to your account if you are locked out, as well as allows your mobile phone to be used for two-step verification.

Mobile Phone

 ⓘ

Confirm Mobile Phone

 ⓘ

Yes, I agree to use my mobile phone for account access.



By selecting this option, I agree to receive text messages on my mobile phone for two-step verification and account recovery. I have reviewed and agree to Federal Student Aid's [Terms and Conditions](#) and [privacy policy](#). Additional information is available in Federal Student Aid's privacy policy.

Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to opt out.

### Alternate Phone Number (Optional)

+ Add Alternate Phone Number

Previous

Continue



# Create an Account (FSA ID)



Step 4 of 7

## Communication Preferences

### Required Communications

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The U.S. Department of Education (ED) and its federal student loan servicers will need to send you required communications and documents related to your federal student aid, such as student loan disclosures and interest statements.

I want to receive these communications:

By email

By postal mail

### Optional Communications





## Optional Communications

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ED and its federal student loan servicers want you to feel confident about the financial aid and student loan process. To help with this, we will sometimes send out information about programs you may be eligible for, such as grant programs, student loan forgiveness programs, income-based repayment plans, and more.

I want to receive these communications:

By email

By text message

## Language Preference

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Your choice lets us know how you would like to view website content once logged in, and what to use for your communications.

Language

English ▼ ?

Previous

Continue



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

 ?

Answer

 Hide Answer ?

### Challenge Question 2

---

Question

 ?

Answer

 Hide Answer ?



### Challenge Question 3

---

Question

 ?

Answer

 Hide Answer ?

### Challenge Question 4

---

Question

 ?

Answer

 Show Answer ?

Previous

Continue



Step 6 of 7

## Confirm and Verify

Verify the information you provided for your account below. If there is an error, click “Edit” on the section where the error exists to correct the information.

### Personal Information

Edit 

NAME

Jane Smith

DATE OF BIRTH

11/02/2005

SOCIAL SECURITY NUMBER

•••••-6544

### Account Information

Edit 

USERNAME

janesmith2023



## Challenge Questions

Edit

### CHALLENGE QUESTION 1

What city were you born in?

\*\*\*\*\*

### CHALLENGE QUESTION 2

What was your high school's mascot?

\*\*\*\*\*

### CHALLENGE QUESTION 3

What is your mother's maiden name?

\*\*\*\*\*

### CHALLENGE QUESTION 4

What is your father's middle name?

\*\*\*\*



I agree to Federal Student Aid's Terms and Conditions.

Previous

Continue



## Enable Two-Step Verification

### Protect Your Account with Two-Step Verification

Whenever you sign in, we'll send a secure code to make sure it's really you. To keep your account protected, make sure your phone number and email are verified. We also suggest setting up verification using a secure authenticator app.



#### SMS Verification



⚠ Not Verified

Verify



#### Email Verification

hsstudent@gmail.com

⚠ Not Verified

Verify



### Use an Authenticator App (Most Secure Option)

Use an authenticator app that you've downloaded from a mobile app store to view in-app secure codes—visible only to you—that can confirm your identity when you log in.

[Learn More](#)

+ [Set Up an Authenticator App](#)

Previous

Continue

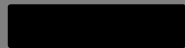
## Enable Two-Step Verification

### Protect Your Account

Whenever you sign in, we'll ask you to verify your identity. Keep your account protected by enabling two-step verification. We also suggest you download the FAFSA Frenzy app.



SMS Verification



Use an Authenticator App

Use an authenticator app that you've downloaded from a mobile app store to view in-app secure codes—visible only to you—that can confirm your identity when you log in.

[Learn More](#)

### Secure Code Sent

Enter the secure code we sent to your phone number:

Enter the secure code below

[Resend code](#)

Cancel

Continue

# Create an Account (FSA ID)

Step 7 of 7

## Enable Two-Step Verification

### Protect Your Account with Two-Step Verification

Whenever you sign in, we'll send a secure code to make sure it's really you. To keep your account protected, make sure your phone number and email are verified. We also suggest setting up verification using a secure authenticator app.



SMS Verification



Verified



Email Verification

hsstudent@gmail.com

Not Verified

Verify



Use an Authenticator App (Most Secure Option)

Hi there! I'm Aidan®, the financial aid virtual assistant. How can I help you today?

Info about loan debt relief

I need help with payments

Help with the FAFSA® form

I have a different question



## Enable Two-Step Verification

### Protect Your Account with Two-Step Verification

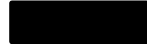
Whenever you sign in, we'll send a secure code to make sure it's really you. To keep your account protected, make sure your phone number and email are verified. We also suggest setting up verification using a secure authenticator app.



Your verified method(s) can now be used to log in.



SMS Verification



Verified



### Use an Authenticator App (Most Secure Option)

Use an authenticator app that you've downloaded from a mobile app store to view in-app secure codes—visible only to you—that can confirm your identity when you log in.

[Learn More](#)

[+ Set Up an Authenticator App](#)

Previous

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# Create an Account (FSA ID)



Step 7 of 7

## Enable Two-Step Verification: Backup Code



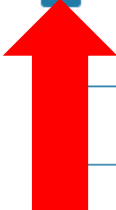
We recommend storing your backup code in a safe place.

Your backup code is a special code that lets you access your account in the event that you cannot use any other two-step verification method.

### Your Backup Code Is:

8BS7FW5TGXJ6

I have stored this backup code somewhere safe.



Previous

Continue



# Parents w/o SSNs

- Which of the following is the street name of your most recent previous address?
- Which of these phone numbers have you ever used?
- Which of the following is a current or previous employee?

Knowledge-based questions for **parents without SSNs** will be posed after two-step verification screen.

# Parents w/o SSNs

Two pathways upon answering knowledge-based questions...

1. Account created; your identity has been verified
  - Account can be used immediately
2. Account created but **identity verification required**

# Identity Confirmation Process



**Dear Jason,**

Your StudentAid.gov account was created, but you still need to verify your identity. **While you are in the process of verifying your identity, you can log in and complete a *Free Application for Federal Student Aid (FAFSA®)* form.**

To verify your identity, you must complete a verification process for users without a Social Security number (SSN). We have assigned you an identity verification case number: MANVER0 [REDACTED]

In order for your case to be received and processed, you **must** forward this email to [IDVerification@ed.gov](mailto:IDVerification@ed.gov) and attach a copy of the required documents from the lists below **and** a signed attestation form. You can send the documentation in one of the following file formats: .jpg, .bmp, .doc, or .pdf file extensions.

- MANVER#
- Attestation form
- Acceptable documentation
- [idverification@ed.gov](mailto:idverification@ed.gov)

# Proofing Documents

- Driver's License
- State or City ID Card
- Foreign Passport
- Utility Bill + ONE of the following
  - Municipal ID Card
  - Community ID
  - Consular ID Card



**THEC**  
**TSAC**

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**tnpromise**



**collegefortn.org**