SECONDARY IDENTITY VERIFICATION PROCESS

To be used when:
- Creating a StudentAid.gov Account without a Social Security Number
- Creating a StudentAid.gov Account but failed TransUnion® verification processes

1 VISIT STUDENTAID.GOV

Visit StudentAid.gov, select "Create Account", complete all steps- including answering 1-4 knowledge-based verification questions via TransUnion®.

2 CONFIRMATION

Once process is complete, you will see a confirmation page with the results of your identity verification.

If the TransUnion® process failed, you will be informed that FSA was unable to verify your information and must contact the Federal Student Aid Information Center (FSAIC) at 1-800-433-3243. *Note: You will also receive an email from FSA informing you to call FSAIC for next steps and verify your identity.*

3 COLLECT DOCUMENTATION

After contacting FSAIC, FSA will create a case number and send a verification email, which will include guidance on how to submit copies of unexpired acceptable documentation (listed below) to verify your identity.

You will also be required to submit an attestation **AND** validation of identity form along with your approved identity documentation. This form will be available on https://studentaid.gov/forms-library.

ACCEPTABLE DOCUMENTS TO ESTABLISH IDENTITY:

Provide one (1) of the following documents:
- U.S. Driver's License
- U.S. State/City Identification Card
- Foreign Passport

OR

One (1) set of documents below to establish identity:
- Municipal Identification Cards + utility bill
- Community ID + utility bill
- Consular Identification Cards/Matricula Consular + utility bill

4 SUBMIT DOCUMENTATION

Provide acceptable documentation **AND** signed attestation form to: IDVerification@ed.gov

5 FINALIZE ACCOUNT

FSA will review submitted documentation and signed attestation form to ensure it is acceptable and matches the account information provided during the Create Account process.

With a successful match, the Department will finalize the account creation. You will receive an email indicating identity has been verified and may now use account username and password (FSA ID) to log in at StudentAid.gov to complete applications for student financial assistance programs.