

## What if I forget my FSA ID username or password?

If you have forgotten your username or password, don't worry. On our log-in pages, you'll find links that give you the option of retrieving your username or password through your verified e-mail address or by successfully answering your challenge questions.

## What do I do if I get a message saying my FSA ID is locked?

An FSA ID is locked after three unsuccessful authentication attempts. There are two possible solutions. You can either have a secure code sent to your e-mail address or you can answer your challenge questions.

If you have received the message, "Your FSA ID is locked. To unlock it, use one of the following options," start with these two steps, and then choose one of the options described below.

1. Click on the black "Log In" button at the top of this page and select "Create or retrieve your FSA ID now."
2. Once you have attempted to log in, you will be taken to a page that says, "Your FSA ID is locked." You will be given two options to unlock your FSA ID—e-mail or challenge questions.

### Option 1: E-mail

You can unlock your FSA ID by following these steps:

1. Click the e-mail button.
2. You will be taken to a page that says "Unlock Your FSA ID – Using Email."
3. A secure code will be sent to your e-mail address that's on record with your FSA ID.
4. Once you receive the e-mail, **within 10 minutes** you must enter the secure code in the box that says "Secure Code" and click on the submit button. (The secure code expires after 10 minutes.)
5. You will then be taken to a page that says, "Success!"
6. **Once your FSA ID is unlocked, you will need to reset the password for your FSA ID. Select the "Forgot My Password" option on the "Edit My FSA ID" tab, and follow the instructions to reset your password.**

### Option 2: Challenge Questions

Your other option for unlocking your FSA ID is to use your challenge questions:

1. Click the "challenge questions" button.
2. You will be taken to a page that says "Unlock Your FSA ID – Using Challenge Questions."
3. You will be taken to a page that will ask you three of your five challenge questions.
4. You will need to answer all three questions and then click on the verify button.
5. If you answer your challenge questions correctly, you will be taken to a page that says, "Success!"
6. **Once your FSA ID is unlocked, you will need to reset the password for your FSA ID. Select the "Forgot My Password" option on the "Edit My FSA ID" tab, and follow the instructions to reset your password.**